



## Agenda for Delaware Continuity Coordinator Council

**February 13, 2019**

**1 p.m. – 3 p.m.**

### Minutes

Attendees: Sandra Alexander, Terri Arndt, Millianie Bueno, Dan Cahall, Dave Carpenter Jr., Punita Choxi, Tim Collins, Nicole Desmarais, Kevin Eickman, Chip (Alfred) Finch, Earl Harrington, Jay Harter, John Healy, Erich Heintz, Dawn Hollinger, Lynn Hooper, Alyssa Huenke, Carrie Hyla, Jackie Keel, John Kelley Jr., Jason Kilpatrick, Debra Lawhead, Tony Lee, Tim Li, John Mancus, Claudette Marting-Wus, Sharon Maurer, Brenda Mayrack, Susan Mateja, Eric Mease, Faith Mwaura, Louis Pettigrew, Leslie Poland, Sharon Poole, Chris Ramos, Lori Reeder, Christina Rojas, Judi Schock, Michelle Sullivan, Karen Sweeney, Doyle Tiller, Deb Tokarski, Jamie (Franklin) Towns, Jamie Van Horn, Ryan Ward, Michelle Whitaker

#### ➤ **Welcome/Introductions**

#### ➤ **DECCC Updates**

- New Plan Builders & Kudos
- Upcoming Opportunities
- COOP News
  - Steering Committee Changes
  - 2019 Meeting Schedule
  - Survey Results
  - BCIC updates

#### ➤ **COOP Sharing**

##### Dawn Hollinger, Delaware State Banking Commission

The Banking Commissioner's Office was displaced due to damage at their primary working location. For the last several months and for the foreseeable future they are working out of an alternate site. Come hear from their office as they share lessons learned from this ongoing COOP event.

#### ➤ **Inter-Agency Support**

##### ➤ **County EOC's**

##### Dave Carpenter, New Castle County Emergency Operations Center

Hear from your local Emergency Operations Center representatives to build connections and know more about what they offer to state organizations. Remember they are your first point of contact for resources during an event.

##### ➤ **DHR, Delaware Insurance Coverage Office**

##### Debra Lawhead, Delaware Insurance Coverage Office

Debra Lawhead will be sharing information on what their office does and how it can serve other agencies during COOP events.

### **DECCC Steering Committee members:**

Tony Lee – Co-Chair

Lori Gorman – Co-Chair

Linda Popels- Vice-Chair

Dawn Hollinger- Education & Training

John Mancus – Disaster Preparedness Officer

Dan Cahall- IT Systems Officer

Tim Li- Vital Records Officer

➤ **Q & A**

**Q:** What is the names/contact information for each county's Emergency Management Agency?

**A:** Kent County – Colin Faulkner, 302 735-2186

Sussex County – Joe Thomas, 302 855-7801

New Castle- Dave Carpenter, Jr. 302-395-2700

City of Wilmington – Willie Patrick, 302 576-3915

**Q:** What is the process for when you should contact the local agency for requesting resources?

**A:** Agency's should get to know their local representative and know what resources are available. However, agency's would not request resources directly from the EMA unless there is a need that cannot be resolved internally or through normal state procedures.

**Q:** When should an agency contact the Insurance Coverage Office?

**A:** Immediately upon any kind of incident affecting any state resources, (this includes state purchased items such as vehicles, computers, printers, equipment, etc.). The sooner the organization contacts the Insurance Coverage Office with any information related to the who, what, when and how the better.

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Dan Cahall- IT Systems Officer

Tim Li- Vital Records Officer



**Delaware Continuity  
Coordinator Council  
(DECCC)**

**February 13, 2019**

## Upcoming Opportunities

**DEMA Training:** [http://dema.delaware.gov/services/calendar/Trng\\_Cal.shtml](http://dema.delaware.gov/services/calendar/Trng_Cal.shtml)

- **DEMA ICS-200 Basic ICS: Single Resources and Initial Action Incidents:** Feb, 21-22 0900-1630 Delaware Emergency Management Agency
- **DEMA G-290 Basic Public Information Officer Course, Part 1&2**  
Feb. 27, March 6 0830-1630 Delaware Emergency Management Agency
- **DEMA G-191 Incident Command System/Emergency Operations Center Interface:** March 21 0900-1630 Delaware Emergency Management Agency

**FEMA Independent Study Program:** <https://training.fema.gov/is>

- IS-546.A Continuity of Operations Awareness Course
- IS-551: Devolution Planning
- IS-547.A: Introduction to Continuity of Operations

## Agenda

- Welcome/Introductions
- DECCC Updates
  - New Plan Builders & Kudos
  - Upcoming Opportunities
  - COOP News
    - Steering Committee Elections
    - 2019 Meeting Schedule
    - Survey Results
    - BCIC Updates
    - Statewide COOP Exercise
- COOP Sharing
  - Dawn Hollinger, Delaware State Banking Commission
- Inter-Agency Support
  - Dave Carpenter, New Castle County Emergency Operations Center
  - Debra Lawhead, Delaware Insurance Coverage Office

Q&A

## COOP News

### Steering Committee Elections.

Lori Gorman - Co-Chair  
 Tony Lee- Co-Chair  
 Linda Popels - Vice-Chair  
 Dawn Hollinger- Facilities Officer  
 Dan Cahall - IT Systems Officer  
 John Mancus - Disaster Preparedness Officer  
 Tim Li- Vital Records

Vacant- Education and Training Officer

## Roll Call...

- **New Plan Builders**
  - Kathleen McGuiness- Auditor of Accounts
  - Elizabeth Vasilikos- Auditor of Accounts
  - Louis Pettigrew- DHSS, Child Support Services
  - Eric Mease- Public Service Commission
  - Vanessa Briddell- DelDot, DMV Administration
  - Beth Ann Ryan- DOS, Libraries
  - Ben Sauselein- DOS, Libraries
  - Annie Norman- DOS, Libraries
  - Charles Campbell-King- DOF, Technology and Business Innovation
  - Jay Harter- DOF, Technology and Business Innovation
  - Jerome Passon- Pensions

## COOP News

### 2019 Calendar

In order to improve attendance, a rotating schedule of the 2<sup>nd</sup> Wed. and 3<sup>rd</sup> Thursday has been adopted.

- **Thursday, May 16, 2019**
- **Wednesday, August 14, 2019**
- **Thursday, November 21, 2019**

**Topic Ideas:**

- Incident Sharing; Tips & Tricks
- Round Table discussion- alternate facilities, management support, and other challenges
- Bring in speaker for another State/Company to share their experiences
- Cyber Range Tour- Domestic Terrorism

## COOP News

### End of Year Survey– 31 Responses Received

- Do you have an MOU for an Alternate Facility?
  - 22 Yes; 9 No
- Is your facility currently serving as an Alternate Facility for another state agency?
  - 5 Yes; 26 No
- IF not– do you have any available space that could be used in this capacity by another office?
  - 3 Yes; 24 No; 4 Not Applicable
- What is the biggest challenge(s) facing you as a COOP Coordinator?
  - Disinterest from management– leadership buy-in
  - Inter–Agency Cooperation
  - Alternate facility space
  - Communications
  - Long-term Updates/ available time
- What topic(s) would you be most interested in discussing in 2019?
 

COOP plan tips and tricks	Alternate sites	Exercises
DR as a service	COOP Sharing	Remote Access
Real world exercises	Additional training	

## Statewide COOP Exercise

- ▶ Organizations can conduct the exercise on their own time table between late May– late October.
- ▶ Can be done in a single session or broken into different modules.
- ▶ DEMA will be sending publications to leadership to encourage buy-in.
- ▶ Next DECCC meeting will include COOP Coordinator training.

## Statewide COOP Exercise

2019 Continuity of Operations Tabletop Exercise...

As an ongoing initiative to enhance emergency preparedness across the State, the Delaware Emergency Management Agency and the Department of Technology and Information are designing a customizable Table Exercise (TTX) Toolkit for State Organizations to review their COOP plans. Leadership and personnel will work collaborative to validate elements of their COOP Plan in response to an operations–disrupting scenario.

The exercise is self–paced, customizable, and modular. COOP Coordinators will be provided to TTX Toolkit and webinar tutorial to assist them in preparing and delivering the COOP TTX.

## Presentations


- ▶ **COOP Sharing**  
Dawn Hollinger, State Banking Commissioner
- ▶ **Inter–Agency Support**
  - County EOC's
    - Dave Carpenter, New Castle County Emergency Operations Center
  - **DHR, Delaware Insurance Coverage Office**
    - Debra Lawhead, Delaware Insurance Coverage Office

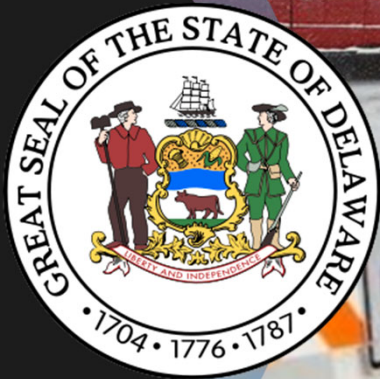
## Statewide COOP Exercise

The objectives for the exercise are:

- ▶ Discuss and validate the State Organization's COOP Plan elements including:
  - Identification of Essential Functions
  - Incident Management
  - Alternate Facilities
  - Critical Customers/Partners and Vendors
  - Resource Requirements
- ▶ Discuss and validate the processes required to perform internal and external Crisis Communications.

## Q&A





ROAD  
CLOSED



# 2019 CONTINUITY OF OPERATIONS TABLETOP EXERCISE

As part of ongoing initiatives to enhance emergency preparedness across the State, the Delaware Emergency Management Agency and the Department of Technology and Information are designing a **customizable Tabletop Exercise (TTX) Toolkit** for State Organizations to review their Continuity of Operations (COOP) Plan. Leadership and personnel will work collaboratively to validate elements of their COOP Plan in response to an operations-disrupting scenario. All State Organizations will benefit from this exercise regardless of their COOP Plan's status.

The exercise is **self-paced, customizable, and modular**. COOP Coordinators will be provided a TTX Toolkit and webinar tutorial to assist them in preparing and delivering the COOP TTX.



The objectives for this exercise are:

-  Discuss and validate the State Organization's COOP Plan elements including:
  - Identification of Essential Functions
  - Incident Management
  - Alternate Facilities
  - Critical Customers/Partners and Vendors
  - Resource Requirements
-  Discuss and validate the processes required to perform internal and external Crisis Communications.

State Organizations will complete their TTX at a time of their choosing between late May – late October. Participants may choose to complete exercise modules during one or multiple sessions, based on their schedule.

**Additional information and registration to follow.**

**OFFICE OF THE STATE BANK COMMISSIONER**  
**PRESENTATION TO THE DELAWARE CONTINUITY COORDINATORS COUNCIL**  
**FEBRUARY 13, 2019**

I. Background

- A. The Office of the State Bank Commissioner has been located at 555 East Lookerman Street since July 1988.
- B. The 3-story building is privately owned and maintained.
- C. There are currently 34 employees at this location.
- D. The building also serves as the parking location for four FLEET services vans.

II. Issue

- A. On August 23, 2018, a maintenance issue was discovered on the third floor of the 555 building.
  - 1. Upon further inspection by employees, it was found that the issue was not isolated to one specific area, however was in areas throughout all three floors of the 10,000 square foot office space occupied by the State Bank Commissioner.
- B. The landlord was notified immediately.
  - 1. After 72-hours of insufficient response, we notified our Department level.
  - 2. On August 28, it was determined by inspectors from Facilities Management and a private contractor that bank commissioner personnel could not continue to work in the environment at the 555 building.

III. Plan Activation

- A. On August 28, we activated our continuity of operations plan and contacted our back-up location.
  - 1. Unfortunately, that location, the Blue Hen Corporate Center, was impacted by mold and was undergoing remediation at that time.
  - 2. Our building landlord had no other facilities large enough to accommodate our needs.
- B. Facilities Management quickly identified the Edgehill Shopping Center complex as a viable location for temporary relocation of the bank commissioner staff.
  - 1. During the period of August 28 – September 1, bank commissioner employees packed all essential files for movement to the Edgehill location.
    - a. Essential files had previously been identified through COOP plan development.
    - b. Non-essential files were designated to be destroyed after scan or microfilm.

IV. Unforeseen Issues

- A. During the weekend of September 2 – 3, Labor Day weekend, a heavy rainstorm hit the area and flooded the Edgehill offices.
1. Facilities Management quickly reacted to tear out the carpet, cut the damp portion of drywall from every office, and deployed several commercial dehumidifiers.
  2. Follow up inspections were conducted in the two weeks following to ensure no mold growth or other issues.

V. Transition to Temporary Location

- A. Staff from DTI arrived at 5:00 am on September 4 to relocate telephones and desktops from 555 to Edgehill.
1. Edgehill was a warm location – computer/ phone lines were in place, desks on site
  2. By afternoon, DTI had all telephones and desktops moved from the 555 building to Edgehill and staff was able to conduct business as usual that afternoon.
- B. On September 4, 2018, all personnel from the Office of the State Bank Commissioner were successfully relocated to two training rooms utilized by the Department of Health and Social Services.
1. Approximately 3,000 square feet
  2. Sharing facilities with 2 other agencies

VI. Clearing the 555 building

- A. After contractors reviewed the maintenance issues, it was determined all remaining files and furniture had to be relocated from the 555 building in order to properly clear the issues.
1. Hopkins Moving, a state contract vendor, packed all remaining files and furniture at the 555 building to move to their storage facility in New Castle.
  2. Additional filing cabinets were moved to the Edgehill location.

VII. Ongoing Issues

- A. Estimated time of return to 555 building was 60 days – November 1, 2018.
- B. After 120 days it was determined that bank commissioner staff would not return to the 555 building.

- C. The process of identifying a new building has begun, but a large enough facility in Dover has yet to be located.
- D. Continuing to accrue paper records with minimal on-site storage.


VIII. Lessons Learned

- A. Activation of the plan went well.
  - 1. All account numbers were up to date to redirect mail and deliveries.
  - 2. Services to the public were not impacted.
  - 3. Employees had all necessary supplies to conduct operations.
  - 4. Fleet Vehicles were able to be relocated to the parking lot at Edgehill.
- B. What Did Not Go Well
  - 1. One division of the agency insisted on bringing 15 filing cabinets
    - a. The room is 25x35
    - b. 8 employees with desks and computers
    - c. 1 large commercial shredder, and 2 small shredders
    - d. 2 copiers
  - 2. Amount of filing cabinets and desks have blocked the secondary exit
  - 3. Has caused elevated temperature in the room – elevating personalities
  - 4. Increased use of restroom facilities – needs no explanation


IX. Summary

- A. COOP plans are a necessity.
- B. Record retention policies need to be updated and followed.
- C. Maintain document identification procedures – essential, historical, unnecessary.
- D. Address employee wants vs. office needs to ensure smooth transition.






## New Castle County Emergency Management



OEM Overview  
Feb. 2019

Coordinator  
Dave Carpenter, Jr., CEM


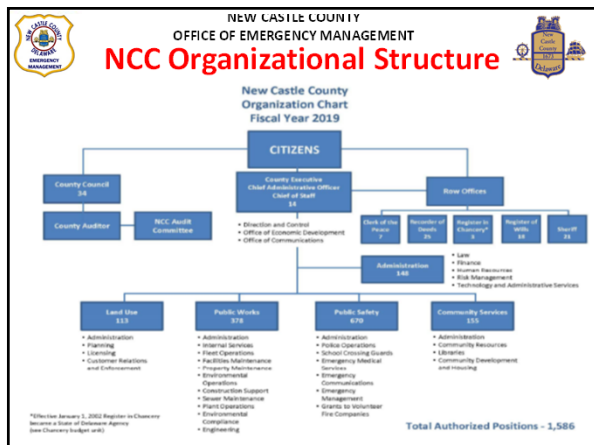


NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

## Personnel

**Initial Representative On Scene/Additional to Staff Area Cmd or EOC**

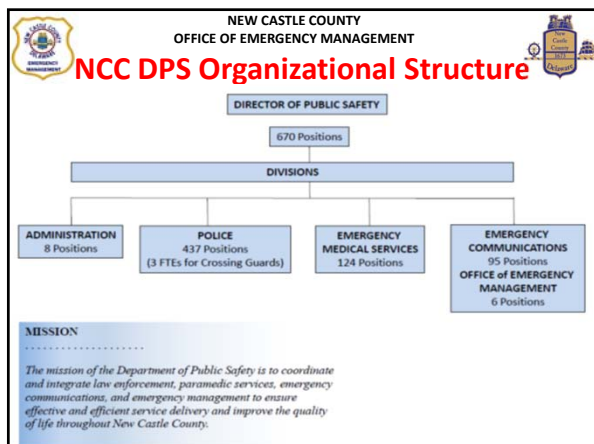

- Dave Carpenter, Jr. NOEM-1
  - CEM, CHMT, NR-EMT-B, SRT, CSR, NIMS Incident Commander
- Joseph A. Cochran NOEM-2
  - CHMT, NIMS ICS 400
- Chris Hodgden NOEM-3
  - CHMT, NIMS ICS 400, Former 911 Dispatcher, Vol. A/Chief
- Support Staff
  - Exec. Asst. Stephanie Mohr
  - Office Asst. Diane Opendaker
  - Fiscal Aide Mindy Bennett


NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

## Volunteer Personnel

- Dave Scott, RACES Officer and NCC ARES Coordinator
- JJ Farnan, Assistant RACES Coordinator
- Robbie McCray, EOC RACES Equipment Coordinator
- Dave Garland, NCC SkyWarn Coordinator (now State Coordinator)
- Interns/Externs
- American Red Cross Delmarva Peninsula
- Through DPH – Medical Reserve Corps

NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

## Functional Areas

- Planning
- Emergency Operations Center / Incident Response
- Citizen Corps Program
- Training / Exercises
- Administration / Finance

NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

**Major Plans**

- NCC Comprehensive Emergency Management Plan (Emergency Operations Plan)
- NCC Multi-Jurisdictional All Hazard Mitigation Plan (FEMA requirement, update every 5 yrs)
- NCC Continuity of Operations Plan
- NCC Threat Incident Management Plan – Basic and Appendices for each NCC building
- Delaware City Community Awareness & Emergency Response Plan
- NCC Sections and Manuals for DE Radiological Response Plan

NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

**EOC/IR Request Process**

- Problem/Issue Assessment
- Internal Resources within your Department/Agency
- Contact County EOC
- County EOC determines whether it is a resource available at County within priority of situation/common operation picture
- Routes Request to State EOC or State Health OC for resource

NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

**Other Planning Involvement**

- LEPC and SERC – SERT Plan and NCC Hazardous Substance Response Plan (Tier II program)
- Child Care Facility Plans
- Medical Facility Plans
- State Plans
- National Flood Maps and Insurance Program
- Community Rating System
- Dam Safety Plans – local and regional

NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

**Equipment**

- Ford F-450 w/ Extendo Bed
- Weather Station
- 10 x 14 Fast Shelter
- Command Board/Table/Chairs
- EU3000i Honda Generator



NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

**EOC/IR Role & Responsibilities**  
**Planning Section Chief/Logistics/Liaison Officer**

- Alert and Warning of Public & Agencies
- Public Protective Actions
- Shelter and Human Care Needs
- Resource Acquisition and Management
- Coordination of Public Information Exchange/JIC
- Access to County Resources
- Coordinate Damage Assessment
- Recovery Management/Cost Recovery

NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

**Equipment**

- NCC Continuity and Shelter Generators & Sandbagger
- Shelter Supply Trailers
- Logistics Trailer



NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

**Citizen Corps Program**



- CERT Training
- Public Outreach
- Storm Ready / NCC Skywarn
- Amateur Radio
- DPH Medical Reserve Corps

NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

**Lessons Learned**

- EF-1 and EF-0 Tornadoes
  - Next Day Recovery – Follow up Command structure
- Crude Oil Planning and Response
  - Tighten up Emergency Notification / Outreach & Partnership with Rail Entities
- Tour Bus Crash
  - MCI Skills
  - Language Interpretation capability
  - Fire/Rescue and Special Ops Response compliment w/ EMS MCI
  - Heavy Tow Rescue Capability
- Snow Storms – Transportation of Medical Staff

NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

**Other Major Projects**

- Ardentown Marsh Road Acquisition (NCCD through Special Services)
- Bayview Beach – 9 Home Elevation (Project Manager)
- Community Rating System – Class 8 (recert)
- Evacuation Zone Maps (NCC GIS assist)
- NCC Facility Lockdown/SIP Alarm System
- Two new FEMA Grants submitted (buyout & elevation)

NEW CASTLE COUNTY  
OFFICE OF EMERGENCY MANAGEMENT

**Other Projects**

- Web EOC transition and training
- CEMPlanner – Plan maintenance software
- DHS Funded Responder Identification System
- EOC Laptop replacement w/ Surface Pro 3/4
- EOC Video Wall
- Rave Facility 911 & Panic Button



**RISK MANAGEMENT PROCESS**

**INSURANCE COVERAGE OFFICE**


Presentation to  
**DECCC**

Presented by  
**Debra Lawhead**  
Insurance Coverage Administrator  
February 13, 2019




The State of Delaware Insurance Coverage Office 739-3651 or 1-877-277-4185

The importance of timely claims reporting (within 24 hours of any incident) cannot be over emphasized. In reporting incidents the reports should include the date, time, specific location(s), names of injured parties, description of property damaged, (if it involves a building please include the rooms or portions of building(s) involved), the extent of the damage or injuries and as complete a description as possible of the cause of loss or injury.




**ICO OVERVIEW**




**INSURANCE COVERAGE OFFICE**  
Manages Programs for

- State Vehicles
- State Buildings
- Workers Compensation
- Provides Safety Programs to State Employees
- Inspects State Facilities for Safety Issues




FAQs regarding Insurance Coverages Provided by the State of Delaware Insurance Coverage Office (ICO)

- What Can ICO do for you in the case of an emergency situation?
- At what point in the process should ICO be notified and involved in the emergency response process? What reporting guidelines does the agency need to follow?
- What is the maximum period of time an agency can wait to report damages?
- What level of reporting as to extent of damage must the agency do (ie: how specific must the reporting be)?
- Do agencies look to ICO regarding contents as well as structural damages?
- What can you expect in terms of ICO actions? (adjusters/funds availability/reimbursement)



Insurance Coverages Provided by the State of Delaware Insurance Coverage Office

1. Property Coverage is provided by the State of DE for Buildings & Personal Property with Named Perils Coverage up to a limit of \$2.5M under a Self-Insured Program. The deductibles are \$500 for Any One Loss Except for Theft & Vandalism and for Flood which is excluded. The State purchases Excess Insurance Coverage with Broader Perils Excess of the \$2.5M Primary Limit.
2. Auto Liability & Physical Damage Coverage is provided for State owned vehicles only under a Self-Insured Program. No Hired or Non-Owned Coverage is provided. Limit of Liability is \$1M. Physical Damage Deductibles are \$500 for Comprehensive and Collision.
3. Workers Compensation Coverage is provided to all State of Delaware, School District, Higher Education and some quasi agencies Employees under a Self-Insured Program. PMA is the TPA who services all WC claims. Employers Liability Coverage is not provided.
4. Crime Coverage is provided for \$200,000 for Employee Dishonesty



Insurance Coverages Provided by the State of Delaware Insurance Coverage Office

Email address for ICO:  
[inscov@Delaware.gov](mailto:inscov@Delaware.gov)

Website:  
<https://dhr.delaware.gov/inscov/>

Telephone numbers:  
(302) 739-3651  
1-877-277-4185

Fax # (302) 739-5345