Emergency Support Function #5

Emergency Management

2024

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Approval Signatures

The undersigned have hereby reviewed and approved ESF #5 of the Outagamie County Emergency Response Plan:

_____   _____
County Board Chairperson   Date

_____   _____
Emergency Management Director   Date

Emergency Support Function #5
Emergency Management

Purpose

This Emergency Support Function (ESF) identifies the procedures and resources for providing emergency management functions in support of responding agencies during the response and recovery phases of a disaster and ensures logistical support. ESF #5 coordinates all phases of emergency management and the "Chief Elected Official's" requests for local and/or state assistance.

Scope

Outagamie County Emergency Management will assist in the coordination of the activities of all departments and other organizations participating in the preparedness, mitigation, response and recovery from a major incident or disaster in a timely manner.

ESF #5 coordinates situational awareness, communication, resources and other support required to prepare for, respond to, and recover from an incident.

Policies

The County Executive is the County's primary decision-maker in response and recovery operations. Under State Statute 323.11, the County Executive may declare a State of Emergency, make the services and resources of County agencies available, and take any actions deemed necessary.

The Emergency Management Director is delegated the authority, by the County Executive under State Statute 323.14(1)(a)2, to implement the Outagamie County Emergency Response Plan (ERP) in response and recovery operations. Outagamie County Code of Ordinances Chapters 14-23 and 14-80 also establish the duties and powers of Emergency Management.

Concept of Operations

Authority

The authority for response and recovery in a disaster is set forth in state and local laws and ordinances. The County's chief elected official or designee is the decision-maker in response and recovery operations in support of municipalities.

The chief elected official or designee will stay in control of County resources during all phases of the disaster. See Attachment 3 for Line of Succession.

ESF #5 may be activated at the County Emergency Operations Center (EOC) in anticipation of, or immediately following, an incident of County significance. See Attachment 1.

The County Emergency Management (EM) Director or designee will coordinate the response and recovery activities of mutual aid, county, local, and volunteer agencies, as well as the private sector, through the EOC and/or the Incident Command Post.

When necessary, the EM Director will work with Wisconsin Emergency Management (WEM) to coordinate significant mutual aid requests and state and federal assistance.

During recovery operations, the County Emergency Management Office will coordinate with state/federal operations as needed.

The Emergency Management Director or designee is delegated the authority by the Outagamie County Code of Ordinances Chapter 14-23 (3) to implement the Emergency Response Plan as needed.

Location

The Outagamie County EOC is the primary location for coordinating County emergency response and recovery activities. The EOC is located at 320 S. Walnut St., Appleton (see Attachment 4) and has communications and support capabilities available 24 hours a day, through the Communications Center and volunteer resources provided by ARES. In the event the County EOC primary location is inoperable for an extended period of time, emergency operations will be relocated to the alternate EOC location as specified in the Emergency Management Department Continuity of Operations Plan. The back-up EOC is located at the Outagamie County Highway Department, 1313 Holland Road, Appleton.

The County operates under a graduated program of three activation levels depending on the situation. Each level corresponds to the disaster situation and reflects the State and DHHS/FEMA response levels. The levels of activation are outlined in the Basic Plan (pg.10).

EOC Role

The EOC role in supporting the response & recovery are:
1. Situational Awareness
   - Collects, analyzes and disseminates incident information.
   - Creates and provides a variety of products for EOC policy-level leadership, public affairs and other internal and external stakeholders
   - Processes requests for information; develops reports, briefings, and presentation products; integrates geospatial and technical information; and develops material to support public warning messages
2. Planning
   - Provides a range of current and future planning services that may include developing contingency, deactivation, and recovery plans.
   - Assists in the development and execution of the shared goals of the agencies managing the incident.
   - Coordination of a standard planning process to achieve the objectives of the EOC leadership and foster unity of effort among all organizations represented in the EOC.
3. Resource Support
   - Works to ensure that on-scene incident management personnel have the resources and operation support they need.
   - Organizes Resource Support Section staff to source, request/order, and track all resources including: supplies, equipment, and personnel acquired from response agencies, volunteer agencies, mutual aid/EMAC sources, and nongovernmental (NGO) partners.
   - Oversees funding, purchasing, and reimbursement of expenses.
   - Ensures that all financial records, recovery documentation, and disaster financial assistance paperwork are accurately maintained.

The EM Director or designee may request state resources as appropriate, through WebEOC or by contacting the East Central Regional Director or the Wisconsin Emergency Management duty-officer. These resources may include:
- Governor's declaration of a State of Emergency
- WEM regional and field staff assistance
- WEM Mobile Command Center
- County Emergency Management Directors Mutual Aid
- Supplementary federal public and individual assistance

Primary and Supporting Agencies

Outagamie County

Primary Agency

> County Emergency Management/Local EM

Supporting Agencies

> County Development and Land Services
> County Executive
> County Finance Department
> County Health and Human Services Department
> County Health and Human Services Department – Public Health Division
> County Highway/Local Public Works
> County IT Department
> County Recycling & Solid Waste
> County Sheriff/Local Law Enforcement
> Other County Agencies
> American Red Cross (ARC)

State of Wisconsin

Primary Agency

> Wisconsin Emergency Management (WEM)

Supporting Agencies

> Wisconsin agencies and departments assigned as primary support for emergency function.

Likely Support Includes

> Coordinate overall information and planning activities in the Wisconsin Emergency Operations Center in support of federal, state, and local response operations.

State EOC functions include:

- Information Processing: collect and process essential information from local jurisdictions, state agencies, and other sources, and disseminate it for use by response operations and provide it as input for reports, briefings, displays, and plans.
- Reports: consolidate key information into reports and other materials to describe and document overall response activities and to keep local, state, regional, and national level authorities informed of the status of the overall response operations.
- Displays: maintain displays of key information and facilitate briefings using maps, charts, and status boards in a situation room and through other measures such as computer bulletin boards and electronic mail.
- Planning Support: consolidate key information to support the action planning process.
- Technical Services: provide advice on topics such as meteorology, structural engineering, seismology, flooding, dam safety, legal and law enforcement issues, national security issues, and other areas requiring specific information to support response efforts.

Federal

Primary Agency

Federal Emergency Management Agency (FEMA)

Supporting Agencies

Department of Agriculture
Department of Commerce
Department of Defense
Department of Education
Department of Energy
Department of Health & Human Services
Department of Interior
Department of Justice
Department of Transportation
Department of the Treasury
American Red Cross
Civil Air Patrol
Environmental Protection Agency
General Services Administration

National Aeronautics and Space Administration
National Communications System
Nuclear Regulatory Commission
Small Business Administration
Voluntary Organizations

Likely Support Includes

- Works with all partners to develop coordinated interagency crisis action plans for executing operations in the Response Mission Area.
- Shares information and knowledge to ensure collective situational awareness and a common operating picture is understood for the whole community through effective planning and information management.
- Develops reports and other products for incident situational awareness.
- Coordinates and manages the development of interagency remote sensing and geospatial information used in support of a potential or actual Federal incident response.
- Supports operational planning led by other Federal agencies, as requested, based on situational requirements.
- Leads the Interagency Modeling and Atmospheric Assessment Center (IMAAC) to coordinate, produce, and disseminate modeling and hazard prediction products that represent the Federal position during an actual or potential incident to aid emergency responders in protecting the public and environment.
- Develops and maintains the Federal Response Capability Inventory, an authoritative listing of all Federal resources available during an incident.

Responsibilities and Tasks
Primary Agency: County Emergency Management/Local EM

Mitigation Phase

- ☐ Identify potential mitigation opportunities from hazard vulnerability assessment
- ☐ Through the local hazard mitigation planning team, coordinate the development, implementation and maintenance of the County Hazard Mitigation Plan
- ☐ Inform and coordinate with local jurisdictions on federal and state pre- and post-disaster mitigation grants for mitigation measures identified in the county hazard mitigation plan
- ☐ Apply for federal and state pre- and post-disaster mitigation grant programs for mitigation measures identified in the county hazard mitigation plan
- ☐ Upon grant approval, implement and administer federal and state pre- and post-disaster mitigation funds
- ☐ Provide education and awareness regarding mitigation to public safety, businesses, private non-profit groups as well as the general public

Preparedness Phase

- ☐ Develop and maintain ESF, SOPs and others procedures necessary to support the EOC
- ☐ Maintain EOC supplies and equipment
- ☐ Maintain a trained staff to fulfill ESF #5 tasks and operations
- ☐ Maintain contact with local Emergency Management Coordinators and Chief Elected Officials
- ☐ Assist with the development and maintenance of Memoranda of Understanding (MOUs) and mutual aid agreements
- ☐ Exercise and train staff, agencies, and other private organizations to support local/county emergency operations
- ☐ Identify deficiencies in plans and determine appropriate corrective action recommendations
- ☐ Maintain agency issued Wisconsin Credentialing and Asset Management System (WICAMS) identification cards addressed in Attachment 6

Response Phase

- ☐ Activate County EOC as needed
- ☐ Send a Notification Alert to the EOC Roster with instructions and what time they should respond to the EOC (EOC Roster listed in Attachment 2, Attachment 5 addresses after-hours access)
- ☐ Establish communications with Incident Command through the Communications Center, local EOC, telephones, or ARES
- ☐ Contact local Emergency Management Coordinators for affected jurisdictions for damage impact and assessment, or contact the elected official
- ☐ Notify WEM Regional Director or WEM Duty Officer of the situation
- ☐ Coordinate with field personnel to determine injuries and conduct damage assessment
- ☐ Activate and coordinate Damage Assessment Teams to assist local municipalities (if requested)
- ☐ Send out Survey 1-2-3 Damage Assessment live link to local municipalities
- ☐ Designated EM staff should provide the following:
  - ☐ Establish a sign-in and sign-out sheet of EOC personnel and keep track of their contact information
  - ☐ Coordinate food/beverages and logistical support for EOC personnel through Center Support Section
- ☐ Activate the Damage Report Hotline through 2-1-1:
  - ☐ The PIO should include 2-1-1 activation in initial Press Release and advise public to report damages there; advise EOC and local Jurisdictions of the 2-1-1 activation
- ☐ Ensure damage report information is forwarded to Development & Land Services/GIS
- ☐ Check in with Local EMs of all impacted areas for progress reports and missed damaged areas
- ☐ Compile an initial status report to assist ongoing incident action planning
- ☐ Make the County Executive aware of any policy issues or recommendations
- ☐ Collaborate with chief elected official to issue executive orders and proclamations to address response and recovery operations, as necessary
- ☐ Develop and maintain situational status reports to record actions
- ☐ Coordinate supporting plans and materials (as feasible): maps, evacuation routes, building security plan, County ERP, and Continuity of Government Plan, and weather data

☐ Ensure local Emergency Managers compile damage estimates utilizing the UDSR (Uniform Disaster Situation Report) tool and submit the completed forms to County EM office. Refer to Attachment 10 for Median values.

☐ **County EM complete the UDSR board in WebEOC within 72 hours after the event**

☐ Pass any mutual-aid requests (Emergency Police Services, National Guard, etc.) through proper channels

☐ Contact County PIO for public information activities

☐ Facilitate planning meetings to develop Incident Action Plans (IAP) and share Situation Status Reports

☐ Schedule briefings to establish incident objectives as needed throughout the incident response

☐ Receive and process requests from local jurisdictions for specific state and federal emergency and disaster-related assets and services

☐ Maintain current status report of all resources deployed

☐ If an Alternate EOC is needed because primary EOC is physically inaccessible:

    ☐ Contact facility representatives to activate the site

    ☐ Set up tables, phones, and supplies

    ☐ Contact EOC personnel with new location & phone number

    ☐ Notify local, county, and state agencies of location & phone number

Recovery Phase

☐ Set recovery phase objectives for the EOC

☐ Arrange Informational Meetings or "Town Hall Meetings" in areas affected to answer community questions as needed

☐ Coordinate with local agencies on re-entry procedures

☐ Coordinate tours of damage area with FEMA, elected and public safety officials, local Emergency Management Coordinators, and members of the Long-Term Recovery Committee

☐ Work with the American Red Cross to establish a Multi-Agency Resource Center (MARC) if needed

☐ Coordinate countywide damage assessment including the Preliminary Damage Assessment (PDA)

☐ Ensure progress updates on recovery efforts along with plans and reports are sent to the County EOC

☐ Ensure each community keeps financial records of accurate disaster-related expenditures by department

☐ Continue to compile damage assessment information and update the State using the Uniform Disaster Situation Report (UDSR) board in WebEOC
☐ Administer federal and state disaster assistance programs
☐ Participate in the debriefing and After Action Review (AAR)

Demobilization Phase

☐ Direct agencies to create and implement demobilization plans and update the EOC
☐ Ensure resources ordered by the EOC are returned in good working order to their owners

Responsibilities and Tasks
Supporting Agency: County Development & Land Services

Mitigation Phase

☐ Coordinate and participate on the county/local hazard mitigation planning team

Preparedness Phase

☐ Participate in training, drills and exercises
☐ Maintain GIS data with layers relevant to emergency response and recovery
☐ Develop and maintain the necessary software and platforms to support various mapping functions

Response Phase

☐ Activate the damage assessment link for the specific event
☐ Provide mapping and information data to EOC staff
☐ Assist with damage assessment in affected communities as addressed in Attachments 8 & 9
☐ Assist in Damage Assessment and collecting of data (Attachment 10)

Recovery Phase

☐ Disseminate recovery information, plans and reports to County EOC
☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: County Executive

Mitigation Phase

☐ Coordinate and participate on the county/local hazard mitigation planning team

Preparedness Phase

☐ Participate in training, drills and exercises
☐ Maintain contact with Chief Elected Officials

Response Phase

☐ Receive a situation update from the EOC Manager/Emergency Management Director
☐ Contact the Deputy Executive Administrator for support in the EOC
☐ Notify County Board Chair as necessary
☐ Monitor the situation and if necessary, activate the EOC (if not already) and ensure a representative is sent to the EOC
☐ Issue a County "State of Emergency" proclamation and give to County EM
☐ Contact elected officials of impacted jurisdictions to offer support
☐ Provide policy guidance on priorities and objectives based on situational needs and the County ERP
☐ Provide strategic direction for county agencies as appropriate
☐ Coordinate with state, county, and local elected officials and representatives

Recovery Phase

☐ Attend tours of the damage area with FEMA and other federal/state agencies
☐ Ensure and monitor the implementation of disaster assistance programs
☐ Liaison with affected municipalities
☐ Monitor the demobilization of County agencies and resources
☐ Disseminate recovery information, plans and reports to County EOC
☐ Provide feedback in the After Action Review process on improving response and recovery
☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks

Supporting Agency: County Finance Department

Mitigation Phase

☐ Coordinate and participate on the county/local hazard mitigation planning team (Risk Management)

Preparedness Phase

☐ Participate in training, drills and exercises

Response Phase

☐ Keep accurate record of disaster-related expenditures by each agency
☐ Order necessary resources for the EOC or field operations
☐ Assist with completing the public assistance financial forms for county departments
☐ Assist Emergency Management in completing the Preliminary disaster Assistance and Public Assistance forms from FEMA for reimbursement

Recovery Phase

☐ Track expenses
☐ Gather and track volunteer hours in the EOC and in the field
☐ Disseminate recovery information, plans and reports to the County EOC
☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: County Health and Human Services Department

Mitigation Phase

☐ Coordinate and participate on the county/local hazard mitigation planning team

Preparedness Phase

☐ Participate in training, drills and exercises
☐ Update/maintain HHS facility database

Response Phase

☐ Provide a representative to the EOC
☐ Be in contact with ARC on the services they are providing (Ref. ESF #6)
☐ Provide advice to the Incident Commander and EOC concerning human services issues
☐ Provide health and human services to impacted individuals as appropriate
☐ Partner with Voluntary Organizations Active in Disasters (VOAD)

Recovery Phase

☐ Coordinate human services activities
☐ Provide support for disaster recovery
☐ Provide technical advice to the Incident Commander and EOC as needed
☐ Partner with Voluntary Organizations Active in Disasters (VOAD)
☐ Evaluate personnel and resource needs and mobilize or demobilize as directed by the Incident Commander or EOC
☐ Disseminate recovery information, plans and reports to County EOC
  ☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: County Health and Human Services Department – Public Health Division

Mitigation Phase

☐ Coordinate and participate on the county/local hazard mitigation planning team

Preparedness Phase

☐ Participate in training, drills and exercises
☐ Update/maintain HHS facility database

Response Phase

☐ Provide a representative to the EOC
☐ Coordinate public and environmental health information activities and resources
☐ Provide advice to the Incident Commander and EOC on public health issues (Ref ESF #8) (i.e. toxic exposure, sector control, evacuation, sheltering and prophylaxis)
☐ Provide health related guidance and information to the local Haz-Mat Team
☐ Coordinate with the Department of Health Services and Department of Agriculture, Trade and Consumer Protection (DATCP) to identify health exposures and determine appropriate follow up to those exposed
☐ Maintain regular contact with State and Local Health Agencies

Recovery Phase

☐ Coordinate public and environmental health recovery activities
☐ Assist the EOC and the Incident Commander in the coordination of response personnel and resources
☐ Disseminate recovery information, plans and reports to County EOC
☐ Provide support for disaster recovery
☐ Evaluate resource needs and activate or deactivate as ordered by the Incident Commander or EOC
☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: County Highway/Local Public Works

Mitigation Phase

- ☐ Coordinate and participate on the county/local hazard mitigation planning team
- ☐ Determine ways to reduce hazards through improvements in the transportation system

Preparedness Phase

- ☐ Participate in training, drills and exercises

Response Phase

- ☐ Provide a representative to the EOC
- ☐ Coordinate with local Public Works regarding their situation update and needs
- ☐ Support the Incident Commander as needed
- ☐ Coordinate with Highway/Public Works and engineering resources including those from mutual aid organizations as necessary
- ☐ Assist Sheriff/local law enforcement with traffic control during emergency situations
- ☐ Highway should provide advice and resources to the Incident Commander and EOC on debris removal
- ☐ Public Works should coordinate with utility providers for restoration of services
- ☐ Provide advice or resources for fuel, heavy equipment, extrication, damage assessment, structural integrity, vital services and other public works and engineering issues
- ☐ Assist the Recycling & Solid Waste department with debris management and disposal activities

Recovery Phase

- ☐ Disseminate recovery information, plans and reports to County EOC
- ☐ Provide vital services during recovery until restoration
- ☐ Coordinate public works and engineering resources as necessary
- ☐ Evaluate resource needs and mobilize or demobilize as directed by the Incident Commander or EOC
- ☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: County IT Department

Mitigation Phase

☐ Coordinate and participate on the county/local hazard mitigation planning team

Preparedness Phase

☐ Participate in training, drills and exercises

Response Phase

☐ Provide computer, internet access and telephone support to the EOC
☐ Set up/provide connection for personnel from outside the county on computers with internet access

Recovery Phase

☐ Disseminate recovery information, plans and reports to County EOC
☐ Provide support for disaster recovery as necessary
☐ Evaluate resource needs and activate or deactivate as ordered by the Incident Commander or EOC
☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: County Recycling & Solid Waste

Mitigation Phase

☐ Coordinate and participate on the county/local hazard mitigation planning team

Preparedness Phase

☐ Participate in training, drills and exercises

Response Phase

☐ Provide a representative to the EOC
☐ Support the Incident commander as appropriate
☐ Coordinate with the EOC, Highway Department and municipalities to develop the debris removal plan and timeline
☐ Track the type, amount of debris, and related costs at Solid Waste which is used in damage assessment
☐ Coordinate with the Wisconsin Department of Natural Resources (DNR) regarding proper debris disposal
☐ Oversee debris management and disposal activities

Recovery Phase

☐ Activate the Debris Management Plan located in ESF #3
☐ Disseminate recovery information, plans and reports to County EOC
☐ Coordinate solid waste resources as necessary
☐ Evaluate resource needs and mobilize or demobilize as directed by the Incident Commander or EOC
☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: County Sheriff/Local Law Enforcement

Mitigation Phase
- ☐ Coordinate and participate on the county/local hazard mitigation planning team

Preparedness Phase
- ☐ Participate in training, drills and exercises

Response Phase
- ☐ Provide a representative to the EOC
- ☐ Through the Communications Center, share any warnings or vital reports to those in the field. The Communications Center should pass any reports to Emergency Management/EOC
- ☐ Provide assistance to local law enforcement with assessing the extent and effects of the incident. Provide an estimate of resources needed.
- ☐ Contact the impacted jurisdiction to assess law enforcement needs and assist as needed
- ☐ Offer assistance to municipal law enforcement with controlling site access
- ☐ Provide communications in support of the disaster operations
- ☐ Supply technical advice to the Incident Commander and EOC on security, crowd control, investigation and other issues within areas of expertise
- ☐ Coordinate the mutual aid of law enforcement agencies
- ☐ Coordinate traffic/evacuation requirements with the Highway/Public Works and local Law Enforcement as addressed in ESF #1

Recovery Phase
- ☐ Disseminate recovery information, plans and reports to County EOC
- ☐ Continue to collect, record and disseminate Law Enforcement information
- ☐ Provide personnel and resources for the safety and security of the disaster area as requested by the Incident Commander or the EOC
- ☐ Continue to assist in coordinating law enforcement mutual-aid
- ☐ Evaluate personnel and resource needs and mobilize or demobilize as directed by the Incident Commander or EOC
- ☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: Other County Agencies

Mitigation Phase

☐ Coordinate and participate on the county/local hazard mitigation planning team

Preparedness Phase

☐ Participate in training, drills and exercises

Response Phase

☐ Provide a representative to the EOC as needed
☐ Develop and execute Incident Action Plans (IAP) during disaster operations
☐ Communicate all information to and coordinate actions with the County EOC
☐ Support the Incident Commander and provide resources as appropriate
☐ Keep accurate records of disaster-related expenditures
☐ Keep records of time personnel spend working in the EOC/field

Recovery Phase

☐ Assist the EOC and the Incident Commander in the coordination of response personnel and resources
☐ Provide support for disaster recovery as necessary
☐ Disseminate recovery information, plans and reports to County EOC
☐ Evaluate resource needs and mobilize or demobilize as ordered by the Incident Commander or EOC

Responsibilities and Tasks
Supporting Agency: American Red Cross (ARC)

Mitigation Phase

- ☐ Coordinate and participate on the county/local hazard mitigation planning team
- ☐ Coordinate with other VOAD members to prevent duplication of services

Preparedness Phase

- ☐ Participate in training, drills and exercises

Response Phase

- ☐ Coordinate with the EOC regarding which American Red Cross resources are needed and for how long
- ☐ Activate shelters, mobile feeding, mental health and other resources based on the event
- ☐ Coordinate with other VOAD members to prevent duplication of services
- ☐ Execute IAPs during disaster operations
- ☐ Provide a representative to the EOC as needed
- ☐ Communicate field information to and coordinate actions with the County EOC (shelter numbers, number of meals dispersed, clean up kits handed out)
- ☐ Support the Incident Commander and provide resources, as appropriate

Recovery Phase

- ☐ Assist the EOC and the Incident Commander in the coordination of response personnel and resources
- ☐ Disseminate recovery information, plans and reports to County EOC
- ☐ Provide support for disaster recovery as necessary. Evaluate resource needs and activate or deactivate as ordered by the Incident Commander or EOC
- ☐ Coordinate with other VOAD members to prevent duplication of services
- ☐ Participate in the debriefing and After Action Review (AAR)

Attachment 1 – EOC SOP

The EOC is where two or more key personnel/officials gather to assess the overall emergency situation, coordinated public information, acquire resources, and make decisions to support the local jurisdiction and IC. An EOC may be necessary in conjunction with the field operations and is separate from a field operation.

Location of County EOC

The Primary County EOC is located at 320 South Walnut Street, Appleton, Wisconsin, (Justice Center).

The alternate EOC is located at the Highway Department, 1313 Holland Road, Appleton. An alternate EOC would be utilized if the primary EOC was not usable. (Note: ARES capabilities may be hindered as there are no main exterior antennas to transmit from at the secondary sites or if the mobile communications unit is deployed elsewhere).

Activation

See the Basic Plan for Activation levels

Setting up the EOC

This section includes SOPs for setting up EOC operations.

Equipment

The Sheriff's Department will be responsible for communications systems.

The Emergency Management Director or designee is responsible for setting up phones in the County EOC when an EOC is activated. Telephones are kept in the EOC closet.

The primary EOC has backup power from a generator which is tested weekly by Maintenance keeping it in constant readiness. The generator is supplied with a storage tank of diesel which can provide power to the EOC and other selected areas.

Current maps of affected areas will be provided by Development & Land Services (GIS). During an emergency, the EOC staff uses plans, message forms and miscellaneous supplies.

The Emergency Management Director is the EOC manager and is responsible for the provision and maintenance of EOC supplies.

Primary EOC Floor Layout is addressed in Attachment 4.

Security

During evening hours, holidays, and power outages at the Outagamie County Government Center, non-county EOC staff members will access the building through the Huber Entrance as addressed in Attachment 5.

Status Reporting

The Chief Elected Official (CEO) for the jurisdiction will confer with other officials as needed. The EOC Manager, under the direction of the CEO, will coordinate all activities in the EOC.

EOC staff should also be prepared to make a brief statement on the status of their department as called for by the EOC Manager. This status report should include:

- Situation update for their responsibilities
- Personnel and resources committed
- Deployment locations
- Actions taken
- Need for additional resources
- Duration of involvement and problems
- Any additional information

All phone calls made or received will be recorded on individual log sheets. The representative of each department is responsible for the direction and control of operations within their jurisdiction.

Public Information

Public Information is addressed in detail in ESF #15.

The PIO is responsible for issuing official emergency update information which must be confirmed by the Incident Commander. News media will not be allowed access to the EOC.

Provisions for Long-Term Operation

In the case of a long-term emergency operation, the care of EOC staff will be

initiated.   For extended emergency operations, food will be supplied via local establishments or Corrections (during normal hours). If the Corrections kitchen facilities are made operational for the EOC, the Corrections staff can coordinate with the EOC Manager or Emergency Management staff to maintain the EOC food service operation. The kitchen located in the jail includes a stove, refrigerator, pots and pans, utensils, etc.

Sleeping facilities will be established at the direction of the EOC Manager in coordination with Maintenance.   Arrangements for sleeping can be set up in basement of the Justice Center if needed. Emergency Management has blankets stored in penthouse and cots stored at Zebra-12.

EOC personnel will be briefed on long-term operations and expectations.

Attachment 2 – EOC Activation/Alert Roster

This portion is blank due to confidential information.

Attachment 3 – Outagamie County Line of Succession Chart

Note: All names and telephone numbers for the following are on file at the County Emergency Management Office.

Outagamie County Emergency Management

1. Emergency Management Director
2. Emergency Management Deputy Director
3. Emergency Management Specialist
4. Emergency Management Specialist

Outagamie County Chief Elected Official

1. County Executive
2. County Board Chairperson
3. County Board Vice Chairperson

Outagamie County Public Information Officer

1. Executive Operations & Public Relations Specialist
2. Sheriff's Department Captain

Outagamie County Corporation Counsel (Legal Counsel)

1. Corporation Counsel
2. Corporation Counsel Assistant
3. District Attorney

Outagamie County Law Enforcement Group

1. County Sheriff
2. Chief Deputy
3. City police Chief/Local Law Official

Outagamie County Fire Services Group

1. Local Fire Department Designated Officer

Outagamie County Public Works/Engineering Group

    1. County Highway Commissioner
    2. Assistant Highway Commissioner
    3. Local Public Works Official

Outagamie County Health & Human Services

    1. County Health and Human Services Director
    2. County Health and Human Services Deputy Director

Outagamie County Public Health Group

    1. County Health and Human Services Public Health Division Manager
    2. County Health and Human Services Nursing Supervisor
    3. County Health and Human Services Environmental Health

Outagamie County Agriculture Group

    1. UW-Extension Office
    2. County Soil Conservationist

Outagamie County Coroner's Office

    1. County Coroner
    2. County Chief Deputy Coroner

Attachment 4 – EOC Layout

Pod #3

Pod #1

Pod #5

EOC Director

Planning Section

Center Support Section

COOP / COG

Policy Group

EOC Command Staff

Liaison Officer

Situational Awareness Section

Resource Support Section

Pod #6

PIO

Pod #4

Pod #2
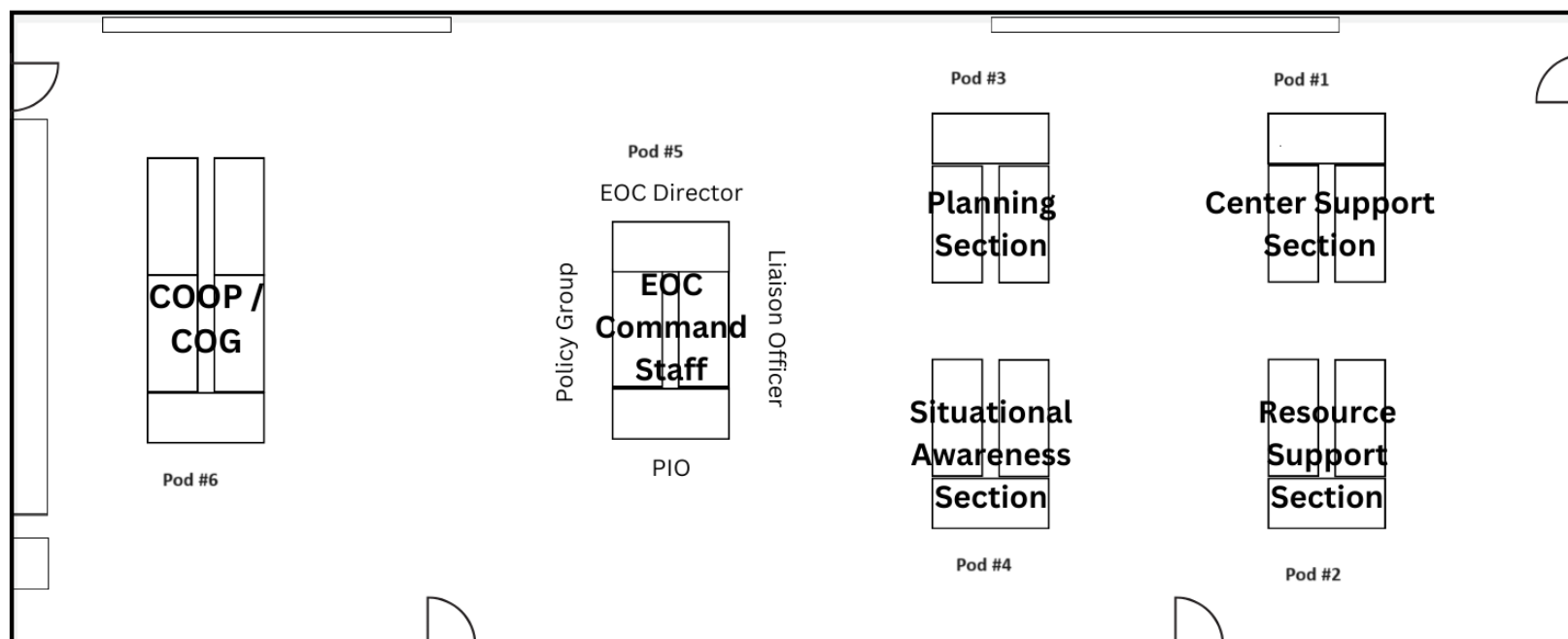
Attachment 5 – EOC after hours building access

This portion is blank due to confidential information.

Attachment 6 – Wisconsin Credentialing and Asset Management System (WICAMS) Policy

Outagamie County Emergency Management	Title: Wisconsin Credentialing and Asset Management System (WICAMS) Policy
Policy: P-#6	**Issued Date:** 04-01-09	**Updated :** 05-24-19

Purpose:
To establish a procedure to efficiently account for personnel at the scene of large-scale emergencies and pre-planned events.

Discussion:
A Personnel Accountability System gives the Incident Commander an effective and efficient means to account for all responding personnel at the scene of an emergency. WICAMS incorporates a procedure that utilizes photo id tags to track assignments of commanders, companies, equipment and individuals at an incident and provides for situation management.

WICAMS and its components are solely owned and maintained by Outagamie County. System support is provided by Salamander Technologies.

Procedures:

Activation:

Activation of WICAMS shall be initiated by the Incident Commander contacting the Communications Center and requesting Emergency Management for electronic accountability. Emergency Management will notify Outagamie County Community Emergency Response Team (CERT) if available to operate the WICAMS equipment for accountability.
If Incident Command may need WICAMS, request it early on. The request can always be cancelled.

Incident types for WICAMS use:

1. Extended timeframe incidents with a duration of 3 hours or more where the incident commander may need assistance with accountability of personnel and apparatus.

2. Large scale incident's (mass casualties, structure fire, disaster, search and rescue, or prolonged operations)
3. Agency training (Pre-arrangement with the Emergency Management Office)
4. Special events.

Communication:

When requesting WICAMS, the requesting agency shall provide the Communications Center with the following information:
1. Telephone number for Incident Command to be contacted at, if available.
2. Response location

Requirements:

In order for WICAMS to work effectively, the Incident Command System shall be in place along with an accountability system. A liaison (accountability officer) shall be in place for the arrival of WICAMS, who will brief the operator of WICAMS and assist with establishing the incident database.

System operation:

WICAMS will be operated only by trained operators from either Outagamie County CERT or Outagamie County Emergency Management. There may be instances where the operator requires assistance from the requesting agency to ensure information into the system has been properly documented.

Definitions:

Photo ID badges
A 2" x 3" color-coded, photo identification card with their discipline and agency identifier on the top of the card. The card will include a photograph in the middle and the individual's name and title in the lower half of the card with an electronic bar code encrypted with qualifications and additional information.

Card color scheme is set by responder type:
Brown: Animal Care, Veterinary
Blue: Emergency Medical Services, Doctors, Nurses, DMAT, DMORT
Red: Fire, Hazardous Materials, Rescue services
Black: Law Enforcement
Orange: Public Works, Publicly-owned Utility
Pink: Authorized Media, Site Visitors (in-processed prior to incident entry)
Green: Private sector Communications, Contractors, and Utilities, Critical Infrastructure, Supply-chain representatives, Local businesses
Yellow: NGO's, Amateur radio, Support services, Site-specific volunteer group
Gold: Elected officials, VIPs, State or Federal agency (not otherwise specified)

Lavender: Public Health, Health Care/Hospital resource
Gray: Emergency Management, FEMA, IMT, TERT, MACS, COML
White: Evacuees, displaced residents, Exercise Evaluators

Authorized agencies shall issue one credential based on the positions within one of the following disciplines:

1. A – Animal Care, Veterinary
2. B – Business Representatives, Suppliers and Contractors, Critical transportation
3. C – County agency (other than Emergency Management)
4. E – Emergency Management, FEMA, IMT, TERT, MACS
5. F – Fire, Hazardous Materials, Technical Rescue
6. G – Government elected representatives, VIP's, Federal officials
7. H – Public Health, Health Care, Hospitals
8. L – Law Enforcement
9. M – Emergency Medical, Doctors, Nurses, DMAT, DMORT
10. N – National Guard
11. P – Public Works, Publicly-owned Utilities
12. S – State agency (other than Emergency Management)
13. T – Tribal officials
14. U - Private Sector Communications, Critical Infrastructure & Utilities
15. V – Volunteer and Faith-based organizations, VOAD, Site-specific assistance

Equipment:

Mobile Devices

Mobile devices are utilized to scan the encrypted bar codes on the ID tag. The mobile device is utilized to scan personnel to account for their location and assignment, as well as apparatus and equipment.

Laptop

The laptop computers and mobile devices are utilized together in long-term incident management. Command Software on the laptop is designed for organizing personnel and resources which have been checked in on the mobile device. Upon ending an incident from the laptop, reports are generated from the laptop to be maintained as the incident record.

Badging Maintenance:

New personnel

The agency must request access to Salamander Live through County Emergency Management (EM). EM will grant permissions and provide login information. The authorized person will enter the member(s) into Salamander live and include a photo and qualifications. Once member(s) are added, contact the EM office at Robert.olson@outagamie.org to have the badges printed. Badges will be mailed to the Chief of the agency.

Retired or terminated personnel

When a member retires or is no longer employed, the authorized person should delete that member from Salamander Live and destroy the agency issued ID card.

Update to badge information

The authorized person for the agency can make changes in title or level of training for any member of their department. Once updates have been completed, contact the EM office at Robert.olson@outagamie.org and request a reprint of the badge. Badges will be mailed to the Chief of the agency and not the individual.

Attachment 7 – Damage Assessment Form - Business

GIS #	Jurisdiction	Business Name	Location		Business Damage	Insurance	Photo #	Notes
	City, Village, Town		**Street Address**	**Street Name**				**Phone # & Coordinates**
Example	Town of Deer Creek	Joes Car Repair	N3232	CTY TK WW	Minimum	No		Test Record
Use same criteria as the single & multi-family homes for assigning damage.								

Attachment 8 – Damage Assessment Form – Residential

GIS #	Jurisdiction	Residents Name	Location		Type of Structure	Status	Damage	Insurance	Photo #	Notes
			Street Address	Street Name	*Multi-Family (includes apartments)					Phone Number & Coordinates
1	Town of Cicero	Joe Smith	W8989	Cicero Rd	Mobile Home	Own	Minimum	Yes		
	SF = Single Family		MF = Multi-Family (includes apartments)				MH= Mobile Home			

Attachment 9 – Residential Median Value of Homes

Outagamie County Median Value Residential Properties

Residential Median Value

- ☐ $98,700 - $173,700
- ☐ $173,701 - $235,400
- ☐ $235,401 - $296,800
- ☐ $296,801 - $343,200
- ☐ $343,201 - $418,000

Outagamie County est. 1851

Source: Outagamie County 2023 tax parcel data using estimated fair market values

Municipality	Median Value	Municipality	Median Value	Municipality	Median Value
City of Appleton	230,100	Town of Ellington	339,600	Town of Vandenbroek	368,750
City of Kaukauna	206,500	Town of Freedom	306,550	Village of Bear Creek	112,750
City of New London	131,700	Town of Grand Chute	296,800	Village of Black Creek	173,700
City of Seymour	212,800	Town of Hortonia	341,150	Village of Combined Locks	273,200
Town of Black Creek	253,100	Town of Kaukauna	344,900	Village of Greenville	372,300
Town of Bovina	291,300	Town of Liberty	216,650	Village of Hortonville	225,900
Town of Buchanan	333,800	Town of Maine	192,800	Village of Kimberly	211,600
Town of Center	378,200	Town of Maple Creek	217,100	Village of Little Chute	235,400
Town of Cicero	263,850	Town of Oneida	273,000	Village of Nichols	98,700
Town of Dale	311,500	Town of Osborn	319,000	Village of Shiocton	165,900
Town of Deer Creek	161,100	Town of Seymour	259,100	Village of Wrightstown	418,000