EMERGENCY SUPPORT FUNCTION (ESF) #15 ANNEX EXTERNAL AFFAIRS

State of Indiana

Emergency Operations Plan (EOP) ESF Annex

March 2022

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PLANNING AGENCIES

Within each Emergency Support Function (ESF) annex, the designation of primary, supporting, or non-governmental agencies are identified as the whole community planning committee. These determinations are based on their authorities, resources, and capabilities to the ESF. The primary agency point of contact (POC) identifies the appropriate support agencies that fall under this plan. The primary agency POC collaborates with each entity to determine whether they have the necessary resources, information, and capabilities to perform the required tasks and activities within each phase of emergency management. This includes activations in the State Emergency Operations Center (SEOC), and impacted areas. Though an agency may be listed as a primary agency, they do not control or manage those agencies identified as supporting agencies. The agencies listed below are members of the Whole Community Planning Committee for this annex.

PRIMARY AGENCY

Indiana Department of Homeland Security (IDHS)

SUPPORTING AGENCIES

Governor's Office	Family and Social Services Administration
American Red Cross of Indiana	Indiana Geological and Water Survey
Federal Emergency Management Agency	Indiana National Guard
Indiana Board of Animal Health	Indiana Office of Community and Rural Affairs
Indiana Broadcasters Association	Indiana Office of Technology
Indiana Department of Administration	Indiana State Department of Agriculture
Indiana Department of Education	Indiana State Personnel Department
Indiana Department of Environmental Management	Indiana State Police
Indiana Department of Health	Indiana Utility Regulatory Commission
Indiana Department of Labor	Indiana Voluntary Organizations Active in Disaster
Indiana Department of Natural Resources	National Weather Service
Indiana Department of Transportation	

PURPOSE, SCOPE, SITUATION, AND ASSUMPTIONS

PURPOSE

The purpose of the External Affairs Emergency Support Function (ESF #15) is to support the distribution of accurate, coordinated, timely and accessible information. This information must be available to affected citizens including but not limited to: media, private sector, governments, individuals with limited English proficiency and those with access and functional needs. Effective and accurate communication promotes the health, safety and welfare of humans and animals during the response phase of an event, as well as ensures credibility and public trust.

SCOPE

State of Indiana and the SEOC recognizes 15 ESFs and this annex focuses on ESF #15.

- IDHS Office of Public Affairs is the primary point of contact for ESF #15.

- The ESF #15 External Affairs Annex is intended to be an annex to the Indiana Emergency Operations Plan (EOP).

- A Joint Information Center Manual is a companion document to this annex and outlines how the joint information system is implemented in the state of Indiana, of which ESF #15 is a vital component.

- ESF #15 encompasses all state departments and agencies that may require incident communications and external affairs support or whose external affairs assets may be employed during incidents requiring a coordinated state response.

- ESF #15 coordinates with the incident public information officer (PIO) regarding state actions to provide the required external affairs support to local, state, tribal, territorial, insular area and federal incident response entities.

- ESF #15 integrates the components of public affairs, Congressional affairs, intergovernmental affairs (local, state, tribal, and territorial coordination) and the private sector.

- ESF #15 coordinates within the EOC, as well with other incident structures that ensure the coordinated release of information under the joint information system detailed in the National Incident Management System (FEMA, 2014). These structures include the incident public information officer, incident management assistance teams and joint information centers.

The incident PIO develops all external and internal communications strategies and products for the incident. Personnel who work under the auspices of External Affairs must be familiar with

the provisions of ESF #15 in the event that the ESF is activated. Non-Federal external affairs elements are fully integrated into ESF #15.

During an incident, local, state, tribal, territorial, insular area and Federal authorities share responsibility for communicating information regarding the incident to the public. These actions are a critical component of incident management and must be fully integrated with all other operational actions to ensure the following objectives are met:

- Delivery of incident preparedness, health, response and recovery instructions to those directly affected by the incident.

- Dissemination of incident information to the public, including children; those with disabilities and other access and functional needs; and individuals with limited English proficiency populations.

The joint information system provides a supporting mechanism to develop, coordinate and deliver messages. State department and agency communicators develop, coordinate, and delivery information and instructions to the public related to:

- State assistance to the incident-affected area.

- State departmental/agency response.

- National preparations.

- Protective measures.

- Impact on non-affected areas.

SITUATION

- ESF #15 may be needed in any of the four phases of emergency management (prevention, protection, mitigation, response and recovery). In the event that the State determines the need for ESF #15, the IDHS – Public Affairs Section will act as the primary agency to assist with implementation.

- ESF #15 will be responsible for implementing internal Standard Operating Procedures (SOPs) and/or Standard Operating Guidelines (SOGs) to ensure adequate staffing and administrative support for both field operations and coordination efforts in the SEOC.

- ESF #15 personnel will coordinate with the incident PIO and JIC to initiate and manage the activation of public information assets to fulfill specific mission assignments that support emergency management.

- Effective response, as well as ongoing support efforts, will be contingent upon the availability of resources and the extent/impact of the incident upon the State.

HAZARD AND THREAT ASSESSMENTS

There are several plans and preparedness assessments the state uses to identify and evaluate local and statewide threats, hazards, risks, capabilities, and gaps. The National Preparedness Goal (NPG) has identified 32 core capabilities tied to the 5 Mission Areas of Protection, Prevention, Mitigation, Response and Recovery. Table 1 provides a detailed list of each of the capabilities based on five mission areas. The highlighted capabilities are associated with this annex.

MISSION AREAS AND CORE CAPABILITIES

TABLE 1. ESF #15 MISSION AREAS AND CORE CAPABILITIES

PREVENTION	PROTECTION	MITIGATION	RESPONSE	RECOVERY
Planning				
Public Information and Warning				
Operational Coordination				
Intelligence and Information Sharing		Community Resilience	Infrastructure Systems	
Interdiction and Disruption		Long-Term Vulnerability Reduction	Critical Transportation	Economic Recovery
Screening, Search and Detection		Risk & Disaster Resilience Assessment	Environmental Response/Health and Safety	Health and Social Services
Forensics and Attribution	Access Control and Identify Verification	Threats and Hazards Identification	Fatality Management Services	Housing
	Cybersecurity		Fire Management and Suppression	Natural and Cultural Resources
	Risk Management for Protection Programs and Activities		Logistics and Supply Chain Management	
	Supply Chain Integrity & Security		Mass Care Services	
	Physical Protective		Mass Search and Rescue Operations	
			On-Scene Security, Protection, & Law Enforcement	
			Operational Communications	
			Public Health, Healthcare, and Emergency Services	
			Situational Assessment	

CAPABILITY ASSESSMENT - CORE CAPABILITIES

The following table lists the response core capability actions that ESF #15 most directly supports.

TABLE 2. ESF #15 CORE CAPABILITY ACTIONS

CORE CAPABILITY	ESF #15 – EXTERNAL AFFAIRS	INCIDENT PIO
PUBLIC INFORMATION AND WARNING	**External Affairs** • Gathers information from all SEOC ESFs and provides to the incident PIO to allow for dissemination. **Public Affairs** • Gathers information on the incident. • Monitors news coverage to ensure that accurate information is disseminated. • Provides basic services, such as communications and supplies, to assist the news media in disseminating information to the public. **Congressional Affairs** • Prepares an initial congressional affairs action plan to support the Unified Coordination staff with incident-specific guidance and objectives. • Establishes contact with congressional offices representing affected areas to provide information on the incident. • Coordinates with congressional affairs staff from all Federal agencies involved in the response to ensure consistency and transparency in communicating with members of Congress. • Organizes congressional briefings. • Arranges for incident site visits for members of Congress and their staffs. • Responds to congressional inquiries.	**External Affairs** • Provides accurate, coordinated and timely information to affected audiences during incidents requiring a coordinated Federal response. • Provides communications support and advice to the leaders during an incident. • Conducts communications planning. **Public Affairs** • Coordinates messages with local, state, tribal, territorial, insular area and Federal governments from a National Joint Information Center (NJIC). • Provides incident-related information through the media and other sources in accessible formats and multiple languages to individuals, households, businesses and industries directly or indirectly affected by the incident, including those with disabilities and others with access and functional needs. • Disseminates incident information to news media (i.e., official websites, social networking platforms) to ensure

CORE CAPABILITY	ESF #15 – EXTERNAL AFFAIRS	INCIDENT PIO
	• Assists in the development of written materials for presentations and making congressional notifications. **Intergovernmental Affairs** • Promotes Federal interaction and implements information sharing with local, state, tribal, territorial and insular area governments. • Informs local, state, tribal, territorial and insular area elected and appointed officials on response efforts and recovery programs. • Disseminates information with the assistance of state municipal leagues, county associations and tribal governments. • Promotes Federal interaction with tribal governments on all aspects of incident response operations. • Ensures inclusion of tribes in all aspects of incidents requiring a coordinated Federal response that affect tribes and incident response operations. **Joint Information Center (JIC)** Participates in and supports incident information, public affairs activities and media access to information regarding the latest developments. **Private Sector** • Coordinates between the incident PIO/JIC and ESF #14 regarding information needed for the private sector.	wide delivery of life-saving information. • Maximizes the use of video and digital imagery to communicate during incidents. • Handles appropriate special projects, such as news conferences and press operations, for incident area tours by government officials and dignitaries. • Oversees media relations. • Ensures effective communication of incident information to individuals with disabilities and others with access and functional needs using appropriate auxiliary aids and services, such as sign language and other interpreters; captioning of audio and visual materials; and accessible website communications. **Joint Information Center (JIC)** Serves as a central point for coordination of incident information, public affairs activities and media access to information regarding the latest developments. • **Incident JIC:** Is the physical location where all public affairs professionals involved in the response work together to provide critical emergency information, media response and public affairs functions. • **Virtual JIC:** Is the technological means (i.e., secure or non-

CORE CAPABILITY	ESF #15 – EXTERNAL AFFAIRS	INCIDENT PIO
		secure) that link all participants when geographical restrictions, incident management requirements and other limitations preclude physical attendance by public affairs leadership at a central location. • **Satellite JIC:** Is a forward-deployed component of an incident JIC. • **Area JIC:** Are multiple JICs that may be used when there are multiple Joint Field Offices (JFOs) to support the area command Unified Coordination structure and whenever multiple JICs are operating in support of the same or related incidents and jurisdictions. **Plans and Products** • Educates the public in the aftermath of an incident requiring a coordinated Federal response through news advisories, press releases, prepared materials, fliers and talking points. • Develops new media products for dissemination, such as blog posts, messages for social media, update messages, video and digital imagery. **Private Sector** • Provides strategic counsel and guidance to response leadership in actual or potential incidents. • Conducts outreach and education.

CORE CAPABILITY	ESF #15 – EXTERNAL AFFAIRS	INCIDENT PIO
		• Promotes operational integration with the impacted private sector entity to support local economic response and recovery. • Supports situational awareness by engaging the private sector in information sharing efforts.
PLANNING	• Conduct a systematic process engaging the whole community, as appropriate, in the development of executable strategic, operational and/or community-based approaches to meet defined objectives.	
OPERATIONAL COORDINATION	• Assist the incident PIO to establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.	• Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities

PLANNING ASSUMPTIONS

- There will be a strong need for the general public to get disaster assistance information. The timely dissemination of accurate, accessible, well-coordinated emergency public information will reduce the impact to life and property as well as help to maintain public trust and confidence.

- The Public Information Officer (PIO) understands the relevant plans and procedures specific to the emergency public information function.

- Communication methods and systems relied upon to notify/inform the public are operational and tested on a regular basis.

- Effective communication methods to assist with notifying and disseminating information to the general public have been established. These communication methods include TV, radio, and print media, the Integrated Public Alert and Warning System (IPAWS) which includes the Emergency Alert System (EAS) and Wireless Emergency Alerts (WEAs), The State of Indiana website and social media accounts, Indiana 2-1-1 and other alert and notification tools.

- Many disasters or emergencies occur rapidly, hampering the ability of response organizations, local and state government to provide comprehensive information to everyone impacted at the onset.

- A disaster or emergency may create a significant demand for information from a wide variety of sources which may exceed capabilities. Some situations may require the provision of enhanced or supplemental public information resources.

- The interest generated by a disaster or emergency may lead to requests for information or visits from a variety of public officials, dignitaries, or VIPs. Such requests will require coordination and resources.

- A disaster or emergency may impact individuals' ability to receive public information due to displacement, or limited access to television, phone, newspaper, the internet, social networks, etc.

- Some individuals depend on visual methods of communication to receive emergency messages.

- Regarding personal preparedness and protective action, some individuals will require advanced warning and/or emergency directives.

- Some individuals may require information through different methods and may need more time to process emergency messages before they decide to take protective action.

- Audience factors (i.e., personal perception, language, cultural beliefs, age, etc.) will impact what an individual hears, how they will interpret the emergency information, and how they will act on that emergency information.

- Public information efforts will rely heavily upon the cooperation of commercial media organizations.

- Extensive destruction of media communications facilities and loss of electrical power may severely disrupt the normal flow and dissemination of information in the disaster area.

- In the aftermath of a disaster, information is often erroneous, outdated, vague, difficult to confirm, and contradictory.

- Rumors or misinformation may be spread before, during, and after a disaster. This can cause unnecessary distress among the public, provoke counter-productive public actions, and impede response and recovery efforts.

CONCEPT OF OPERATIONS

GENERAL CONCEPT

The role of the State of Indiana during emergency response is to supplement local efforts before, during and after a disaster or emergency. If the state anticipates that its needs may exceed its resources, the Governor can request assistance from other states through an Emergency Management Assistance Compact (EMAC) and/or from the federal government.

ESF #15 shall coordinate with the incident PIO, incident management teams and the other stakeholders within the joint information system to deploy public information resources to areas potentially impacted by emergencies or disasters. Assets and functions should be prioritized to manage and support the immediate and long-term needs of state and local jurisdictions.

The incident PIO shall activate; deploy and organize personnel and resources based upon:

- Pre-established policies, procedures and practices
- Integration into the overall Emergency Operations Plan (EOP)
- The level of support required by other state and local ESFs

ESF #15 shall ensure and promote a common operating picture (COP) through communicating with all ESFs, the SEOC Operations Section and the incident public information officer, as well as the joint information center, if applicable.

STATE OPERATIONAL PRIORITIES DURING RESPONSE AND RECOVERY OPERATIONS

1. Life, safety, and health (highest priority)
2. Incident stabilization
3. Protection of property, economy, and the environment
4. Restoration of essential infrastructure, utilities, functions, and services
5. Unity of effort and coordination among appropriate stakeholders

SEOC ACTIVATION

The State Emergency Operations Center (SEOC) is the primary hub for the State of Indiana's emergency support and coordination efforts to gather and disseminate event information, respond to requests for assistance from counties and state departments, identify and coordinate priority actions and allocate resources.

The activation of the SEOC begins with the activation of the Emergency Operations Plan (EOP) Base Plan and, if directed, this annex. The activation of the EOP establishes the emergency operations framework and structure needed to deliver coordinated emergency

In most cases, the decision to activate will be made by the collaboration among IDHS Leadership. The following are considerations for activating the SEOC:

- An incident has occurred that has the potential for rapid escalation.

- The emergency will be of a long duration and requires sustained coordination.

- Major policy decisions may be required.

- The volume of county requests for assistance is increasing and expected to continue.

- Pre-deployment of state or federal assets is occurring in anticipation of the emergency.

- Managing the situation requires urgent, high-level, non-routine coordination among multiple jurisdictions, state departments or other external agencies.

- The State of Indiana shall communicate and collaborate with other response/support agencies and integrate their response plans into the overall response.

- Activation of the SEOC will be advantageous to the successful management of the event.

The SEOC is managed by IDHS and is the physical location where multi-agency coordination occurs whether it is at the primary or alternate undisclosed sites. The SEOC can be configured to expand or contract as necessary to respond to the different levels of incidents requiring State assistance. The SEOC has designated four activation levels as outlined in Table 3. Each elevated level assumes the requirements and conditions of the previous, lower activation level.

During a SEOC activation, ESFs may be activated depending on the incident and activation level. During a disaster response, each State ESF representative in the SEOC will remain under the administrative control of his/her agency head; however, he/she will function under the supervision of the SEOC Manager. Notification of activation will be made via phone, email, and/or text message.

The Indiana SEOC will remain activated at a Level IV for daily operations; however, the activation level will be elevated for planned events, incidents, disasters, or other response operations.

TABLE 3. STATE EOC RESPONSE ACTIVATION LEVELS

SEOC RESPONSE ACTIVATION LEVELS			
LEVEL NUMBER	**NAME OF LEVEL**	**DESCRIPTION**	**EXAMPLE**
IV	**Daily Ops**	Normal daily operations. Watch Desk is monitoring actives within and around the State.	Tornado Watch
An actual or potential for an *incident of state significance* will drive the need for an increase in activation / staffing levels			
III	**Active Emergency Conditions**	A situation has or may occur which requires an increase in activation of the SEOC, to include: ▪ **Section Chiefs** ▪ JIC **may** be set-up. ▪ **Limited** ESF Staffing ▪ **May** have a **federal** presence	Large Tornado > EF-3
II	**Significant Emergency Conditions**	A situation has or may occur which requires an increase in activation of the SEOC, to include: ▪ Section Chiefs ▪ JIC **will** be set-up. ▪ **Governor Emergency Advisory Group (EAG) will be activated.** ▪ **Full** ESF staffing ▪ **Will** have federal presence	Major Flooding
I	**Full Emergency Conditions**	A situation has or may occur which requires an increase in activation of the SEOC, to include: ▪ Section Chiefs ▪ JIC will be set-up. ▪ Governor Emergency Advisory Group (EAG) will be activated. ○ **Governor or designee will be present for EAG.** ▪ **Full** ESF staffing ▪ **Will** have federal presence	Large Earthquake

DEMOBILIZATION OF THE SEOC

Demobilization is the process by which facilities scale back their emergency operations as the objectives set by leadership are achieved. This usually entails the release of the ESF representation involved in response operations as objectives are accomplished and the need for their participation diminishes. Part of the demobilization process ensures that all paperwork, such as personnel evaluations, equipment time records, personnel time records, accident reports, and mechanical inspections have been completed and are accurate. Demobilizing the most expensive excess equipment and resources first saves funding.

LOCAL COORDINATION

At the local level, there may be a Public Information Officer (PIO) staffed within an Incident management Team (IMT) or Emergency Operations Center (EOC) during an incident.

The State PIO cannot regulate local PIO messaging because Indiana's Home Rule. It is important to coordinate, build, and maintain a relationship between the local PIO and State PIO. Having this coordination will better ensure unified messaging.

NOTE: It is important to not confuse an Incident Management Team (IMT) and a State Incident Management Assistance Team (IMAT).

The IMT is ran and staffed at a local level. Indiana's State IMAT is staffed at a State level and can be requested by county EMAs to augment or replace their local IMTs during disasters.

FIGURE 1 – INCIDENT COMMAND STRUCTURE
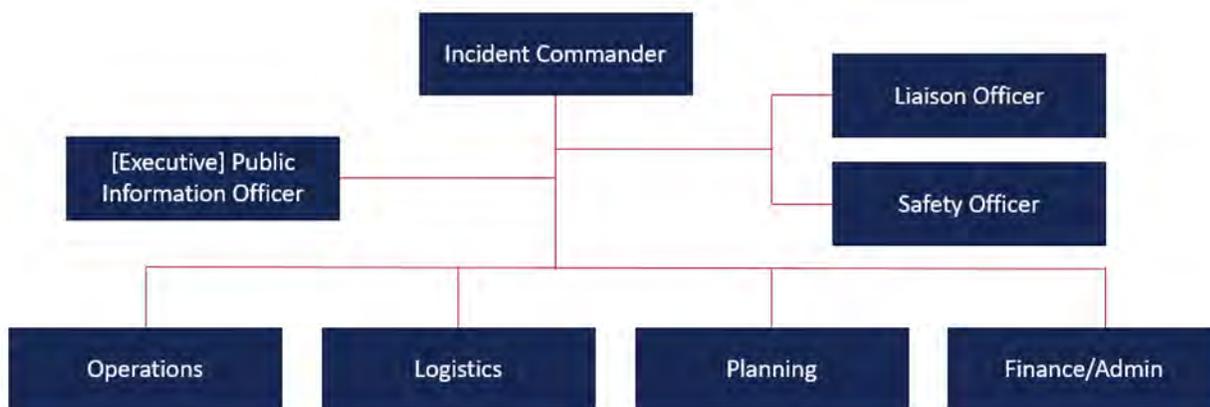
ESF #15 may coordinate with local PIOs to assist the local jurisdiction with information management. Rural jurisdictions may utilize the State JIC to provide the jurisdiction with direct PIO support.

RESOURCE SUPPORT

During an incident, requests for resource support originate from the site Incident Command (IC), Area Command (AC) or Unified Command (UC) and are directed to the local emergency management agency (EMA). As local resource capabilities become overwhelmed, the local jurisdiction's EMA requests support from the State EOC based on the projected needs of the local Incident Action Plan (IAP). A request exceeding State capability can be fulfilled using mutual aid, federal assistance, or other appropriate means. The State Resource Request Process as outlined in Figure 2, is designed to meet the varying needs of local jurisdictions throughout the life of an emergency event. The process may require alteration, activation of mutual-aid agreement(s), or assistance from federal agencies as needed.

State resources may also be requested by local jurisdictions for activation in exercises, testing or training. Participation in these activations allows for the continued development and improvement of public safety programs and resources.

FIGURE 2. STATE RESOURCE REQUEST PROCESS
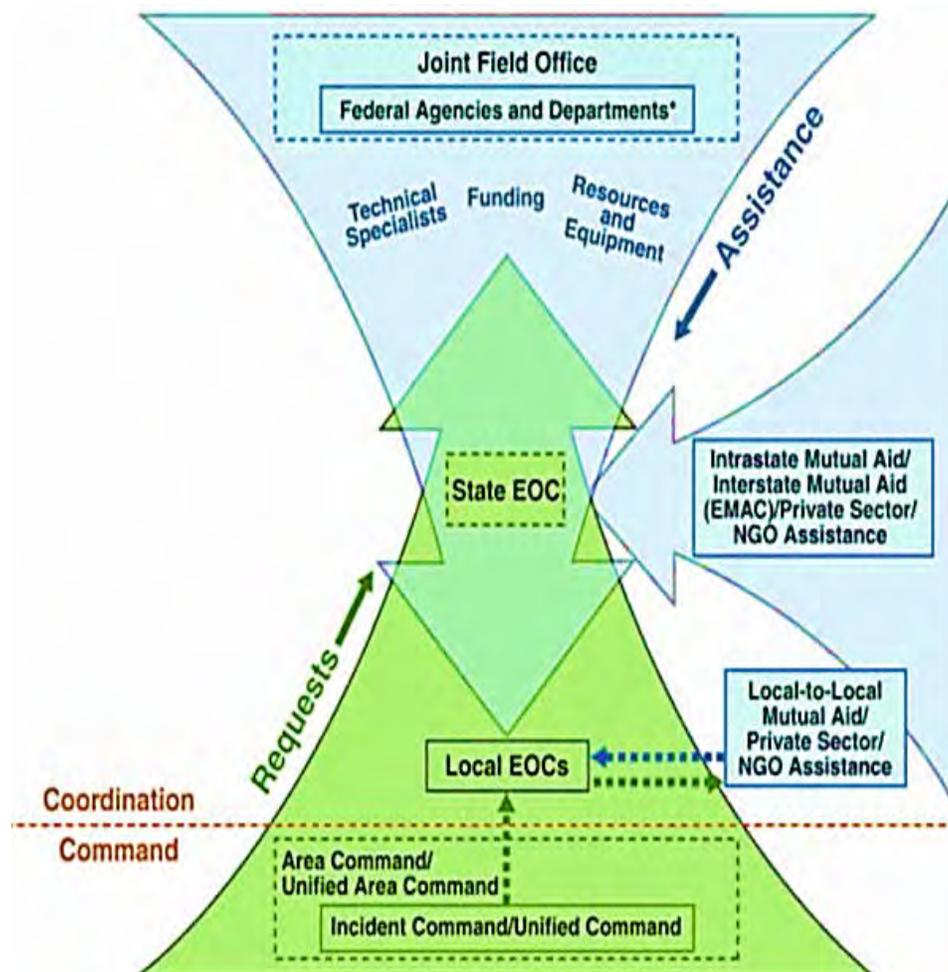
INCLUSION, ACCESS, AND FUNCTIONAL NEEDS

The State of Indiana works with public, private, and non-profit organizations to build a culture of preparedness and readiness for emergencies and disasters that goes beyond meeting the legal requisites of people with disabilities as defined by the most current version of the Americans with Disabilities Act (ADA) or for individuals with access and functional needs.

IDHS integrates the Federal Emergency Management Agency's (FEMA)'s access and functional needs guidance, which identifies an individual's <u>actual</u> needs during an emergency and awareness of not using negative labels such as "handicapped," "crippled," or "abnormal."

This annex planning guidance is inclusive as it also encompasses people with temporary needs or those who do not identify themselves as having a disability. This includes women who are pregnant, children, older adults, individuals with limited English communication, people with limited transportation access and those with household pets and service animals. Additional awareness which helps ensure inclusive emergency preparedness planning include addressing the needs of children and adults in areas such as:

SELF-DETERMINATION – Individuals with access and functional needs are the most knowledgeable about their own needs.

NO "ONE-SIZE-FITS-ALL" – Individuals do not all require the same assistance and do not all have the same needs.

EQUAL OPPORTUNITY, INTEGRATION AND PHYSICAL ACCESS – All individuals must have the same opportunities to benefit from emergency programs, services, and activities.

NO CHARGE – Individuals with access and functional needs may not be charged to cover the costs of measures necessary to ensure equal access and nondiscriminatory treatment.

EFFECTIVE COMMUNICATION – Individuals must be given information that is comparable in content and detail to the information given to those without functional needs.

For more information, please refer to the Indiana Access and Functional Needs Annex.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section describes how ESF #15 relates to other elements of the whole community. Basic concepts that apply to all members of the whole community include State, Tribal Territorial, Private Sector and Non-Governmental Organizations (NGOs).

Each primary and supporting agency shall maintain internal SOPs and/or SOGs or other documents that detail the logistical and administrative priorities deemed necessary to assist in overall state prevention, protection, mitigation, response and recovery operations.

Specific roles and responsibilities of primary and supporting agencies during an incident or event are described below. Tasks include but are not limited to:

PRIMARY AGENCY RESPONSIBILITIES

- Provide state public information resources to assist in critical functions and tasks before, during and after emergency events and disaster situations.

- Provide recommendations for maintaining a Joint Information System (JIS) and, if necessary, establishing a Joint Information Center (JIC) to support the gathering, verification, coordination and dissemination of accurate, accessible and timely information.

- Work with the incident PIO and support the coordination of release of information to the media, public and partners.

- Provide training to essential personnel who may be called upon to work in potentially impacted areas.

- Manage the financial aspects of ESF #15.

- Work with other state and local public information sources to determine the impact of the incident and public information resource gaps that may exist.

- Coordinate and implement emergency-related response and recovery functions, as required, under statutory authority.

SUPPORTING AGENCY RESPONSIBILITIES

- Support public information needs for prevention, protection, mitigation, response and recovery operations when requested by IDHS or the incident PIO agency.

- Provide personnel, as needed, in the State EOC and/or the JIC supporting overall coordination of public information resources and personnel during response and/or recovery operations.

- Assist the primary agency in the development and implementation of policies, protocols, SOPs, checklists or other documentation necessary to carry-out mission essential tasks.

- Assist in developing situation reports and readiness assessments that will provide for an accurate COP.

- Participate in training and exercises aimed at continuous improvement of prevention, protection, mitigation, response and recovery capabilities.

- Identify new equipment, technologies or capabilities required to prepare for or respond to new or emerging threats and hazards.

- Provide information or intelligence regarding trends and challenges to the State of Indiana's public information capability.

SEOC ESF #15 RESPONSIBILITIES

Please see primary agency responsibilities above and additional responsibilities below:

- Activated and staffed in the SEOC. An IDHS Public Affairs PIO fills this role.

- Must coordinate with the incident PIO. Encouraged to work with the IMAT PIO and IMT PIO.

- Liaisons between the SEOC and JIC.

- Follows the ESF #15 SEOC Just-in-Time Training checklist when arriving to the SEOC.

- Provide training to essential personnel who may be called upon to work in potentially impacted areas.

- Manage the financial aspects of ESF #15.

INCIDENT PIO RESPONSIBILTIES

- The Incident PIO changes depending on the incident. IDHS is not always the Incident PIO.

- In charge of incident-related messaging strategy and decisions at the State level. Should approve all messaging and products related to the incident, regardless of originating agency.
  - Makes decisions regarding the deployment of state PIO resources in accordance with the joint information system structure.
    - Note: This is not the SEOC ESF #15 responsibility unless that person happens to be the Incident PIO at the time.

o   Oversees the IMAT PIO and joint information center staff. The ESF #15, out of co-ordinational need, dual reports to the SEOC Operations Section Chief and incident PIO.

STATE IMAT PIO RESPONSIBILITIES

- Reports to the IMAT Incident Commander (IC). In incidents where a JIC and the policy group are activated, control of the messaging reverts to the jurisdictional agency's PIO, and the IMAT PIO fills a field PIO role. In this instance, the IMAT PIO must coordinate with the Deputy Incident PIO.

- Develops and releases incident information to the public, incident or event personnel, organizations and agencies (as directed by the incident PIO, if applicable).

- Arranges tours for briefings or interviews.

- Monitors media reporting for accuracy.

- Needs authorization from the incident PIO to be on media.

JOINT INFORMATION CENTER RESPONSIBILITIES

- The Indiana JIC Structure identifies 29 different positions; however, it is not always necessary for a different person to take responsibility for each position. The JIC is flexible and scalable. The JIC positions are shown in Figure 3.

- Be the first and best source of information

- Develop, recommend and execute public information plans and strategies on behalf of Incident Command, under the direction of the incident PIO

- Advise the Incident Command/Unified Command (IC/UC) concerning public affairs issues that could impact the response

- Gain and maintain public trust and confidence

- Continually gather information about the crisis or situation

- Write and communicate emergency public information regarding public protective actions, evacuations, sheltering and other public safety messages

- Ensure the timely and coordinated release of accurate information to the public by providing a single release point of information

- Facilitate and manage control of rumors

- Monitor and measure public perception of the incident

- Sends out a situation update to media and partners

FIGURE 3 – INDIANA JOINT INFORMATION CENTER (JIC)
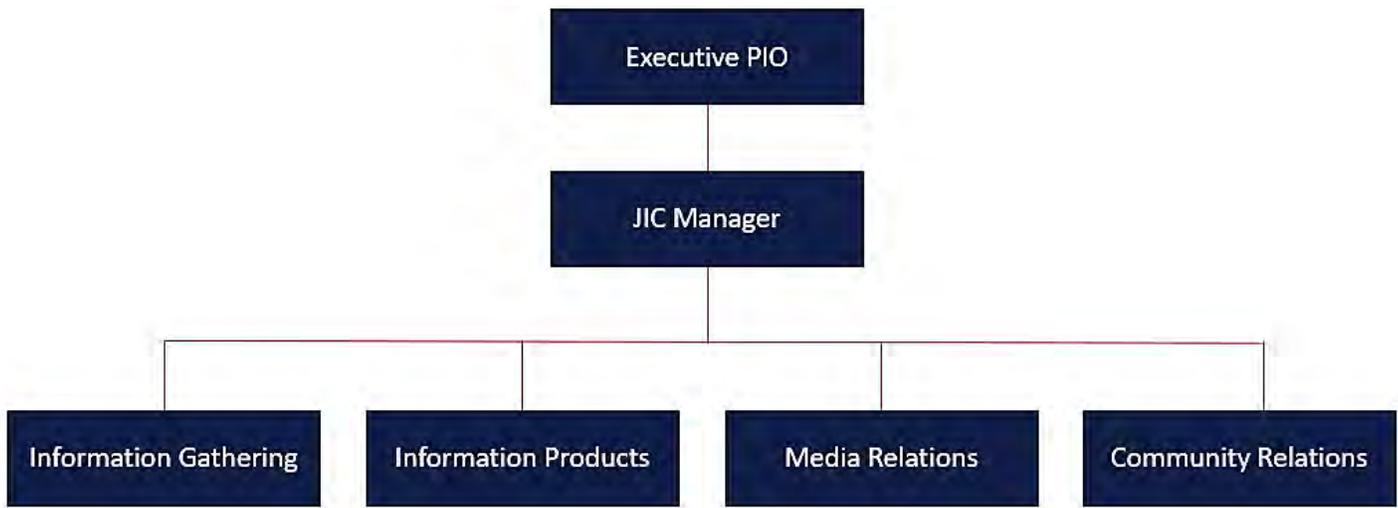
FIGURE 4 – JOINT INFORMATION CENTER (JIC) POSITIONS

Information Gathering	Information Products	Media Relations	Community Relations
• Fact Gathering Specialist • Status Board Specialist • Media Monitor and Analysis Specialist • Rumor Control Specialist • Researcher • Editor	• Writer • Imagery and Multimedia Specialist • Website Manager • Special Messaging Liaison • Social Media Liaison • Administrative Assistant	• Media Relations Specialist • Talking Points Writer • Press Conference Coordinator	• Community Relations Specialist • Operations Liaison • Public/External Liaison

FIGURE 5 – STATE EMERGENCY OPERATIONS CENTER ORGANIZATIONAL STRUCTURE

State of Indiana
Emergency Operations Center
Emergency Response Organizational Structure
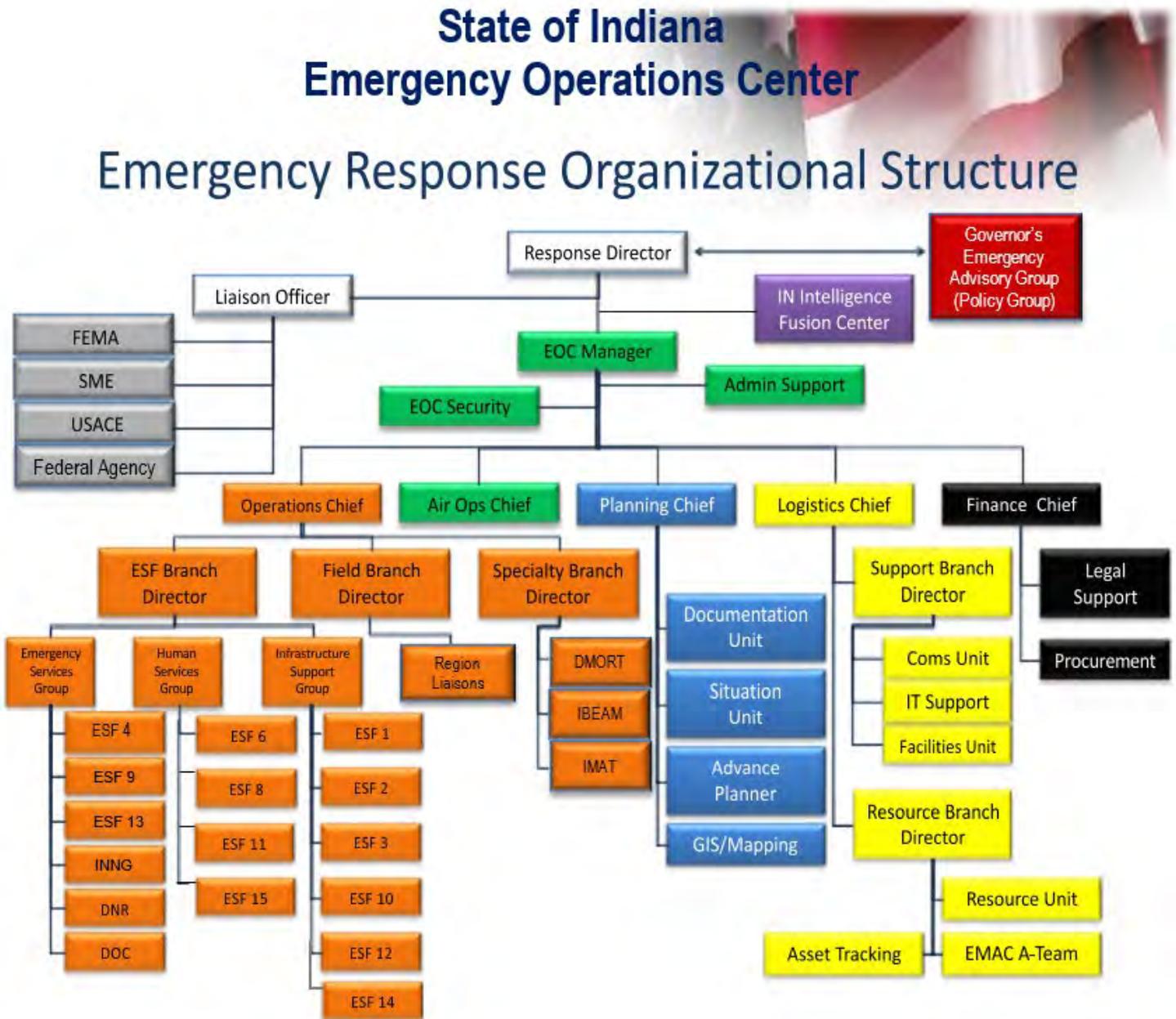
EMERGENCY SUPPORT FUNCTION GENERAL TASKS

The following tables are comprised of essential tasks that may need to be completed by ESF #15 in all phases of emergency management. These tasks have been created as a guide to follow for the primary and support agencies of ESF #15. They have been developed as a tool to address potential challenges and unique risks that may be faced during times of emergency and disaster here in the State of Indiana. It will be the responsibility of ESF #15 to ensure the tasks outlined here are accurate and reflect their overall ability to manage, support and deploy resources.

Please note, that the mission areas of Prevention and Protection have

replaced the Preparedness mission area.

TABLE 4. ESF #15 PREVENTION TASKS

ESF #15 – PREVENTION TASKS	
TASK #	TASK SUMMARY
1	Initiate a time-sensitive, flexible planning process that builds on existing plans and incorporates real-time external affairs intelligence.
2	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.
3	Anticipate and identify emerging and/or imminent external affairs threats through observation and situational awareness.
4	Make appropriate assumptions to inform decision makers and counterterrorism professionals actions to prevent imminent attacks on the external affairs in the homeland.
5	Continue to monitor changing trends in activity and aggressive behavior at the local, state, and national level and adjust prevention tasking as it applies to external affairs.
6	Establish and maintain partnership structures among protection elements to support networking, planning, and coordination.
7	Present courses of action to decision makers to locate, interdict, deter, disrupt, or prevent imminent attacks on the homeland and imminent follow-on attacks.
8	Share relevant, timely, and actionable information and analysis with local authorities through a pre-established reporting system.
9	Identify possible external affairs terrorism targets and vulnerabilities. Ensure the security of equipment, facilities, and personnel through assessments of capabilities and vulnerabilities.
10	Implement, exercise, and maintain plans to ensure continuity of operations.

TABLE 5. ESF #15 PROTECTION TASKS

ESF #15 – PROTECTION TASKS	
TASK #	**TASK SUMMARY**
1	Develop, validate and maintain SOPs or guidelines for both routine and emergency operations. Key operational concerns include but are not limited to: • Identification and assessment of equipment, supplies, resources and critical infrastructure. • Alert and activation of personnel for work in field or EOC. • Emergency communications and reporting procedures.
2	Develop and conduct training and education programs for ESF #15 personnel. Program considerations include but are not limited to: • The assessment of equipment, supplies and resources. • Working in an EOC during emergency conditions. • WebEOC or other computer applications. • National Incident Management System / Incident Command. • Continuity of Operations. • Mapping, GIS and other computer applications. • Emergency transportation and evacuation planning.
3	Develop and maintain a roster of essential primary and support agency contacts for ESF #15 to be used in the event of emergency operations. Ensure critical information (address, telephone, cell, facsimile, etc.) are captured.
4	Develop and maintain a database or system to collect information on essential resources and equipment.
5	Develop lists of resources needs and work toward eliminating these shortfalls by funding, partnerships or taking other essential activities.
6	Update mutual aid agreements, letters of understanding or contracts with departments, organizations or private entities that may offer rapid deployment of resources or services as they relate to short and long-term emergency public information needs.
7	Train ESF #15 personnel on technical standards and specifications for essential pieces of equipment related to short and long-term emergency public information needs.
8	Train ESF #15 personnel on routine and emergency safety standards for both field operations and EOC support.
9	Exercise alternate public information facilities, equipment and assets for continuity of operations and essential public information services statewide.
10	Train ESF #15 personnel on policies and administrative rules that relate directly to public information, this ESF and its ability to provide emergency assistance.

TABLE 6. ESF #15 MITIGATION TASKS

ESF #15 – MITIGATION TASKS	
TASK #	**TASK SUMMARY**
1	Communicate areas that have been or are currently prone to significant hazards.
2	Identify public information resources within the State of Indiana and potential shortfalls or gaps that may exist.
3	Identify potential partnerships or funding sources to reduce or eliminate resource shortfalls or gaps for public information issues and concerns.
4	Establish partnerships with other federal, state, local and municipal entities that share public information responsibilities.
5	Identify needs for agreements, letters of understanding or contracts with departments, organizations or private entities that may offer rapid deployment of resources or services as they relate to short and long-term emergency public information needs.
6	Identify, establish and maintain essential pieces of equipment related to short and long-term emergency public information needs.
7	Identify, establish and maintain routine and emergency safety standards for all deployed public information personnel that comply with federal and state requirements and policies.
8	Identify, establish and maintain alternate public information facilities, equipment and assets for continuity of operations and essential public information services.
9	Develop informational messages and materials to share with local, state, public and private sector partners about potential threats and future protective actions.
10	Make recommendations, if appropriate, for those pieces of legislation, policies and administrative rules that relate directly to public information and hinder this ESF's ability to provide emergency assistance.

TABLE 7. ESF #15 RESPONSE TASKS

ESF #15 – RESPONSE TASKS	
TASK #	TASK SUMMARY
1	Activate SOPs or guidelines for emergency operations that consider: • The assessment, staging, use, status and sustainability of facilities, equipment, supplies and other resources. • The alert, notification and activation of personnel for work in the field or within the State EOC. • Emergency communications and reporting procedures.
2	In coordination with the incident PIO, assist in the activation of joint information system personnel for such mission essential tasks as: • The assessment of equipment, supplies and resources. • Providing representatives to work in the Joint Information Center (JIC), if activated. • Responding to the field for emergency operations. • Working in an EOC during emergency conditions. • Supporting local, district or statewide Incident Command structures. • Activating continuity of operations plans. • Collect, analyze and disseminate critical health, safety and welfare information for the public.
3	Support the incident PIO in their mission to provide information to the public through all available means regarding agency's involvement in the response activities. Include press releases and press briefings, as deemed appropriate; and regular updates to posts on agency Web sites.
4	Evaluate the ability to communicate with ESF #15 personnel and implement alternate communications if primary systems are down.
5	Communicate with ESF #8 (Public Health and Medical Services), ESF #14 (Cross-Sector Business Infrastructure), ESF #13 (Public Safety), other ESFs as needed, as well as Long-Term Recovery to provide critical information to the incident PIO for distribution to the public.
6	Work with ESF counterparts at the local, state, regional and national levels, as well as NGO's and private businesses/industry, as needed.
7	Post situation reports and critical information in WebEOC during activations.

TABLE 8. ESF #15 RECOVERY TASKS

ESF #15 – RECOVERY TASKS	
TASK #	**TASK SUMMARY**
1	Work to aggressively eliminate shortfalls or resource gaps that were identified in response to an emergency or disaster.
2	Establish partnerships and identify funding sources to address resource shortfalls or gaps for public information issues and concerns.
3	Maintain open and ongoing communication with other federal, state, local and municipal entities in impacted areas.
4	Assess agreements, memorandums of understanding or contracts with departments, organizations or private entities that may have been utilized during the response and determine if those agreements need to be updated or revised.
5	Assess the current technical standards and specifications for essential pieces of equipment related to short and long-term emergency public information needs and update based upon the lessons learned from the most recent emergency response.
6	Assess the current level of training on emergency safety standards for public information personnel to determine the appropriate application and compliance with federal and state requirements and policies.
7	Assess the current usage and application of alternate public information facilities, equipment and assets for these essential services statewide to determine if there are issues that need to be addressed for future response operations.

LIFELINE AND ESF OBJECTIVES AND TASKS TIMELINE

TABLE 9. ESF #15 TASKS FOR HEALTH AND MEDICAL

LIFELINE OBJECTIVE	ESF OBJECTIVE	SUPPORT NEEDED FROM	ESF-15 MISSION-ESSENTIAL TASKS	INCIDENT PIO MISSION-ESSENTIAL TASKS
TIMELINE: 24-72 HOURS				
• To evacuate level 3 casualties • To support temporary health and medical infrastructure in and around the impacted zone within 48 hours	To coordinate with incident PIO to activate public-information plans and assess initial resources within 25 hours	— —	Coordinate with incident PIO and/or JIC to provide critical health and medical information and provide updates from ESF-2 regarding best remaining communication systems	Provide critical health and medical information to the affected areas via the best remaining communication systems
		— —	Coordinate information distribution from SEOC to incident PIO and/or JIC t regarding where health and medical treatment can be received	Ensure the public knows where health and medical treatment can be received
		— —	Coordinate information distribution from SEOC to incident PIO and/or JIC t regarding the status of the health and medical infrastructure	Advise the public of the status of the health and medical infrastructure
TIMELINE: BEYOND 72 HOURS				
To resume health services			Coordinate information distribution from SEOC to incident PIO regarding any public-health related issues while moving towards recovery	Continually update the public about any public-health related issues while moving towards recovery

TABLE 10. ESF #15 TASKS FOR COMMUNICATIONS

LIFELINE OBJECTIVE	ESF OBJECTIVE	SUPPORT NEEDED FROM	ESF-15 MISSION-ESSENTIAL TASKS	INCIDENT PIO MISSION-ESSENTIAL TASKS
		TIMELINE: 0-24 HOURS		
To transmit public information and warning messages to survivors in the disaster area within 12 hours of the incident	To establish contact with ESF 5 for situational assessments and have verified information ready and to the incident PIO for release within 6-12 hours	— —	Request information from each ESF, and coordinate with the incident PIO.	Prepare of statements to the media and the public
	Work with the SEOC to gather information for the incident PIO to assist the PIO and joint information system in coordinating a message among local, state and federal public information officers (PIOs) and providing the necessary context for the incident PIO to determine how to best distribute that message within the first 24 hours	— —	As ESF 2 (Communications) is assessing the degree and types of communications capabilities that still exist within the affected area, ask members of the EAS community about the status of that system. If the infrastructure for public-safety communications has been seriously affected or rendered nonfunctional, it is highly unlikely the infrastructure that supports the EAS will have remained functional.	— —
		— —	If the EAS system remains totally functional, use it to the maximum extent.	— —
		— —	Contact ESF 2 to determine communications capabilities available.	— —
		— —	— —	Constantly coordinate with the governor's designated public-affairs liaison
		Governor	— —	Ask the governor to speak directly to the public, if possible, on a frequent and regularly scheduled basis.
		— —	Develop messages for the public for review and	Develop messages for the public. Using pre-scripted messages will be important

LIFELINE OBJECTIVE	ESF OBJECTIVE	SUPPORT NEEDED FROM	ESF-15 MISSION-ESSENTIAL TASKS	INCIDENT PIO MISSION-ESSENTIAL TASKS
			distribution by the incident PIO.	but review them closely before dissemination to ensure they fit the "tone" of the incident at the time.
		— —	Coordinate with on-scene public information teams as needed and directed by the Incident PIO.	Consider dispatching on-scene public-information teams or personnel, especially in populated areas. If this is done, frequent communications with the JIC and SEOC will be critical for providing the most up-to-date information to the affected populace.
		— —	— —	Establish some means of disseminating information to the affected populace during the first 72 hours after the initial incident. This will be the single most important action the state can take to save lives, reduce further injuries and provide some "calm."
		— —	Establish schedule for long-term ESF-15 operations.	— —
		— —	— —	Dispatch field PIOs who will be with the Indiana Building Emergency Assessment and Monitoring (I-BEAM) team or other various teams leaving for the impacted areas.
		— —	— —	Disseminate critical lifesaving and life-sustaining information to all affected segments of society by all means necessary, including accessible tools, to expedite the delivery of emergency services and to aid the public in taking protective actions.

LIFELINE OBJECTIVE	ESF OBJECTIVE	SUPPORT NEEDED FROM	ESF-15 MISSION-ESSENTIAL TASKS	INCIDENT PIO MISSION-ESSENTIAL TASKS
	To establish a JIC and staff it within 12–18 hours.	— —	Assist the incident PIO with JIC setup logistics.	Set up the JIC in 2 East, Government Center South, Indianapolis, during phase 2a. The traditional setup is E202 in the South Building, but available resources allow a mobile JIC if damage are somewhat isolated.
		All required departments and agencies	— —	Request a representative sent to the JIC.
TIMELINE: 24-72 HOURS				
To ensure public updates are given regularly to reduce fear and provide rumor control	To activate public-information plans and assess initial resources within 24 hours	— —	Coordinate with other ESFs to gather information regarding rumors, security, shelters and medical care locations and provide to the incident PIO.	Continually broadcast emergency public information to help control rumors and ease the public's fear or panic, thereby decreasing the potential for civil unrest. Advise the public of locations of shelters and medical care.
		— —	— —	Alert the affected public to the continual possibility of aftershocks and the protective actions to be taken.
		— —	Collect information from media reports to assess need for rumor control.	Determine and implement rumor control strategy
		— —	— —	Coordinate with local officials for assistance and the release of public information.
		— —	— —	In addition to issuing public information, establish a legislative-affairs liaison to inform members of the general assembly and the state's congressional representatives about response actions.
		All ESFs	Coordinate with all ESFs to gather information that should be shared with the	Distribute information regarding ingress and egress routes, water

LIFELINE OBJECTIVE	ESF OBJECTIVE	SUPPORT NEEDED FROM	ESF-15 MISSION-ESSENTIAL TASKS	INCIDENT PIO MISSION-ESSENTIAL TASKS
			public for ingress and egress routes, water fitness and availability, evacuations, government response updates, mass care, health and medical services, food, pet care and availability and restoration of utilities, and provide to incident PIO.	fitness and availability, evacuations, government response updates, mass care, health and medical services, food, pet care and availability and restoration of utilities.
		— —	— —	Coordinate utilization of available means of communication at the JIC and to the public.
		— —	— —	Coordinate with the governor's public-affairs liaison continually.
		— —	— —	Deploy public-information teams or personnel, especially in prioritized populated areas.
		— —	— —	Legislative-affairs liaison: Continue to inform members of the general assembly and Congress about response actions.
		— —	— —	Schedule briefings with local and state news outlets.
		— —	— —	Continue to support external media.
		ESF 7	Request additional resources through EMAC or the federal government, as necessary.	— —
TIMELINE: 24-72 HOURS				
To ensure public updates are given regularly to reduce fear and provide rumor control	— —	— —	— —	Continue prioritization of needs and begin to assess priorities for recovery.
		— —	Continually gather information on the locations of shelters and medical care. Include other information about survival, first aid and self-help.	Continually update the public on the locations of shelters and medical care. Include other information about survival, first aid and self-help.

LIFELINE OBJECTIVE	ESF OBJECTIVE	SUPPORT NEEDED FROM	ESF-15 MISSION-ESSENTIAL TASKS	INCIDENT PIO MISSION-ESSENTIAL TASKS
		— —	— —	Continually update the public about the possibility of aftershocks and personal protection as well as local, state and federal assistance becoming available.
		— —	— —	Coordinate use of available means of communication at the JIC and to the public.
		— —	— —	Continually update the public on actions the government is taking and how soon they can expect assistance.
		— —	— —	Continue to coordinate with the governor's public-affairs liaison.
		Governor	— —	Ask the governor to continue holding frequent and regularly scheduled press conferences.
		— —	— —	Use pre-scripted messages adapted to fit the "tone" of the incident at the time.
		All ESFs	Continue to request information from each ESF for the preparation of statements to the media and the public.	— —
		— —	Continue to collect media reports regarding the need for rumor control.	Continue to assess need for rumor control.
		— —	— —	Continue to coordinate with local officials for assistance.
		— —	— —	Continue to schedule briefings with local and state news outlets.
		ESF 7	Request additional resources through EMAC or the federal government, as necessary.	— —

TABLE 11. ESF #15 GENERAL TASKS

OBJECTIVE	SUPPORT NEEDED FROM	MISSION-ESSENTIAL TASKS
TIMELINE: 0-24 HOURS		
To deploy an ESF 15 representative to the state emergency operations center (SEOC) within 2–6 hours of notification	— —	Deploy ESF 15 representative to the SEOC and be briefed.
To maintain the common operating picture (COP) and contribute to the incident action plan (IAP)	— —	Provide situational information to the SEOC.
TIMELINE: 24-72 HOURS		
To continue maintaining the COP and contributing to the IAP	— —	Communicate the status and existing capabilities of all ESF 15 agencies to prioritize needs.
	— —	Participate in developing the incident action plan (IAP) with IDHS to determine needs and priorities.
— —	— —	Continue to disseminate internal information through appropriate channels.
To develop a 7-day JIC schedule within 36 hours	— —	Set initial staffing plan to maintain long-term operations.
TIMELINE: 24-72 HOURS		
To continue maintaining the COP and contributing to the IAP	— —	Provide situational information to the SEOC.
	— —	Participate in developing the IAP, based on needs and priorities.
— —	— —	Continue to disseminate internal information.

DIRECTION, CONTROL AND COORDINATION

DIRECTION

IDHS is the primary agency for ESF #15; however, the Incident PIO changes depending on the incident. For example, during the 2016 Avian Influenza Outbreak, IBOAH was the Incident PIO, while IDHS served as the Incident PIO for the 2018 Floods.

IDHS Public Affairs staff fill the role of the SEOC ESF #15.

If activated, the JIC will be the central point of contact for all news media regarding any subjects related to the incident. Partner PIOs and the size of the JIC will vary according to the emergency situation. If the JIC is not activated, the Incident PIO will be the primary point of contact, unless delegated.

CONTROL

The Incident PIO is in charge of overall messaging, strategy and JIC staff. The Incident PIO also jointly oversees the SEOC ESF #15 and the IMAT PIO. Resource decisions should be made by the Incident PIO.

COORDINATION

External Affairs will coordinate with internal and external partners on a common operating picture. It is best practice for the SEOC ESF #15, JIC staff and Field PIO (IMAT or IMT) staff to coordinate and communicate together on unified messaging. There should be at least one conference call a day and regular communication amongst the SEOC ESF #15, State IMAT PIO and JIC staff during an incident. The State may support local jurisdictions and that is described in the Local Coordination section above.

INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

INFORMATION COLLECTION

The joint information system provides accessible information that is timely, coordinated and accurate. External Affairs will coordinate with internal and external partners on information collection. Audiences are looking for information pertaining to the incident. Example information to collect may include but is not limited to:

- Assistance provided to the incident-affected area.

- Agency response and support.

- Protective measures.

- Impact on non-affected areas.

- Health risks and considerations.

- Complete picture of what survivors need to do to recover from the emergency.

ANALYSIS AND DISSEMINATION

Messages should be unified, and rumors should be controlled. Social media and media will need analyzed to ensure information is being conveyed accurately. Released information should be clear and void of any errors that could cause credibility issues such as misspelling and incorrect grammar.

Information must be available to affected citizens including but not limited to: media, private sector, governments, individuals with limited English proficiency and those with access and functional needs.

The responsibility to provide information regarding the incident is a shared task among local, state, tribal, territorial and federal authorities. There are multiple means that information can be shared and that can be found in the Communications section below.

If confronted by the public, it is important to show compassion and acknowledge uncertainty.

COMMUNICATION

ESF #15 shall ensure communication is established and maintained with the SEOC and participating agencies to promote an accurate common operating picture (COP) through the use of situation reports and assessments. Such communication methods may include but is not limited to:

SEOC ESF #15 COMMUNICATION METHODS

- Data
    - WebEOC, Microsoft Teams, email, text and Cisco Jabber.
- Social media as directed by and coordinated with the Incident PIO.
- Landline telephone and cellular

STATE IMAT PIO COMMUNICATION METHODS

- Data
    - WebEOC, Microsoft Teams, email, text and Cisco Jabber.
    - Social media as directed by and coordinated with the Incident PIO.
- Radio
    - 800 MHz System, 155 MHz System, High Frequency Radios, Amateur Radio (RACES) and satellite phone
- Landline telephone and cellular

JIC PIO COMMUNICATION METHODS

- Data
    - WebEOC, email, text and Cisco Jabber
    - Social media as directed by and coordinated with the Incident PIO.
- Integrated Public Alert and Warning System (IPAWS) through EOC
- Emergency Alert System (EAS) through State EOC
- Wireless Emergency Alerts (WEA) through State EOC
- National Oceanic and Atmospheric Administration (NOAA) All-Hazard Weather Radio
- Indiana Department of Transportation (INDOT) Signage
- Amateur Radio

- Alternative Local Emergency Management Agency (EMA) Website

- Non-traditional avenues: Private Sector Partners and Translation Services

- Government Emergency Telecommunications Service (GETS)

APPENDIX A – COMMUNITY LIFELINES

Indiana has adopted the Federal Emergency Management Agency's (FEMA) seven community lifelines into our prevention, protection, response, recovery, and mitigation activities. Lifelines are services that enable the continuous operation of critical government and business functions and are essential to human health and safety or economic security.

Stabilizing community lifelines is the primary effort during response activities.

ESFs deliver core capabilities to stabilize community lifelines for an effective response.

The seven community lifelines represent only the most basic services a community relies on and which, when stable, enable all other activity within a community. The lifelines are designed to enable emergency managers, infrastructure owners and operators, and other partners to analyze the root cause of an incident impact and then prioritize and deploy resources to effectively stabilize the lifeline. This construct maximizes the effectiveness of federally supported, state managed, and locally executed response.

Similar to the ESFs, other whole community organizations can work together to stabilize lifelines and meet disaster needs. The community lifelines do not directly cover all important aspects of community life that can be affected by an incident, including impacts to natural, historical, and cultural resources. For example, financial and economic issues important to the life and safety of affected individuals may also arise indirectly from impacts to lifelines during an incident. If disrupted, rapid stabilization of community lifelines is essential to restoring a sense of normalcy. Recent disasters have illuminated two underlying features of community lifelines that highlight opportunities to strengthen response planning and operations.

First, community lifelines are interdependent and vulnerable to cascading failures. For example, communications and electric power systems rely on each other to function; severe damage to one will disrupt the other. Most lifelines also rely on complex supply chains. Water and wastewater service depend on the resupply of a broad array of chemicals and—if power goes out—fuel for emergency generators. However, in a severe natural or human-caused incident, those supply chains themselves may be broken.

Second, community lifeline stabilization relies on businesses and infrastructure owners and operators who have the expertise and primary responsibility for managing their systems in emergencies. Accordingly, Indiana is working with developing planning coordination mechanisms needed to enable the private sector to play a larger, more comprehensive role in

preparedness and response activities. The community lifelines are composed of multiple components that encompass infrastructure, assets, and services.

TABLE 12. COMMUNITY LIFELINE COMPONENTS AND SUB-COMPONENTS

ALL COMMUNITY LIFELINE COMPONENTS AND SUB-COMPONENTS

Multiple components establish the parameters of and key assessment elements for each of the lifelines; component-level analysis is required to determine if each lifeline is stable

SAFETY AND SECURITY	FOOD, WATER, SHELTERING	HEALTH AND MEDICAL
• Hazard Mitigation • Law Enforcement / Security • Responder Safety • Search and Rescue • Fire Services • Government Service	• Evacuations • Food / Potable Water • Shelter • Durable Goods • Water Infrastructure • Agriculture Infrastructure	• Medical Care • Patient Movement • Public Health • Fatality Management • Medical Industry
ENERGY	**COMMUNICATIONS**	**TRANSPORTATION**
• Power (Grid) • Temporary Power • Fuel	• Infrastructure • 911 & Dispatch • Responder Communications • Alerts, Warnings, Messages	• Highway / Roadway Motor Vehicle • Mass Transit • Railway • Aviation • Maritime • Pipeline

HAZARDOUS MATERIAL

- Facilities
- Incident Debris, Pollutants, Contaminants
- Conveyance

TABLE 13. INDIANA LIFELINES / ESF / CORE CAPABILITIES CROSS-WALK

LIFELINE SYMBOL	LIFELINE	COLLABORATIVE PLANNING TEAM	RELATED CORE CAPABILITIES
	Safety and Security Law enforcement, security Search and rescue Fire services Government service Responder safety Imminent hazard mitigation	**ESF 13*** ESF 4 ESF 5 ESF 7 ESF 9 ESF 14 ESF 15 INNG Private security	Planning Public Information and Warning Operational Coordination Environmental Response/ Health and Safety Fire Management and Suppression Mass Search and Rescue Operations On-scene Security, Protection, and Law Enforcement Situational Assessment
	Food, Water, Sheltering Evacuations Food, potable water Shelter Durable goods Water infrastructure Agriculture	**ESF 6*** ESF 3 ESF 11 ESF 5 ESF 7 ESF 13 ESF 14 ESF15 INNG VOAD	Planning Public Information and Warning Operational Coordination Critical Transportation Infrastructure Systems Logistics and Supply Chain Management Mass Care Services Situational Assessment
	Health and Medical Medical care Patient movement Public health Fatality management Healthcare supply chain Fire service	**ESF 8*** ESF 4 ESF 5 ESF 7 ESF 14 ESF 15 INNG	Planning Public Information and Warning Operational Coordination Environmental Response/Health and Safety Fatality Management Services Logistics and Supply Chain Management Public Health, Healthcare, and Emergency Medical Services Situational Assessment
	Energy Power (grid) Temporary power Fuel	**ESF 12*** ESF 3 ESF 5 ESF 7 ESF 14 ESF 15 INNG	Planning Public Information and Warning Operational Coordination Infrastructure Systems Logistics and Supply Chain Management Situational Assessment
* = COORDINATING UNIT			

LIFELINE SYMBOL	LIFELINE	COLLABORATIVE PLANNING TEAM	RELATED CORE CAPABILITIES
	Communications Infrastructure Alerts, warnings, messages 911 and dispatch Responder communications Financial services	**ESF 2*** ESF 5 ESF 7 ESF 14 ESF 15 INNG	Planning Public Information and Warning Operational Coordination Infrastructure Systems Operational Communications Situational Assessment
	Transportation Highway, roadway Mass transit Railway Aviation Maritime Pipeline	**ESF 1*** ESF 5 ESF 7 ESF 14 ESF 15 INNG	Planning Public Information and Warning Operational Coordination Critical Transportation Infrastructure Systems Situational Assessment
	Hazardous Material Facilities Hazardous debris Pollutants Contaminants	**ESF 13*** ESF 4 ESF 5 ESF 7 ESF 10 ESF 14 ESF 15 INNG	Planning Public Information and Warning Operational Coordination Environmental Response/Health and Safety Situational Assessment

TABLE 141. ORGANIZATIONS THAT SUPPORT ESF #15 DURING RESPONSE

ORGANIZATION	ESF 15
ESF 1: Transportation	✓
ESF 2: Communications	✓
ESF 3: Public Works and Engineering	✓
ESF 4: Firefighting	✓
ESF 5: Information and Planning	✓
ESF 6: Mass Care, Housing, and Human Services	✓
ESF 7: Logistics Support and Resource Management	✓
ESF 8: Public Health and Medical Services	✓
ESF 9: Search and Rescue	✓
ESF 10: Oil and Hazardous Materials Response	✓
ESF 11: Food, Agriculture, and Natural Resources	✓
ESF 12: Energy	✓
ESF 13: Public Safety and Security	✓
ESF 15: External Affairs	X
Governor of Indiana	✓

COLORS INDICATE LIFELINE OR COMPONENT STATUS

STABLE: Green

- Minimal or no disruption in services to survivors
- **Note: Green components <u>may</u> still be severely impacted**

STABILIZING: Yellow

- Disruption to services provided by component capabilities is causing limited impacts to response efforts and survivors.
- A solution to the disruption has been identified, and has it been converted into a plan of action, resourced, and implemented.
- Limiting factors may inhibit response.

UNSTABLE: Red

- Disruption to services provided by component capabilities is causing significant impacts to response efforts and survivors.
- Requirements and solutions are not identified and/or there is no plan to deliver the solutions.
- Significant limiting factors may inhibit response.

UNKNOWN: Grey

- Impacts are unknown and/or extent of situation or necessary response is unknown.

ASSIGNING A LIFELINE STATUS

Assign lifeline statuses as incident circumstances evolve and through the course of response operations.

Stabilization targets will provide the baseline against which lifelines can be compared.

The flowchart shows an example of how responders may think through assigning lifelines a color status.

FIGURE 6. STATUS ASSIGNMENT FLOWCHART
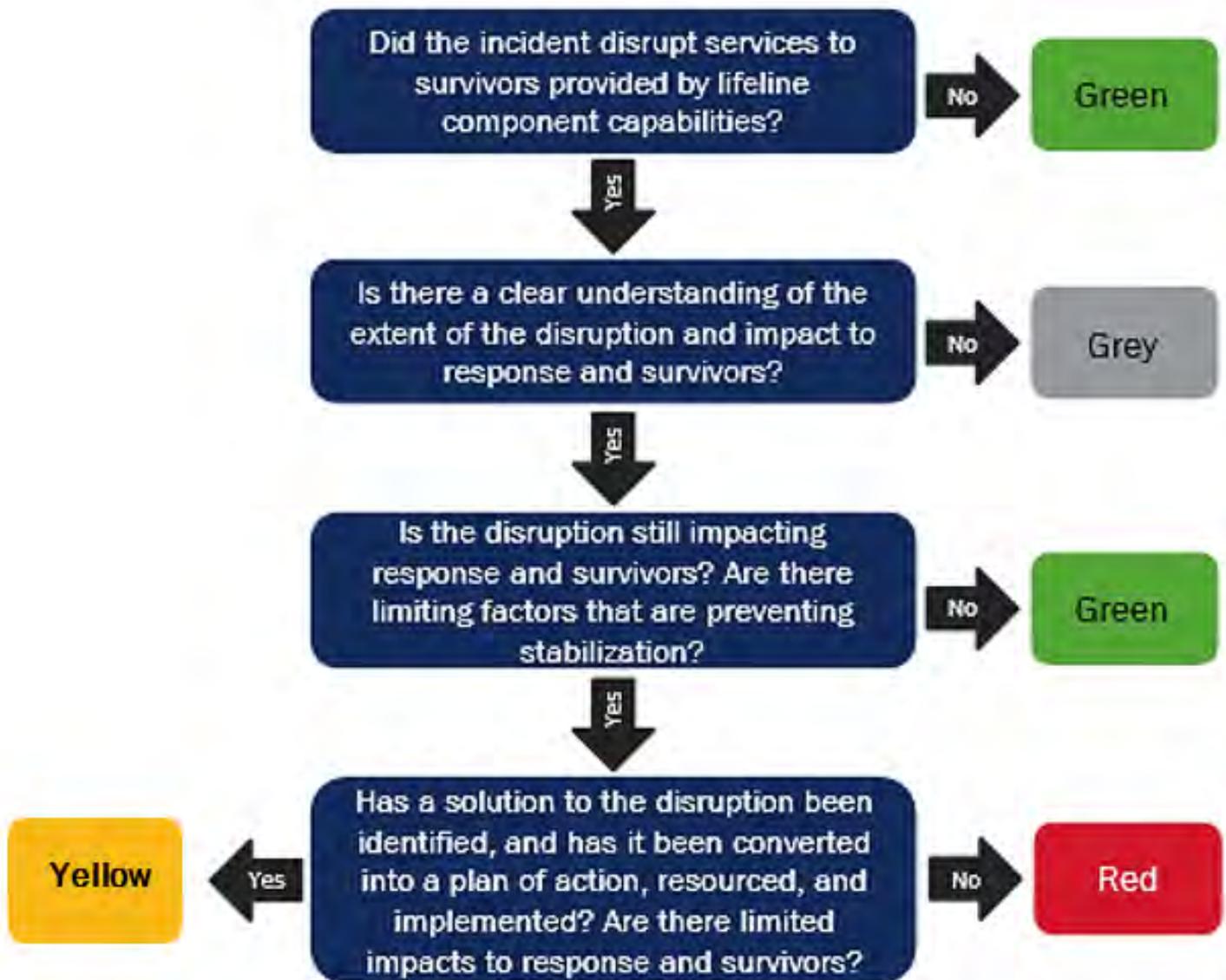
APPENDIX B – AUTHORITIES

FEDERAL

National Incident Management System (NIMS), October 2017
NIMS provides a consistent nationwide template for partners to work together to prevent, protect against, respond to, recover from and mitigate the effects of incidents.
Robert T. Stafford Disaster Relief and Emergency Assistance Act, May 2019
The Stafford Act is a United States federal law that provides a means of natural disaster assistance for state and local governments.
Sandy Recovery Improvement Act, 2013
The Sandy Recovery Improvement Act is a law that authorizes changes to the way FEMA delivers disaster assistance.
Post-Katrina Emergency Management Reform Act, 2006
The Post-Katrina Emergency Management Reform Act provides FEMA guidance on its mission and priorities; including its partnership with state and local governments.

STATE

Executive Order 17-02, January 2017
The Director of IDHS shall act as the chairperson of the Governor's Emergency Advisory Group.
Indiana Code 10-19-2, Department of Homeland Security Established
The Indiana Department of Homeland Security was established and the governor shall appoint an executive director.

LOCAL JURISDICTION

Indiana Code 36-1-3, Home Rule
Indiana's Home Rule grants municipalities the ability to govern themselves as them deem fit.

APPENDIX C – REFERENCE LIST

REFERENCE	TITLE / DESCRIPTION
STATE	Disaster Declaration Process
STATE	IDHS EOC Operations Webpage
STATE	Joint Information Center Operations Guide
STATE	SEOC Just-in-Time Training Checklist – ESF #15
FEMA	FEMA's ESF #15- External Affairs Annex, 2016
FEMA	FEMA Resource Typing Definition for Incident Management Team, 2019
FEMA	FEMA Resource Typing Definition for Public Information Officer (NQS), 2019
US-DHS	Homeland Security's ESF 15 Standard Operating Procedures, 2019
ALL-HAZARDS INCIDENT MANAGEMENT	Incident Management Training and Consulting All-Hazards Incident Management Team Response and Planning Guide, Second Edition 2019

APPENDIX D – ACRONYMS

ACRONYMS	FULL DESCRIPTION
AAR	After-Action Report
ADA	Americans with Disabilities Act
ARC	American Red Cross
ARES	Amateur Radio Emergency Service
CERT	Community Emergency Response Team
C-MIST	Communication Medical Independence Supervision Transportation
COOP	Continuity of Operations Plan
COP	Common Operating Picture
EAS	Emergency Alert System
EMA	Emergency Management Agency
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FSSA	Family and Social Services Administration
GETS	Government Emergency Telecommunications Service
HSEEP	Homeland Security Exercise and Evaluation Program
IBOAH	Indiana Board of Animal Health
IC/UC	Incident Command/Unified Command
ICS	Incident Command System
IDEM	Indiana Department of Environmental Management
IDHS	Indiana Department of Homeland Security
IDNR	Indiana Department of Natural Resources

ACRONYMS	FULL DESCRIPTION
IDOA	Indiana Department of Administration
IDOE	Indiana Department of Education
IDOL	Indiana Department of Labor
IMAT	Incident Management Assistance Team
IMT	Incident Management Team
INDOT	Indiana Department of Transportation
INNG	Indiana National Guard
IN-VOAD	Indiana Voluntary Organizations Active in Disaster
IOSHA	Indiana Occupational Safety and Health Administration
IOT	Indiana Office of Technology
IPAWS	Integrated Public Alert and Warning System
IPSC	Integrated Public Safety Commission
IS	Independent Study
ISDA	Indiana State Department of Agriculture
ISDH	Indiana State Department of Health
ISP	Indiana State Police
IT	Information Technology
IURC	Indiana Utility Regulatory Commission
JFO	Joint Field Office
JIC	Joint Information Center
JIS	Joint Information System
MRC	Medical Reserve Corps
NGO	Non-Governmental Organization

ACRONYMS	FULL DESCRIPTION
NIMS	National Incident Management System
NJIC	National Joint Information Center
NOAA	National Oceanic and Atmospheric Administration
NWS	National Weather Service
PIO	Public Information Officer
POETE	Planning Organization Equipment Training Exercise
SEOC	State Emergency Operations Center
SOG	Standard Operating Guideline
SOP	Standard Operating Procedure
SPD	State Personnel Department
SPR	Stakeholder Preparedness Review
THIRA	Threat Hazard Identification Risk Assessment
VIPS	Volunteers in Police Service
WEA	Wireless Emergency Alerts
WebEOC	Web-based Emergency Operations Center

APPENDIX E - DEFINITIONS

TERM	DEFINITION
Amateur Radio	The Amateur Radio Emergency Service (ARES) is a division of the American Radio Relay League and consists of licensed amateurs who have voluntarily registered themselves and their equipment for public communications service to the federal, state, county or local level government as well as to nonprofit organizations. *(Amateur Radio Relay League)*
Emergency Alert System	The Emergency Alert System (EAS) is a nationwide emergency alert program. *(FEMA)*
GETS Card	The Government Emergency Telecommunications Service (GETS) provides a card to national security and emergency preparedness personnel that significantly increases the probability of completion for their phone calls when normal calling methods are unsuccessful. *(Federal Communications Commission)*
Incident Management Assistance Team (IMAT)	The State IMAT is available for assembly to respond to large state or federal level emergencies and disasters when response capability exceeds local and county resources. The State IMAT is designed to enhance and assist local and county capabilities when rapidly expanding incidents. It requires much larger scaled incident management capabilities but does not act as a replacement or to take over the incident management capabilities at the local level. *(IDHS IMAT Guidance Document)*
Incident Management Team (IMT)	Rostered ICS-qualified personnel manage incidents and support incident-related tasks by forming an IMT. Affected jurisdictions typically delegate authority to an IMT to manage disasters. *(NIMS 2017)*
Incident PIO	The PIO that is in charge of overall messaging, and member of the Incident Command Structure. Works closely with the Incident Commander and other important stakeholders. The Incident PIO is assigned depending on the agency holding jurisdiction and subject matter expertise over a specific incident (e.g., IBOAH was designated as the Incident PIO during the Highly Pathogenic Avian Influenza Response in 2016) *(FEMA; State of Indiana JIC Manual)*

TERM	DEFINITION
Integrated Public Alert and Warning System	The Integrated Public Alert and Warning System (IPAWS) is a modernization and integration of the nation's alert and warning infrastructure. *(FEMA)*
Joint Information Center	Forms under Unified Command, reporting to the Incident PIO, to effectively manage communication resources and public messages when multiple organizations are involved in incident response or multi-agency event planning for major meetings and events. *(FEMA)*
NOAA All-Hazard Weather Radio	The NOAA all-hazard weather radio is a 24-hour a day, 7-day a week continuous broadcast of weather information. *(NOAA)*
Public Information Officer (PIO)	Disseminates community information to the public. *(FEMA)*
State Emergency Operations Center	Functions as a central coordination center for subject matter experts and key organization personnel who facilitate an effective, direct and coordinated response to the needs of the citizens in the event of a natural disasters or significant events. *(IDHS SEOC)*
Wireless Emergency Alerts	Wireless Emergency Alerts (WEA) is a public safety system that allows customers who own certain wireless phone models and other enabled mobile devices to receive geographically targeted, text-like messages alerting them of imminent threats to safety in their area. *(Federal Communications Commission)*