



EOC Operations Center Support and Management

In today's multi-threat and multi-jurisdictional world, an Emergency Operations Center (EOC) is the essential coordination point in the management of disasters. An effective and efficient EOC—one that fosters cooperation among all agencies and is aligned with federal guidelines—improves readiness and enhances operational effectiveness at the state, local, tribal, and territorial level. Even with adequate funding, jurisdictions may have limited personnel with the necessary experience or resources to adequately plan, implement, and staff an EOC. When multiple disaster strikes, as we've seen during COVID-19, existing staff may be overwhelmed.

IEM's first-hand knowledge of EOC design, operations, and staffing is unmatched.

Since 2004, IEM has led workshops in all facets of the EOC lifecycle for state, local, and tribal jurisdictions under the FEMA/National Preparedness Directorate (NPD) Technical Assistance (TA) program. We understand and apply national standards (e.g., NIMS, ICS, NRF) that focus on overlapping capabilities to **improve preparedness for all hazards rather than a single scenario.**

IEM also provided rotational and surge staffing to civilian and military EOCs, including deployments in response to hurricanes Katrina, Rita, Gustav, Ike, Sandy, Irma and Maria, and COVID-19.

Solutions that Support Effective EOCs

EOCs benefit from crisis-tested information sharing practices, models and templates, training and exercises, and on-site assistance to improve readiness and enhance operational effectiveness. IEM solutions supporting effective EOCs include:

- Conducting a **needs assessment** to ensure that the EOC adequately addresses the needs of a jurisdiction
- Assisting in **siting** the EOC in an appropriate location
- Ensuring that EOC **layout and equipment** support effective operations
- Ensuring that EOC activation and operation plans are compatible with neighboring jurisdictions and state and federal plans through a **documented review and revision** process
- Improving and assessing staff operational capabilities through **training and exercises**
- Reassessing plans, equipment needs, and staff performance based on exercise and real-world activations and **defined performance measures**

QUICK FACTS

Founded
1985

Office Locations
Research Triangle Park, NC (HQ) |
Washington, D.C. | Baton Rouge,
LA | Tallahassee, FL | Conroe, TX
| Bel Air, MD | Neptune, NJ |
Pueblo, CO | Richmond, KY | San
Juan, PR | Aguadilla, PR

Our Experts

The expansive IEM team includes emergency management, homeland security, disaster recovery, public health, and national security professionals, former executives and senior leaders | FEMA, HUD, DOD, and state and local officials.

Key Service Areas

- Disaster Recovery and Management
- Emergency Management and Homeland Security
- Grants and Public Benefits Management
- Public Health Response and Policy
- Defense and National Security
- Information and Emerging Technologies

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Representative Experience

EOC Surge Staffing, Florida Division of Emergency Management

- IEM deployed to the State EOC in Florida to assist the Florida Division of Emergency Management's COVID-19 and hurricane response efforts. The IEM team provided much needed relief to SEOC staff working in logistics, public affairs, and operations support.

EOC/OEM Surge Staffing, New York City Emergency Management

- IEM started supporting the New York City (NYC) Office of Emergency Management (OEM) Emergency Operations Center (EOC) early in the COVID-19 pandemic. The IEM team supported surge staffing in many roles including Health & Medical ESF-8, Logistics, Planning, Situational Awareness, and Watch Command.

EOC Design and Management, Houston UASI, FEMA/NPD Regional Catastrophic Preparedness Grant Program

- IEM evaluated the City of Houston's EOC capability and provided assistance in developing strategies for improvement.

EOC Analysis and Recommendations, North County Transit District, FEMA/NPD TA Program

- IEM analyzed mass transit system capabilities and made recommendations on siting, design, and development of a new EOC for the North County Transit District.

EOC Procedures Development/Validation, Providence, RI, Emergency Management Agency and Office of Homeland Security, FEMA/NPD TA Program

- IEM delivered two EOC workshops on the development of Standard Operating Procedures (SOPs) and EOC position Implementing Procedures (IPs) and a second-phase workshop focused on validation and testing of the procedures.

EOC Section-Specific Training and Evaluation, Washington State Emergency Management Division, EMD

- IEM provided section-specific training for all employees who work in the state EOC and developed new checklists and task books for each position. IEM also evaluated the training during the 2008 National Level Exercise.

Standard Operating Procedures (SOPs) Development and EOC Operations, HHS Secretary's Operations Center/Centers for Disease Control and Prevention (CDC)/U.S. Army CMA

- IEM implemented and staffed the CDC's secure, state-of-the-art Director's EOC in its Atlanta headquarters. IEM also developed a set of comprehensive procedures for operations, including rotational and surge staffing, field team deployment, staff training, equipment repair, and development of a technical resource library.

EOC Support to Chemical Stockpile Emergency Preparedness Program (CSEPP), FEMA

- Since 1999, IEM has been the Program Management and Integration Contractor for CSEPP. All CSEPP communities have reported fully compliant EOCs since 2002.

IEM'S EASILY ACCESSIBLE CONTRACT VEHICLES

Through existing contract vehicles and rapid procurement, IEM is prepared to address your critical emergency and healthcare preparedness and response needs for any event.

MAS - General Purpose Commercial Information Technology Equipment, Software, and Services Rescue

Contract Number: GS-35F-679GA
Contract Period: 14 September 2017 through 30 September 2022

GSA Professional Services Schedule (PSS)

Contract Number: GS-10F-0178L
Contract Period: 15 February 2001 through 13 August 2021

GSA Schedule 84: Total Solutions for Law Enforcement, Security, Facilities Management, Fire, and Rescue

Contract Number: GS-07F-137GA
Contract Period: 26 June 2017 through 25 June 2022

FEMA Air Evacuation Aviation Ground Support

Contract Number: HSFE70-16-D-0200
Contract Period: May 4, 2016 through June 20, 2021

HHS Aviation Ground Support and Airfield Operations and Maintenance

Contract Number: 75A50120D00003
Contract Period: February 10, 2020 through February 9, 2025

California Multiple Award Schedules

Contract Number: 4-20-03-0188C
Contract Period: 11 August 2020 through 25 June 2022

Contract Number: 3-20-70-2296C

Contract Period: 11 August 2020 through 13 September 2022

HGACBuy Cooperative

Contract Number: HP08-17
Contract Period: 1 August 2017 through 31 July 2021

North Texas SHARE

Contract Number: NCT-2019-149
Contract Period: 28 January 2020 through 29 January 2022