

Emergency Operations Center (EOC) Skillset: Center Management

Task Categories:

Establish EOC support for incident/event

Coordinate EOC activities

Ensure proper support for resource needs and requests, including allocation and tracking

Ensure development and coordination of plans

Ensure collection, analysis, and sharing of information internally and externally

Task Category: Establish EOC support for incident/event

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Open/activate EOC and initiate EOC personnel notification: <ul style="list-style-type: none"> • Initiate EOC alert and activation procedures • Determine activation level and necessary staffing based on initial information gathering and established guidelines/plans • Coordinate with EOC facility management to ensure the EOC infrastructure is operational and determine personnel support needs 	E, F, I		
2. Establish and maintain communications with incident command, local EOC, and other function-specific operations, such as public health, to clarify roles and responsibilities and discuss support requirements: <ul style="list-style-type: none"> • Discuss incident support requirements to clarify scope of incident command responsibilities versus EOC responsibilities • Obtain initial situation information 	E, F, I		
3. Identify and prioritize positions based on the nature of the incident/activation and available resources: <ul style="list-style-type: none"> • Consider: <ul style="list-style-type: none"> ○ Consequence management beyond immediate response impacts ○ EOC's role in relation to the incident, such as operational, coordination, or support • Establish process for resource requests for operational planning purposes 	E, F, I		
4. Evaluate the need for collaboration with outside organizations to meet incident needs: <ul style="list-style-type: none"> • Engage partner organizations 	E, F, I, T		
5. Ensure EOC facility management and safety personnel establish processes and procedures to promote the health, safety, and welfare of EOC personnel	E, F, I		

Task Category: Coordinate EOC activities

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
6. Direct and coordinate EOC personnel: <ul style="list-style-type: none"> • Ensure staff accountability for decisions and actions within their functional area. • Ensure staff accountability for interactions and coordination with other functional areas. • Ensure that EOC leaders consistently and effectively work together to manage incident support. 	E, F, I		
7. Ensure that EOC objectives and/or strategies for the operational period are reasonable, accurate, and consistent with incident objectives	E, F, I		
8. Supervise and adjust EOC organization and operations as necessary, based on changes in incident situation and resource status: <ul style="list-style-type: none"> • Communicate priorities and strategies throughout the EOC • Establish and maintain health and safety procedures throughout the EOC • Use and coordinate all assigned resources effectively • De-conflict procedures and objectives of organizational elements • Establish operational rhythm and daily briefing/debriefing schedule with EOC leaders 	E, F, I		
9. Ensure staff actions are appropriate based on analyzed and validated information: <ul style="list-style-type: none"> • Make adjustments in response to new information, changing conditions, or unexpected obstacles • Identify and resolve problems that could affect the outcome of the incident: <ul style="list-style-type: none"> ○ Public messaging ○ Political issues ○ Conflicting objectives 	E, F, I		
10. Identify opportunities and meet requirements to provide equal access and reasonable accommodation in all activities	E, F, I		
11. Ensure that operations consider socioeconomic, political, and cultural aspects	E, F, I		
12. Ensure EOC actions support recovery efforts: <ul style="list-style-type: none"> • Ensure staff identify and execute initial recovery tasks • Plan for and make necessary EOC decisions concerning recovery • Ensure transition of recovery tasks 	E, F, I		
13. Ensure financial management for jurisdictional activities: <ul style="list-style-type: none"> • Consider reimbursement-related record keeping requirements • Advise executives on financial matters related with jurisdictional activities, as necessary 	E, F, I		
14. Ensure availability of legal advice relating to EOC activities.	E, F, I		

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
15. Support process improvement activities: <ul style="list-style-type: none"> • Ensure personnel collect and analyze information regarding EOC activation and activities • Enable staff to suggest process improvements and solutions during EOC operations • Support process/performance improvement following EOC deactivation 	E, F, I		
16. Ensure personnel complete incident documentation and appropriate administrative requirements, such as: <ul style="list-style-type: none"> • Incident forms, including activity logs per operational period • EOC action plan, in preparation for next operational period 	E, F, I		
17. Ensure resource and financial paperwork meets reimbursement criteria: <ul style="list-style-type: none"> • Personnel equipment and time records • Other reimbursement requirements 	E, F, I		
18. Ensure personnel appropriately handle classified or restricted information, such as: <ul style="list-style-type: none"> • Personally Identifiable Information (PII) • Health Insurance Portability and Accountability Act (HIPAA) • For Official Use Only (FOUO) 	E, F, I, J		
19. Plan for deactivation and ensure that staff follow deactivation procedures	E, F, I		

Task Category: Ensure proper support for resource needs and requests, including allocation and tracking

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
20. Forecast resource needs based on analysis of incident potential: <ul style="list-style-type: none"> • Understand relevant external resource sources, such as Federal, state, mutual aid, and contracting 	E, F, I, T		
21. Ensure the proper receipt and assignment of resource requests: <ul style="list-style-type: none"> • Demonstrate familiarity with process for requesting or mobilizing resources through EMAC and/or other mutual aid systems • Demonstrate familiarity with process for requesting resources from state or Federal governments • Demonstrate familiarity with process for requesting resources from the private sector and not-for-profit organizations 	E, F, I		
22. Operate, develop, or maintain a resource ordering and tracking system: <ul style="list-style-type: none"> • Establish or verify a process for tracking resource requests made to or by the EOC 	E, F, I		

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>23. Ensure personnel properly manage requests for assistance:</p> <ul style="list-style-type: none"> • Prioritize requests • Prioritize resources to fulfill requests • Coordinate with other responding organizations, such as neighboring jurisdictions • Properly assign tasks to the appropriate staff or representing agency • Consider logistical and financial constraints 	E, F, I		

Task Category: Ensure development and coordination of plans

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>24. Develop clear and concise EOC objectives and/or strategies commensurate with available resource and incident objectives:</p> <ul style="list-style-type: none"> • Ensure they are measurable and attainable • Ensure they meet Policy Group's direction • Monitor incident status and priorities and develop alternate strategies when necessary 	E, F, I		
<p>25. Ensure development of an EOC action plan, considering the following:</p> <ul style="list-style-type: none"> • Size and complexity of incident • Incident agency/organization policies and procedures • Time frames and schedules • Job performance expectations • Supported agency expectations and needs 	E, F, I		
<p>26. Ensure preparation of EOC action plan for the next operational period:</p> <ul style="list-style-type: none"> • Determine objectives for next operational period • Review and approve tasks and work assignments for next operational period • Advise on current capabilities and limitations • Determine resource needs or excess • Approve EOC action plan 	E, F, I		
<p>27. Ensure development of appropriate contingency plans and future plans (more than one operational period in the future).</p>	E, F, I		
<p>28. Monitor implementation of plans.</p>	E, F, I		

Task Category: Ensure collection, analysis, and sharing of information internally and externally

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
29. Establish and continuously validate critical information requirements: <ul style="list-style-type: none"> • Establish essential elements of information and how they will be shared, including key resource status 	E, F, I		
30. Ensure personnel initiate, regularly produce, and disseminate situation reports: <ul style="list-style-type: none"> • Recognize when to initiate a situation report and what to include in the report • Approve situation report before dissemination • Ensure staff distribute situation reports to appropriate recipients 	E, F, I		
31. Ensure staff gather and analyze information on current and changing situations to determine action: <ul style="list-style-type: none"> • Ensure close coordination with on-scene personnel 	E, F, I		
32. Communicate with Federal, state, tribal, or local agencies, such as emergency management or Homeland Security: <ul style="list-style-type: none"> • Share status of key resources 	E, F, I		
33. Provide appropriate information to elected officials and senior leaders: <ul style="list-style-type: none"> • Identify reporting requirements from senior officials and Policy Group • Ensure the development of briefing materials for executives • Advise Policy Group on: <ul style="list-style-type: none"> ○ Creating or amending policies ○ Enacting emergency protective measures ○ Allocating scarce resources ○ Strategic-level guidance ○ Policy-level outreach actions 	E, F, I		
34. Transmit Policy Group and leadership direction within the EOC organization.	E, F, I		
35. Work with Public Affairs to determine appropriate public outreach methods for the incident: <ul style="list-style-type: none"> • Consider: <ul style="list-style-type: none"> ○ Partnering with a call center ○ Using social media, media interviews, press releases, and public meetings • Present a knowledgeable and credible image to the public and the media 	E, F, I		
36. Ensure public information coordination with other incident public information personnel: <ul style="list-style-type: none"> • Evaluate the need to establish a Joint Information System (JIS) and Joint Information Center (JIC) 	E, F, I		
37. Ensure a there is a method to disseminate public information and warning.	E, F, I, J		

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
38. Review and approve information releases: <ul style="list-style-type: none">• Follow established information protocol for information releases• Ensure that releases are timely and accurate• Develop public messages with the Public Information Officer (PIO) or public affairs function, as necessary	E, F, I		
39. Ensure information is communicated horizontally within the EOC: <ul style="list-style-type: none">• Ensure EOC functions coordinate and share relevant information• Ensure leaders share information with their teams and across teams	E, F, I		