Understanding the Incident Command System (ICS) for Nonprofits

September 7, 2021
A Zoom-based Webinar for UASI South Bay Hub
Santa Clara, Monterey, San Benito and Santa Cruz counties
Welcome

• Welcome and Introductions

• Housekeeping
  – Access Coordinator
  – Live Transcript

• Interactive Session
  – Use of Chatbox and DMs
  – Zoom reactions/emoji’s highly encouraged
Workshop Objectives

To help participants gain a better understanding of

– How government entities are organized to respond using California’s Standardized Emergency Management System (SEMS)

– What the Incident Command System (ICS) is and how it is used by government entities

– How CBOs can embrace ICS in your own organizations and practice using it today in a fun and interactive way
Agenda

• Short history and background of SEMS/NIMS and ICS

• Translating this to nonprofits

• Interactive exercise “play” with the concepts and terminology

• Q&A
Two Policy Guides

STANDARDIZED EMERGENCY MANAGEMENT SYSTEM

INCIDENT COMMAND SYSTEM

NATIONAL INCIDENT MANAGEMENT SYSTEM
Incident Command System

- Started in fire service
- Systems Approach –
  - Organizational Structure
  - Roles/Responsibilities
  - Chain of Command
  - Authority to make decisions
- Brings order to chaos
- Flexible & Adaptable
Personnel Qualifications

• ICS is not a rank-oriented system
  – It is a performance-oriented one
  – The best qualified person is placed into the appropriate functional level for the situation
Incident Commander

- The only position (function) in the ICS that must always be staffed is the **Incident Commander**
- There must always be someone in charge who is responsible and accountable
- This position must be assumed by the first arriving emergency responder
General Staff

Incident Commander
Leads It

- Operations
  Does it
- Planning
  Tells it
- Logistics
  Gets it
- Finance
  Pays for it
Organizational Levels

Field

Local

Regional

Operational Area

State

FEMA

Federal
Local Government Level

City or County

- Proclaims a LOCAL emergency when local resources are exhausted.
- Activates the local EOC.
- Supports field activity.
- Requests support from the Operational Area.
- Restores City services.
Operational Area Level

- Includes the County and all jurisdictions within the County
- Coordinates information and resources within the County.
- The Operational Area EOC is the link to the Regional Level EOC.
Coastal Region (REOC)

- Coordinate and communicate with State SOC and Operational Areas within the Region.
- Support resource requests from Operational Areas
- Manage State Agency response within Region
State Operations Center (SOC)

- Communicates with Legislature and Governor
- Federal resource coordination
- Coordinate statewide Mutual Aid and State Agency response
- Implements Cal OES Media Efforts
How Can CBOs Embrace ICS for Your Own Planning
Using ICS in your CBO

• Organizing your staff

• Communicating with field/satellite offices

• Benefits of team approach and span of control
ICS Recast for Nonprofits

Our version of the Incident Command System is a:

• **Thinking Tool:** To help residents and civilian responders understand how to think through an event, fulfill on your mission, mobilize your assets efficiently and effectively

• **Bridge & Lifeline:** To work as partners with the government and professional emergency responders (eliminate delays, confusion, “well-intentioned” breakdowns, etc.)

• **Leadership Training:** To instill universal and transferable leadership skills in nonprofit staff

• **Economic Development Tool:** To build community capacity to share and leverage EVERY asset, resource, opportunity
ICS with One Person

The *Incident Command System* is strong enough to be the standard for response agencies across the country –

AND it is flexible enough to be used by just one person.
You are home alone, cooking dinner for guests.
You are busy cooking and preparing.
You are setting up and preparing the food to be cooked.
Then... Oh No!
You put out the fire.

I win!

But you’re not finished yet!
Now you figure out what to do since the fire changed your plans.

hmm ... dinner is ruined. I must order food...

... call my guests ...

... and clean this up.
You let people know what’s happening.

It’s okay! The fire’s out.
You tell the fire department.

Thanks for reporting it!

Remember:
Know the non-emergency number for your local fire department!
You get the supplies you need.
You protect yourself.
… and others.
You figure out what it all cost.
“One Person” ICS

Taking responsibility = Incident Command

Putting out the fire & cleaning up = Operations

Getting the fire extinguisher & mop = Logistics

Keeping self or others safe = Safety & Security

Working with other agencies = Liaison

Sharing info with the public = Public Information

Choosing a new dinner & telling people = Planning

Paying for take-out & figuring the cost = Finance / Admin
ICS on The Titanic

Imagine you were on the Titanic when it hit the iceberg.

– You know the ship will definitely sink
– You know that there are not enough life boats
– You have two and a half hours

WHAT DO YOU DO?

It’s the Incident Command System to the Rescue!
CADRE ICS Hangtags

Management

EOC Director
"Leads It"

1. Monitor staff, events, and safety.
2. Gather facts, make the right decisions.
3. Track critical dates and document your actions.
5. Inform clients and make notifications.
6. Coordinate efforts with other stakeholders.
7. Submit all costs/receipts to Finance.

Logistics

Logistics Chief
"Gets It"

1. Monitor health and safety of logistics staff.
2. Track time and document your actions.
3. Be proactive—anticipate needs of sections.
4. Obtain briefing from Field Logistics.
5. Purchase, transport, store, and distribute supplies/materials to support field teams.
6. Coordinate purchase requests.
7. Acquire and distribute materials to field teams.
8. Provide food and shelter for EOC teams as needed.
9. Coordinate volunteers.
10. Submit all costs/receipts to Finance.

Finance/Admin

Finance Chief
"Pays For It"

1. Monitor the health and safety of Finance staff.
2. Track time and document your actions.
4. Provide financial tracking and purchasing guidelines to other sections.
5. Document funds/expenses to report personnel time.
7. Ensure proper contracts/agreements are in place.
8. Begin financial recovery process.

Operations

Operations Chief
"Does It"

1. Monitor the health and safety of Operations staff.
2. Receive briefing from Incident Commander(s).
3. Track time and document your actions.
5. Keep the EOC Director informed.
6. Submit all costs/receipts to Finance.

Planning

Planning Chief
"Tells It"

1. Monitor the health and safety of the Planning staff.
2. Collect, verify, evaluate & output information from field teams and other sources.
3. Obtain status of clients and staff.
4. Establish damage estimates.
5. Track your time & money.
6. Submit all costs/receipts to Finance.

Management

Management
"You connect with outside people and resources"

1. Ensure all personnel follow the highest health & safety standards.
2. Monitor all EOC activities to ensure they are up to date.
3. Coordinate with Field Safety Officer.
4. Monitor your facility and make safety issues.
5. Track your facility—address safety issues.
6. Submit all costs/receipts to Finance.

Safety Officer

Safety Officer
"Your focus is safety"

1. Provide emergency information to the public.
2. Establish/maintain communication with media.
3. Obtain reports from agencies.
5. Monitor media for emergency information.
6. Connect with other involved agencies.
7. Keep all stakeholders informed.
8. Keep a log of media contacts.
9. Provide training to any emergency officials.
10. Submit all costs/receipts to Finance.
ICS on The Titanic

Imagine you were on the Titanic when it hit the iceberg.

– You know the ship will definitely sink
– You know that there are not enough life boats
– You have two and a half hours

WHAT DO YOU DO?

It’s the Incident Command System to the Rescue!
Building Rafts with ICS:

- **Incident Commander** would take charge, choose team leaders and devise a plan.

- **Planning** team would be creating the timeline and communicating the plan.

- **Operations** team would be assembling the rafts, organizing people and directing.

- **Logistics** team would be getting the supplies needed (doors, poles, sheets, anything that floats, etc.).

- **Admin/Finance** team would be keeping the records.

- **Safety / Liaison**...
Let’s try another example…

Using ICS for Nonprofits

VOLUNTEER RECOGNITION EVENT
“Leads it”

Management:

So what does MANAGEMENT do?

Perhaps:
- Choose team
- Empower team leaders
- Serve as signatory and final authority for decisions
So what does Planning do?

Planning:
“Plans it”

Perhaps:
• Sets time, date and timeline for the event
• Creates overall program, theme, structure of event
• Sets up agenda and flow of program events
• Decides guest lists, keynote speakers, dignitaries, etc
Operations:
“Does it!”

Perhaps:
• Sets up on day of the event
• Welcomes guests. Greets VIPs
• Orchestrates the planned program
• Emcees program and coordinates with speakers
• Dismantles and clears up after the event
So what does Logistics do?

Logistics: “Gets it”

Perhaps:
- Arrange for event location
- Orders and arranges for supplies – tables, nametags, awards, etc
- Oversees venue setup – zoom or in-person or both!
- Gets volunteers to work event
Using ICS Day-to-Day:
VOLUNTEER RECOGNITION EVENT

So what does Finance & Admin do?

Finance / Administration:
“Pays for it”

Perhaps:
• Sets budget with Planning team
• Handles and processes all related expenses
• Track registration and receipts
• Record useful information for next year’s event
• Create final accounting of costs report for event
• Save records
So what does Safety & Security do?

Safety & Security: “Protects it”

Perhaps:
• Ensure everyone stows valuables safely
• Monitor safety at event
• Ensure any food served stays at safe temperature.
Using ICS Day-to-Day:
VOLUNTEER RECOGNITION EVENT

So what does Liaison do?

Liaison:
“Schmoozes it”

Perhaps:
• Work with vendors, suppliers, etc.
• Maintain relationship with property owners or managers
• Trouble-shoot issues with VIPs
So what does Public Information do?

PIO:

“Shares it”

Perhaps:

• Create announcements, fliers, etc.
• Issue press releases or call media
• Use email, social media, phone calls or other ways to inform the public about the event
Well… what do you think?

Do you get how ICS can be used in every day kind of events
How ICS can help you as a project management tool?
Questions?
Please complete the Zoom poll on screen while we close out today’s program.

South Bay Training Series 2021

COMMUNITY PREPAREDNESS TRAINING SERIES FOR SOUTH BAY HUB COUNTIES – 2021

The FREE series of interactive workshops for the UASI South Bay Hub (Santa Clara, Santa Cruz, Monterey and San Benito counties) will give nonprofit and community-based organizations (CBOs) the tools needed to be more prepared as an organization to meet the challenges of future disasters as well as on-going emergencies such as the current COVID-19 pandemic.

Course dates and session topics in the series are as follows:
- August 24 @ 9-10:30am – Agency Emergency Planning & Personal Preparedness for Staff & Volunteers
- September 7 @ 9-10:30am – Understanding the Incident Command System (ICS) for Nonprofits
- September 21 @ 9-10:30am – Continuity of Operations Planning
- October 5 @ 9-10:30am – Disaster Donations Management
- October 18 @ 9-10:30am – CBO and Government Coordination in Times of Emergency (Santa Clara County focus)
- November 2 @ 9-10:30am – Disaster Volunteer Management
- November 15 @ 9-10:30am – CBO and Government Coordination in Times of Emergency (Santa Cruz, Monterey, San Benito counties focus)
- December 7 @ 9-10:30am – Restoring Operations Safely

PLUS
- November 5 @ 9:30am – Nonprofit Disaster Planning Technical Assistance Open Forum
- December 3 @ 9:30am – Nonprofit Disaster Planning Technical Assistance Open Forum

The workshop series is led and facilitated by Collaborative Agencies Disaster Relief Effort (CADRE), the Santa Clara County VOAD (Voluntary Organizations Active in Disasters) affiliate. The workshops are sponsored by the Urban Area Security Initiative (UASI). To register, please visit www.bates.or

For More Information
Please contact Anna Swiderski, CADRE Director of Planning, Training and Community Resiliency at admin@cadre.org or 408-577-2175

Please note: This series will benefit nonprofit service providers and community-based organizations who want to better prepare and plan to meet emergency and disaster needs of their clients, consumers, volunteers, and staff. Curriculum content will include planning considerations and lessons learned from the ongoing COVID-19 pandemic.

Prerequisites
NONE
Please complete the Zoom poll on screen while we close out today’s program.

Regional Training Series 2021

FREE Classes for Non Profit and Faith Based Organizations
Part of a series of panels to enhance non profit, community based and faith based organization’s disaster coordination efforts.

Resource Access for Non-Profits and Faith Based Communities
Come hear from government and foundation specialists about accessing resources during a disaster. Speakers from the SF Foundation, Northern California VOAD, and United Policyholders will address topics such as how foundations can support disaster response expenses for nonprofits, the benefits of being part of voluntary organizations active in disaster chapters, and insurance support for nonprofit organizations.

Presented by SF CARD
August 25, 10am - 11:30, via Zoom
Register: https://zoom.us/meeting/register/tJMrco--orDgrGtC1awS64-5AxyHblu7bY627w

Upcoming Trainings in this series:
Access and Functional Needs Resources for Non-Profits and Faith Based Communities
Come hear from non profit specialists about creating inclusive plans now for use during a disaster. How can you be more inclusive in your disaster response?
Presented by Alameda County VOAD and Prepare U
September 14 AND 16, 12:00 Noon - 1:00pm, via Zoom
Register: https://bit.ly/3xcpawH

Disaster Donations Management for Non-Profits and Faith Based Communities
Learn key principles of Disaster Management by Charlene Sargent, Director of the Pacific Region, Academic Community Services, member of National Voluntary Organizations Active in Disaster (VOAD) Board of Directors. She has served as subject matter expert in donations and volunteer management in 38 states, Guam, Taiwan, and Canada.
Presented by CARD
October 5, 9:00am - 10:30am, via Zoom
Register: https://www.ca.dres.org/event/disaster-donations-management-regional-training/

COAD & VOAD Models for Long Term Recovery Groups for Non-Profits and Faith Based Communities
Come hear from disaster non profit experts on managing a Long Term Recovery Group and how it relates to Community/ Volunteer Organizations Active in Disaster (COAD). How can your CVOAD prepare now to support a LTR in your community?
Presented by CVNL
November 9, 9:30am - 11:00am, via Zoom
Register: https://bit.ly/2tL5cK2
South Bay Technical Assistance

Please complete the Zoom poll on screen while we close out today's program....
Closing Remarks

Let us know what other workshop topics you would like to see covered in the future…

Please complete the Zoom poll on screen while we close out today’s program….
THANK YOU!

Please complete the Zoom poll on screen while we close out today’s program....