# WebEOC Whistler

## Preparedness Quote!

Before anything else, preparation is the key to success.
*Alexander Graham Bell*

- SWOT – June 28, 2023 (08:00 AM)
- Admin Meeting – July 11, 2023 (10:00 AM)

## NCR WebEOC Subcommittee Chair Report

By Timo Klotz

There have been a lot of changes within the WebEOC subcommittee. Paul Lupe, a longtime program manager for WebEOC, has left Fairfax County and is no longer working on this program. Also, Matt Schultz from Loudoun County decided to step down from the position of Subcommittee Chair. Matt has been a great chair and has helped move forward the WebEOC project. Timo Klotz from Fairfax County is filling the position of subcommittee chair until a new person has been found for the role. I would encourage those jurisdictional administrators who have not yet served in a leadership role to consider taking on such a role. WebEOC is continuing to improve and become better each year. Updates and maintenance have been performed without any major issues. We have a SWOT analysis planned for June 28th to discuss opportunities, threats, weaknesses, and strengths of WebEOC within the NCR. We are also looking into the future of WebEOC and how we will continue to make it a great situational awareness and information sharing tool. I'm looking forward to another great year of working together with each jurisdiction.

# NCR WebEOC Spotlight

*Amanda Dew - Fairfax City*

My name is Amanda Dew, and I work for the City of Fairfax Office of Emergency Management. I am brand new to the emergency management field. I grew up in Canisteo, New York.

I was a multi-sport athlete growing up and played softball in college before deciding to join the military. I served in the army. I was a Military Police Military Occupational Specialty (MOS) person. I was stationed at Fort Bliss, Texas, then deployed to Afghanistan (Operation Enduring Freedom) in 2010–2011.

I then returned and transferred to Fort Gordon, Georgia, before deciding to leave and return to Texas to be with my husband.  My spouse, an Army officer who is now on active duty, and I have been married for nine years. Derrick JR (DJ) and Roselyn are our two children, who are respectively 9 and 8 years old.

I have a bachelor's degree in criminal justice from the University of Oklahoma, as well as two master's degrees—my most recent in homeland security from George Washington University and one in criminal justice from Ashford University. I've enjoyed every aspect of emergency management thus far and am eager to pursue this field as a profession.

Preparation for life is so important. Luck is what happens when preparedness meets opportunity. Opportunity is all around us. Are you prepared?

Earl Nightingale

# Fairfax County WebEOC Update

By Sandy Kenyon

About a year ago we started making improvements to our Shelters Board to allow them to have more case management functionality. The first ask was for the EOC to have better real time numbers of shelter population and available space for each of the shelters. While talking about that within our office, we realized that there was an issue/frustration when residents checked with the Red Cross, the Red Cross not sharing that information, and the residents needing to check in twice. We also wanted a way to see if other county partners had contacted shelter guests. Having our three main goals we submitted a BEN and set up a meeting with the support team, our WebEOC admin, a member of DEMS Community Engagement, and an Emergency Manager from the Department of Family Services. We included with our BEN some screenshot examples that we had seen and would like to build from.

We did go into this meeting with all our ideas and wish lists. We also had what were must haves, and what were the would be nice to haves. There was the understanding that not everything would be ready at the first release. We did use a Red Cross shelter registration form as our base and did include the capability to have that information exportable. That way we can print it out for the shelter guest to hand to the Red Cross. Reducing the frustration of multiple registrations for shelter guests.

We have socialized this with our county partners and have received positive feedback. They have also added some requests to better their workflow. Our next steps/goals are to add in notification to the partner agency POC if a shelter guest has not spoken to their agency within a week of registering at the shelter. We would also like to set up a way to use a bar code scanner for the shelter guest to scan in/out to show if they are on site or not. If you'd like something similar talk to Patrick and Kevin.

### Households (71)

Export | + New Household

| Family Name | Pre Disaster Address | Phone | | |
|---|---|---|---|---|
| Doe | 12099 Government Center Parkway Fairfax, Virginia 22035 | 15712797848 | Edit | View |
| Smith | 1234 Any St Fairfax, VA 22035 | 7031234567 | Edit | View |
| Marquis | 123 ABC St Fairfax, VA 22030 | 7031234567 | Edit | View |
| Connor | 12233 Fairfax, Virginia 22046 | 7033006479 | Edit | View |
| Smith | 123 Main St Fairfax, VA 22030 | 123-456-7890 | Edit | View |
| Doe | 12000 Government Center Pkwy Fairfax, VA 22035 | 703-324-5500 | Edit | View |
| Smith | 4890 Alliance Drive Fairfax, VA 22032 | 555-222-5555 | Edit | View |

### Guests (4)

| Name | Phone | HCD | DFS | NCS | Red Cross | CSB | HD | Registered | On Site |
|---|---|---|---|---|---|---|---|---|---|
| 2, Umbel | 5714596215 | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ | ✓ | ✓ |
| Umbel, 1 | 5714596215 | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ | ✓ | ✓ |
| Madison, James | 5405688492 | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ | ✓ | ✓ |
| Picard, Jean Luc | 703-555-6666 | ✓ | ✓ | ✗ | ✓ | ✗ | ✓ | ✓ | ✓ |

# Loudoun County WebEOC Update

By Matt Schultz

The Loudoun County Office of Emergency Management (OEM) has re-started our 'Basic User' Training for individuals who have a role in the Emergency Operations Center (EOC). This is an in-person, every-other-month (except during the summer) cadence lasting approximately two hours per session. The purpose of the training is to ensure that those with a role in the EOC know where to go and how to log in to their LDN WebEOC and that they are familiar with several boards, including: Position Log, Awareness and Information, Contacts List, Resource Tracking, Task Tracker, and many others. We are planning to conduct position specific WebEOC training in the next few months as well. For example, we are first developing Loudoun 'WebEOC Controller' training to ensure that the members of the LDN OEM team are proficient in the various tasks and processes involved with that position; later, we'll branch out to ESF-based positions to ensure they understand their respective roles in the EOC and in WebEOC (this is in addition to other ongoing EOC training, exercises, and drills).

We are developing a situation report based on the FEMA Community Lifelines concept. We're still working through the process, but we may consider creating a Lifelines board that will receive essential elements of information (EEI) and/or produce a situation report based on the EEIs that are input through the various Position Logs or other pathways. The goal is to take the most critical information and present it in a format that will help County leadership make informed decisions during an EOC activation.

Lastly, we have informally begun our comprehensive WebEOC board review process, starting with the Town of Leesburg. For each organization that uses the LDN instance of WebEOC (OEM, LCPS, LCFR, Leesburg), we will be reviewing daily-use boards as well as operational boards, in addition to a general User cleanup process. This will be a programmatic, ongoing effort, but the initial board review and User cleanup will likely be the heaviest lift."

We cannot stop natural disasters but we can arm ourselves with knowledge; so many lives wouldn't have to be lost if there was enough disaster preparedness. ~Petra Nemcova

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**WebEOC Administrator Tip
Linking to a WebEOC Board**

Sometimes it can be useful to link directly to a WebEOC board through Email, MS Teams, Slack, etc. so that a user can click the link and be directed to that board once logged in. If the user is already logged into WebEOC on their browser, it will direct them straight to the board. The steps are simple and are as follows:

Navigate to the board you would like to link, and make sure to click on the icon that opens the board in a new window. This is the key to obtaining the correct link to the board.
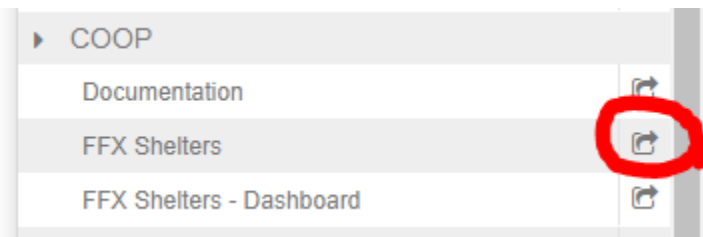
Once you have the board open in a new window, there are a couple of different ways that you can link the board.

The first way is to simply copy the link as shown and paste it wherever you want people to access it.
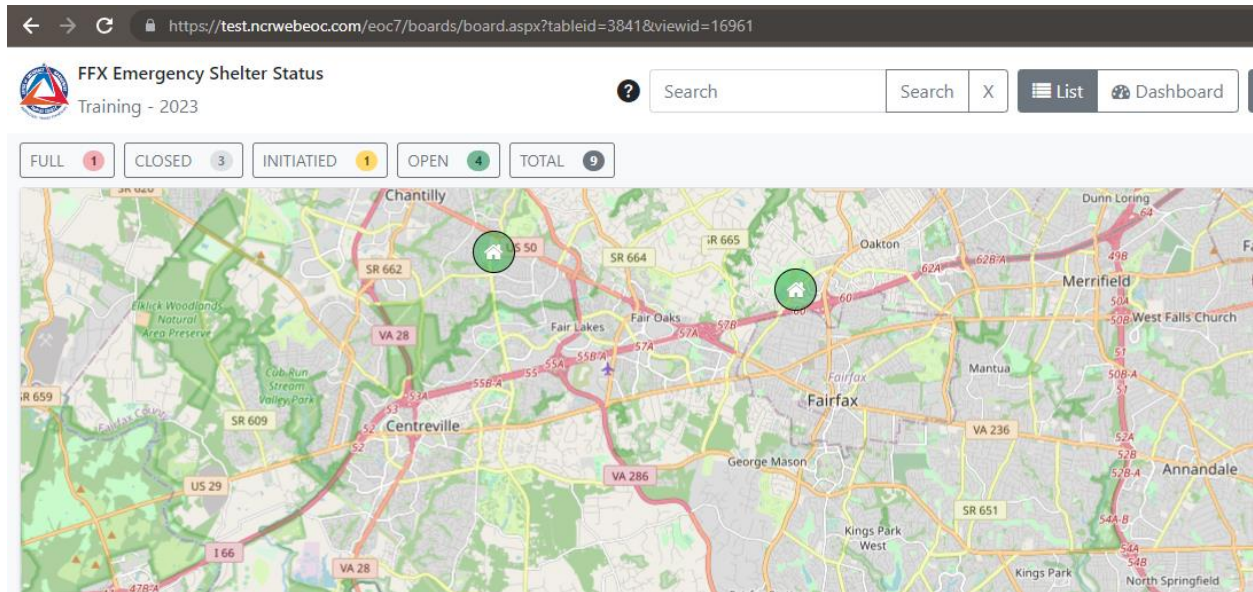
# WebEOC Whistler
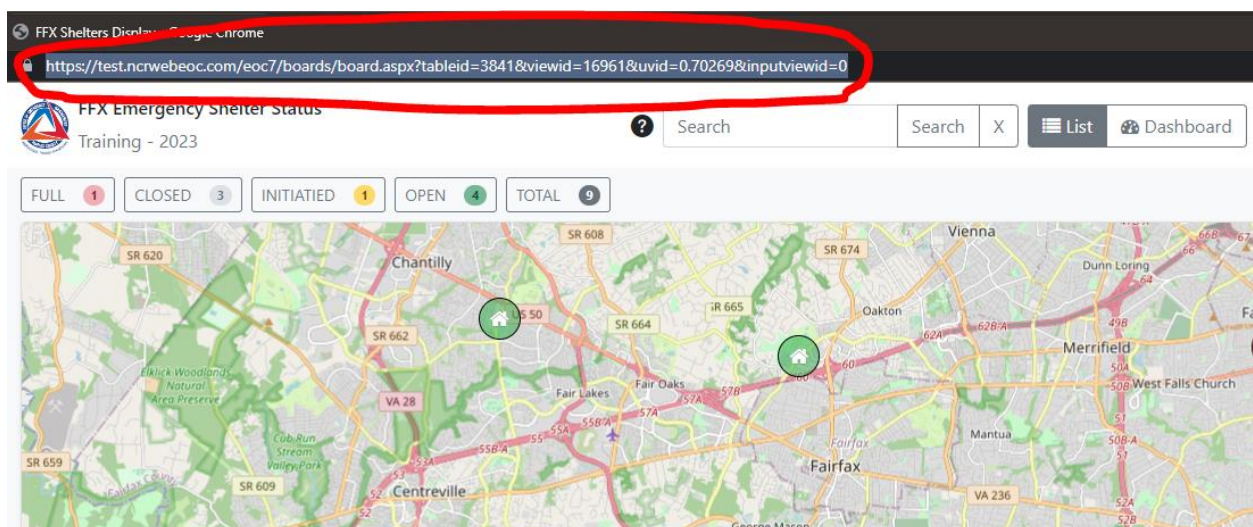
With this method, the link will open a new instance of WebEOC, with the linked board opening as a new WebEOC tab like this:
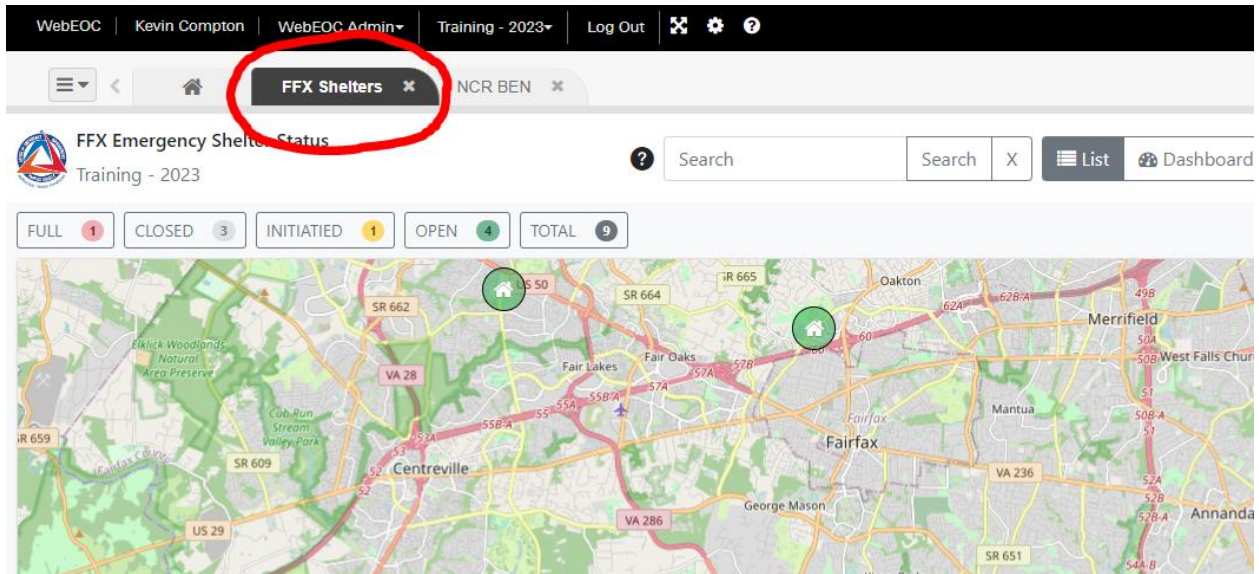


The second method is preferred in most cases, but it does involve another step to remember. When highlighting the link, only highlight up to viewed=____," but do not include the "&" after the string of numbers. In this example, it is viewed=16961," but the string of numbers will be different for each link.
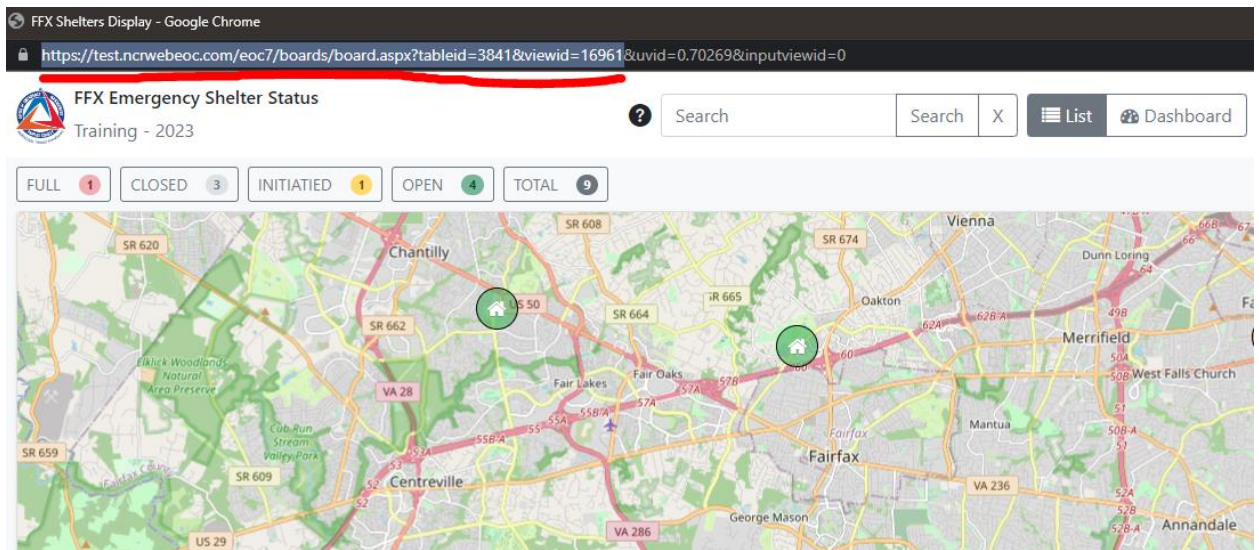


When this link is clicked, it will open the board in its own browser tab or window outside of the WebEOC interface. This makes it so that if the user has WebEOC open currently, it will not disrupt their current session. The screenshot below shows the link opened in a new browser tab.

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Lastly, it is important to note that the user will have to log into WebEOC if they are not currently logged in, and the position they log into must have access to that board. If they do not normally have access to the board, they will receive a WebEOC error.