

**STATE SUPPORT FUNCTION (SSF) ANNEX 7
RESOURCE SUPPORT**

VTSEOP

PRIMARY: Department of Buildings & General Services and Agency of Human Services, SerVermont

SUPPORT: Agency of Administration; Agency of Human Services; Agency of Transportation; Department of Forests, Parks and Recreation; Department of Health; Department of Human Resources; Department of Public Safety, Division of Emergency Management and Homeland Security Unit; Department of Tourism & Marketing; Office of The Adjutant General, VT National Guard; American Red Cross; VT Food Bank; VT VOAD;

I. INTRODUCTION

- A. Disasters can close normal resource channels, deplete vital commodities, impact response capabilities, and place high demand on specialized personnel.
- B. SSF-7 will have methods and procedures to evaluate, locate, procure, and through coordination with SSF-1, deliver essential material and personnel resources upon request by state and local officials.
- C. In addition to procurement of resources as described above, State assistance under this function consists of two other components: donated goods and volunteer management services. Donated goods consist of commodities provided by public and private sources without charge to the government. Volunteer management services consist of assistance provided by personnel without charge to the government.
- D. Historically, the public has responded to disasters with offers of donated goods and volunteer services. In large-scale disasters, public response is often significant and the scope of this function is to manage the volume of this assistance and ensure the expeditious delivery of donated goods and volunteer services to the affected area.
- E. An emergency or disaster may deprive substantial numbers of people of access to food and water or the means to prepare food. In addition, commercial food and water supplies and distribution networks may be substantially disrupted due to partial or total devastation of food products stored in the affected area. There also may be disruption of energy sources (e.g., electricity and gas) causing most commercial cold storage and freezer facilities to be inoperable in the affected areas. The emergency or disaster may also cause the loss of access to safe and sufficient public water supply.
- F. On the fringes of the affected areas, schools and small institutions with food inventories could be used to begin the feeding of disaster victims. An effective feeding operation must be immediately initiated.

II. MISSION

This State Support Function is responsible for providing personnel, logistical and resources support to state and local emergency response and recovery efforts. Support includes, but is

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not limited to: locating, procuring, and issuing resources (facilities, furniture, office equipment, airline tickets, vehicles, cargo trucks, fuel, lodging, power generation equipment, communications gear, etc.) necessary to support response and recovery efforts which are not readily available in a cost efficient manner from other state agencies or existing state resources.

Additionally, BGS will serve as central point for the coordination of the operations of the State's donations management program to include providing information thru the PIO Officer to the public on what is needed and the most appropriate methods for donating; properly and efficiently handling donations of goods and services; and assisting voluntary disaster relief agencies, as needed, in their donations, storage and distribution functions.

SerVermont will act as a statewide clearinghouse for support and coordination of volunteer management. This will most effectively be executed through local volunteer coordinators. SerVermont will process volunteer needs and ideally match them with volunteer offers at the local level. SerVermont will coordinate with the PIO communication of public messaging to manage spontaneous volunteers. Priority will be given to soliciting volunteer support from affiliated volunteer organizations that will provide training, supervision, and liability insurance for volunteers.

III. CONCEPT OF OPERATIONS

- A. The Department of Buildings & General Services, is responsible for all SSF-7 administrative, management, planning, preparedness, mitigation, response, and recovery activities to include developing, coordinating and maintaining the SSF-7 Standard Operating Procedures (SOP). All SSF-7 supporting agencies will assist the Department of Buildings & General Services, in the planning and execution of the above.
- B. The Director of the Division of Emergency Management and Homeland Security (DEMHS) shall act as the principal advisor to the Governor on emergency resource management activities and shall act on behalf of the Governor in coordinating the emergency resource activities between State Support Functions (SSFs).
- C. The primary source of equipment, supplies, and personnel shall be from existing state-owned resources and local sources outside the impacted area. Support, which cannot be provided from these sources, will be obtained through commercial sources and/or donated resources. Logistical support necessary to save lives will receive first priority.
- D. The SEOC Operations Section will task donated resources first to fill requirements. In the event that no donated resource is available to match the need, the request is directed to the Logistics section for fulfillment.
- E. The Department of Buildings & General Services will provide the foundation and is responsible for assisting in procurement activities necessary to support the emergency operations of state agencies. To the extent practical, state contracts will be utilized with local vendors to ensure expedient emergency purchases.
- F. All procurement will be made in accordance with current policy, state laws and regulations.

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- G. SSFs requiring assistance in procuring needed items will contact SSF-7 which will locate a source, a point of contact, a price and a schedule by which the material will be available.
- H. SSF-7 will gather information from food services member agencies and organizations concerning their operational response, location of established staging areas and feeding sites, and any problems. SSF-7 will, as required, compile a report, which will be provided to the SEOC and the member agencies/organizations of the food services.
- I. Offers of donated goods and volunteer services will be received via a toll-free telephone number by operators in the Call Center. Individuals will be encouraged to donate cash to local organizations of their choice. Under certain circumstances donated goods and volunteer services may not be accepted.
1. Donated goods: solicited donated goods (non-food items) maybe delivered to a central staging area(warehouse, storage truck , local community center or the like) that is established by BGS... Goods may be delivered upon request from the defined staging area to a local reception center. All food donations will be delivered to the VT Food Bank warehouse or upon the direction of VT Food Bank, delivered to other affiliated food banks in the state as necessary. Food will be distributed by VT Food Bank in accordance with their Disaster Relief Plan. **See SSF-6 Annex and SOP.**
 2. Volunteer Services: The SerVermont unit will manage all offers and requests for volunteer services. They will also decide the usefulness of donated goods that do not appear on the pre-approved list of “needed” and “not needed” goods. Spontaneous volunteers will be directed to organizations and local entities in need of volunteers as well as local volunteer reception centers where skills can be matched with the most appropriate projects.
- K. Local Government Coordination
1. Local governments shall develop procedures to certify and maintain a list of local relief agencies, areas, districts, municipalities, etc. to request available support.
 2. Local governments shall be responsible for coordinating support for implementation of donated goods and volunteer services including developing agreements with volunteer organizations as well as coordinating the activation of volunteer reception centers.
- L. In coordination with, and support of, the State-Rapid Assessment & Assistance Team (S-RAAT), assess the situation (both pre- and post-event), and in coordination with local emergency management officials, develop strategies to respond to the emergency.
- M. Under certain circumstances a statewide logistics system may be activated to ensure timely delivery of material and equipment into the disaster area. The system consists of one or more of the following components:
1. Mobilization Center - A designated location at which federal resources are received and pre-positioned for deployment to logistic staging areas, distribution points, or

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directly to an incident site. Federal Initial Response Resource (IRR) packages consisting of pre-stocked equipment (e.g., emergency generators and refrigerated vans) and supplies (e.g., food, water, and personal hygiene items) will usually be deployed to a mobilization center. Burlington International Airport has been identified as a potential mobilization center location.

2. Logistic Staging Areas (LSA) - Designated state locations normally near the impacted area at which resources will be received, classified, and prepared for delivery to distribution points or directly to an incident site. Agency of Transportation maintenance facilities, throughout the state, have been identified as potential LSA locations.
3. Distribution Points - Designated locations normally in the impact area at which resources will be turned over to county authorities for distribution. State resources may be used to augment distribution point operations.

IV. SSF ACTIONS

A. Preparedness

1. Develop methods and procedures for responding to and complying with requests for resources.
2. Develop procedures for reimbursing private vendors for services rendered.
3. Develop lists of private vendors and suppliers and their available resources.
4. Establish pre-incident contracts where necessary to ensure prompt support from vendors and volunteer coordinators during emergencies.
5. Develop and train SSF personnel on state emergency procurement procedures for acquiring supplies, resources and equipment.
6. Develop resource inventories (like sandbags) based on hazard specific studies and corresponding likely resource requests by SSF.
7. Coordinate with United Way, VT Volunteer Organizations Active in Disasters (VTVOAD), or other relief organizations as necessary to maintain a listing of available support services and capabilities.
8. Maintain a SOP and a Memorandum of Understanding (MOU) with other organizations to include, but not limited to VT Food Bank.
9. Coordinate with BGS Property Management to identify prospective staging area warehouse space for possible lease before an event occurs.
10. Develop procedures for the Decision makers to facilitate the response to donor offers of donated goods and volunteer services.

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11. Participate in state exercises and conduct, at least annually, an SSF-7 exercise to validate this annex and supporting SOPs. Involvement in actual incidents in which the SEOP is activated satisfies this requirement.

11. Develop a statewide logistics plan jointly with DEMHS and other SSF partners

13. Provide training for local volunteer coordinators through SerVermont's volunteer management system.

B. Response

1. Establish a resource tracking and accounting system, including management reports.

2. Assess initial reports to identify potential resource needs.

3. Identify procurement resources and potential facility locations in the disaster area of operations.

4. Provide data to the SSF 14 (Public Information) for dissemination to the public for any needed resources or donations that may be required during the response and recovery of an incident as well as safety information for spontaneous volunteers.

5. Locate, procure, and issue to state agencies the resources necessary to support emergency operations. This includes space for both operations and warehousing if needed.

6. Execute statewide logistics plan and coordinate with SSF-1 (Transportation) to support logistics operations.

7. Coordinate with VT National Guard to develop procedures for deploying state military department personnel in support of emergency operations at staging facilities, and other areas where the need exists.

8. Activate the VT Donated Goods and Volunteer Services Management System as directed by SEOC Operations Section Chief.

9. Implement any established MOU's with organizations as required.

10. Coordinate delivery of donated goods and volunteer services to the victims; maintain records of volunteer services being provided, the location of operations and requirements for support.

11. Ensure maintenance of accurate records of expenditures for State incurred expenses related to the delivery of services during emergency operations.

12. Coordinate with VT VOAD to access affiliated volunteer services from local and national organizations.

C. Recovery

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1. Support the long term recovery effort thru procurement activities until all needs have been met.
2. Provide recommendations to the SEOC Manager to determine appropriate distribution of remaining donated goods to State Agencies and/or volunteer groups.
3. Assist FEMA in locating office space suitable for JFO operations.
4. Solicit local and national volunteer organizations with skills and expertise to assist in local recovery efforts.

D. Mitigation

1. Support requests and directives from the Governor and/or DHS, FEMA concerning mitigation and/or re-development activities.
2. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

V. RESPONSIBILITIES

A. Department of Buildings & General Services

1. Identify, train, and assign personnel to staff SSF-7 in the SEOC.
2. Develop procedures for procurement of commodities and services, leasing of buildings and facilities, and facilities management. Provide staff support, as required.
3. Develop procedures for the temporary loan and return of state equipment.
4. Develop procedures for allocating resource support.
5. Identify prospective staging areas available for lease before an event occurs.

Provide a location for the Donated Goods and Volunteer Services Call Center.
6. Maintain accurate records of personal services and operational expenditures related to the delivery of services during emergency operations.
7. Develop procedures to distribute donated goods to State Agencies and/or volunteer groups.

B. Agency of Human Services, SerVermont

1. Identify, train and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
2. Manage and develop procedures for the Donated Goods and Volunteer Services Decision Cell involving donated goods and volunteer services.

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3. Manage the callback process of notifying donors of decisions in regard to their offer of questionable donated goods and all volunteer services.
 4. Coordinate the match of requestors to donors of volunteer services. Requestors and donors of these services are responsible for arranging locations, accommodations, and times to report.
 5. Coordinate with United Way, VTVOAD, and other relief organizations and volunteer centers as necessary to provide Telephone Operators with an updated list of voluntary organizations' disaster response telephone numbers to refer all donors, specifically those with cash donations.
 6. Coordinate with United Way, VTVOAD, or other relief organizations and volunteer centers as necessary to maintain a listing of available support services and capabilities. Communicate on a regular basis with VTVOAD Chairman and attend scheduled VTVOAD meetings.
 7. Identify and train local volunteer coordinators to receive and support unaffiliated volunteers.
- C. Agency of Administration
1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
 2. Provide assistance in financial matters associated with the incident response, recovery and mitigation.
- D. Agency of Human Services
1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
 2. Be prepared to provide personnel resources to support incident response and recovery needs. Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.
- E. Agency of Transportation
1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
 2. Provide personnel and equipment to assist in offloading, receiving, handling, loading and transporting of materials to support logistics operations.
 3. Provide facilities for warehousing and/or storage, as available.
- F. Department of Forests, Parks & Recreation

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1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
2. Provide personnel and equipment to assist in offloading, receiving, handling, and loading of materials to support logistics operations.

G. Department of Health

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
2. Be prepared to identify and coordinate medical personnel and equipment resources to support incident response and recovery needs.

H. Department of Human Resources

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
2. Identify personnel resources from the pool of state employees to fill incident response and recovery needs.

I. Department of Public Safety

1. Division of Emergency Management and Homeland Security
 - a. Make notifications of supporting agencies as requested by the lead agency.
 - b. Provide communications and equipment to support operations in the SEOC.
 - c. Coordinate training of Donated Goods and Volunteer Services Call Center and Decision Cell.
 - d. Provide information to SSF-7 concerning Threat Condition Levels.
 - e. Provide coordination for the implementation of protective actions or measures related any change in Threat Condition level.

J. Department of Taxes

1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
2. Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.

K. Touring and Marketing Department

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1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
2. Be prepared to support SSF 7 with information concerning available lodging for emergency workers and evacuees.

L. Office of the Adjutant General, VT National Guard

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
2. Provide personnel and equipment to assist in offloading, receiving, handling, loading and transporting of materials to support logistics operations, as available.
3. Provide facilities for warehousing and/or storage, as available.
4. Provide support for Donated Goods and Volunteer Services Decision Cell.
5. Provide personnel at Welcome Centers to assist truck drivers of donated goods with information concerning location of BG&S warehouse, etc.
6. Provide State Liaison at the warehouse.

M. American Red Cross

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
2. Be prepared to provide personnel for the Donated Goods and Volunteer Services Call Center and Decision Cell.
3. Be prepared to assist in the redistribution of donated goods after disaster needs have been met.

N. VT Food Bank

1. Identify and assign personnel to SSF-7 to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.
2. Provide SSF-7 with addresses to the central VT Food Bank and other food banks in the impacted area and with directional maps for faxing to donors.
3. Be prepared to receive and warehouse donated food supplies.

O. VT Voluntary Organizations Active in Disaster (VT VOAD)

1. Identify and assign personnel to SSF-7 to maintain contact with and prepare to execute missions in support of SSF-7 during periods of activation.

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2. Coordinate with the VT Commission on National & Community Service and other relief organizations as necessary to maintain a listing of available support services and capabilities.
3. Be prepared to assist in the receipt, storage and assignment of Donated Goods and Volunteer Services as designated by SSF 7.
4. Be prepared to assist in the redistribution of donated goods after disaster needs have been met.

VI. FEDERAL INTERFACE

- A. This annex is supported by ESF-7 (Resource Support) and the Volunteers and Donations Management Annexes of the National Response Framework. The General Services Administration (GSA) will be the mechanism through which the federal government provides procurement activities. All procurement will be made in accordance with current federal laws and regulations. Current laws and regulations authorize other than "full and open competition" under any "situation of unusual and compelling urgency."
- B. GSA is the central procurement authority for the federal government. All procurement actions made at the request of the federal agencies in support of the plan will be in accordance with GSA's statutory and administrative requirements and will be accomplished using the appropriate Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA) fund citation/reimbursement procedures, etc. The provision of the logistical support necessary to establish the response capacity of federal agencies will be the major element in the execution of this support function.
- C. The GSA Regional Administrator or Regional Emergency Coordinator (REC) is the regional ESF head. Normally, the REC will deploy a team to the State EOC as part of the Incident Management Assistance Team (IMAT). The REC is responsible for JFO location identification, deployment of Initial Response Resources (IRR) packages, and management of mobilization centers.
- D. SSF-7 will coordinate with Federal ESF-7 to obtain federal assistance as required.

**TAB B TO SSF ANNEX 7
INCIDENT COORDINATION TEAM (ICT)
ACTIVATION & IMPLEMENTING PROCEDURES – SSF-7**

The attached procedure provides general guidance to the State Support Function (SSF) Lead or other Agency Representative who is designated to staff the appropriate position as a member of the Incident Coordination Team (ICT) in the Vermont State Emergency Operations Center (SEOC), when activated in response a minor, major or catastrophic incident affecting Vermont.

The SSF Lead or Agency Representative is the Secretary/Commissioner/Director or Senior Executive or is acting on their behalf when a member of the ICT in coordinating and providing agency support during an emergency requiring a state level response.

UNUSUAL EVENT (Applies to a Vermont Yankee (VY) Event Only) or SITUATIONAL AWARENESS UPDATE

- Receive notification of VY plant status **or** expected/occurring incident not related to VY.
- Confirm notification by calling the designated 800#.
- Make any internal agency notifications, as appropriate.
- Report to the SEOC, if requested.

ALERT, SITE AREA EMERGENCY, GENERAL EMERGENCY (Applies to Vermont Yankee Event) or ICT ACTIVATION (notification for a non – Vermont Yankee incident)

- Receive notification of VY plant status **or** expected/occurring incident not related to VY.
- Confirm notification by calling the designated 800#.
- Make any internal agency notifications, as appropriate.
- Report to the SEOC as soon as possible.
- Sign in at security desk of Department of Public Safety and obtain an identification badge.
- Report to Liaison Officer or Operations Section Chief and obtain an initial situational awareness briefing.
- Open the DisasterLAN daily action log & make appropriate entries concerning information received and actions undertaken.
- Ensure adequate staffing for 24-hour coverage. Confirm names and hours of liaison staff with appropriate agencies.
- Establish filing system (may include, but not limited to, status reports, situation reports, briefing papers, assignments/mission tasking, telephone rosters, daily reports, etc).
- Establish contact with forward deployed teams or other agencies, as required. Establish reporting times for all elements.
- Identify necessary additional staffing requirements and make those notifications or contact the Resources Unit Leader of the Planning Section.
- Be prepared to coordinate or identify resources to meet support requests in your area of responsibility.
- Prepare for periodic incident coordination team situational updates.
- Conduct shift change briefings as needed.
- Retain all documentation developed in support of your activities.

DEMOBILIZATION (Applies to all incidents requiring the ICT Activation)

- Receive demobilization briefing from SEOC Director.
- Make any internal agency notifications, as appropriate.
- Retain all documentation developed in support of your activities and provide copies to the Planning Section Documentation Unit.
- Identify and update internal agency procedures, as needed.
- Make recommendations for changes to the ICT procedures or SSF Binders, as appropriate, and provide to the Planning Section Chief or SEOC Director.
- Provide additional after action comments to the VEM, Deputy Director, Preparedness & Planning as soon as possible or at a scheduled After Action Review.
- Document costs associated with the activation and provide to agency Financial Officer and the ICT Finance & Administrative Section Chief.