



FEMA

Lessons Learned
Information Sharing
LLIS.gov

December 2009 *Lessons Learned Information Sharing* Newsletter

Contents

- [LLIS.gov Redesign](#)
- [Channels](#)
- [New LLIS.gov Original Content](#)
 - [7 Lessons Learned](#)
 - [4 Practice Notes](#)
 - [1 Good Story](#)
- [LLIS.gov Outreach](#)

LLIS.gov Redesign

Coming Soon

In January 2010, the *LLIS.gov* system will implement dramatic improvements to its look and feel. More information will be communicated as the redesign launch approaches, so stay tuned. If you have any immediate questions about the redesign launch, feel free to contact the *LLIS.gov* team at Feedback@llis.dhs.gov.

[\[Top of Page\]](#)

Channels

Are you using Channels?

Channels are distinct areas of *LLIS.gov* dedicated to specific communities and topics of interest. Channels have proven especially useful to organizations with members in various locations who cannot meet in person frequently. Documents uploaded to the Channel will not be available to the rest of the *LLIS.gov* members. By providing a secure place to upload plans, document drafts, and other information, Channels give these organizations a place to organize their ongoing initiatives.

Channels have many features to help connect responders and officials. The Secure Email feature allows any Channel member to send an email to the Channel community as a whole. Message Boards are useful for general questions or open conversations among Channel members. The Upcoming Events feature provides a central location to post new meetings or events that are of interest to the Channel community.

If you would like to set up a Channel for your organization, please contact the *LLIS.gov* team at Channels@llis.dhs.gov.

[\[Top of Page\]](#)

New *LLIS.gov* Original Content

The *LLIS.gov* Team continues to post new Lessons Learned, Best Practices, Practice Notes, and Good Stories to the system on a regular basis. Weekly updates about new original content can be found in the NEW *LLIS.GOV* CONTENT box on the homepage of *LLIS.gov*. *LLIS.gov* recently posted the following original content documents:

Lessons Learned

- **[Exercise Management: Registering Pets for Use in Exercises](#)** (*Oxford Hills Regional Sheltering Full-Scale Exercise, 2009*)
Exercise managers should ensure that County Animal Response Teams (CART) or other similar groups have appropriate staffing available to register pets when the pets are being incorporated into full-scale exercises (FSE). In addition, the CARTs or similar groups should train staff members on processes for registering the pets. Together, these actions will help to ensure that the pets are registered for the FSE in a timely manner.
- **[Exercise Planning: Creating a Pool of Volunteers](#)** (*Oxford Hills Regional Sheltering Full-Scale Exercise, 2009*)
State exercise planners should consider creating a pool of volunteers willing to participate in state or local exercises. This can help planners ensure that they have the appropriate number of actors for each exercise.
- **[Incident Management: Developing Standard Operating Procedures for Sharing Incident Information among Government Departments](#)** (*M/V Cosco Busan Oil Spill, 2007*)
Local governments should consider developing a standard operating procedure for distributing incident and emergency information among departments. Local governments should ensure that each department has an internal communications system and protocols for distributing incident and emergency information.
- **[Mass Care Facilities: Disseminating Information to Maintain Behavioral Health](#)** (*TOPOFF 4, Oregon, 2007*)
Managers of mass care facilities should have the capacity to quickly convey important information to individuals at the facility in order to maintain behavioral health and to minimize fears. This can be achieved through the use of a public address system, messengers, and hand-written boards.
- **[Points of Dispensing Exercises: Integrating Time-Study Data Collection](#)** (*Maricopa County, Arizona, Full-Scale Exercise, 2009*)
Exercise managers should ensure that the collection of time-study data does not cause delays in point of dispensing (POD) operations or impact access to the POD during full-scale exercises.
- **[Public Health Response Operations: Coordinating Personnel Deployments to Receipt, Store, and Stage Sites](#)** (*H1N1 Pandemic Response, 2009*)
State health departments should consider assigning one staff member the responsibility of coordinating all personnel deployments to receipt, store, and stage sites and regional distribution sites. This can enable managerial personnel to focus on their primary operations responsibilities.

- **Special Event Planning: Ensuring that First-Aid Stations are Well Stocked**
(*Presidential Inauguration, 2009*)
Special event planners should ensure that all first-aid stations are well stocked with medical supplies and all necessary equipment. Planners should also establish resupply procedures for the aid stations.

Practice Notes

- **Emergency Management: Iowa Homeland Security and Emergency Management Division's Staging Area Evaluation Form**
Iowa Homeland Security and Emergency Management Division (HSEMD) developed a form to assess the suitability of facilities for use as staging areas during incident responses. The form enables Iowa HSEMD to evaluate each facility's strengths and weaknesses according to predetermined criteria.
- **Exercise Planning and Program Management: Oxford County, Maine, Emergency Management Agency's Sheltering Activation Exercises**
The Oxford County Emergency Management Agency sponsored the Oxford County Sheltering table-top exercise and the Oxford Hills Regional Sheltering full-scale exercise to test the county's sheltering capabilities and partnerships among the American Red Cross, Community Emergency Response Team, and County Animal Response Team.
- **Public Affairs and Information: The District of Columbia's 2009 Presidential Inauguration Web Site and Use of Social Networking Programs**
The District of Columbia Presidential Inaugural Committee developed a 2009 Presidential Inauguration Web site and used social networking programs to provide important information to the public prior to and during the 2009 Inauguration. These efforts, in collaboration with other National Capital Region partners, contributed to a unified and coordinated public information effort for the 2009 Inauguration.
- **Special Event Coordination: The Minnesota Joint Analysis Center's Support to the Carlton County Sheriff's Office for the 2009 Annual Hells Angels Motorcycle Run**
The Minnesota Joint Analysis Center (MNJAC) assisted the Carlton County, MN, Sheriff's Office in gathering and disseminating threat information prior to and during the 2009 Annual Hells Angels Motorcycle Run. MNJAC analysts also served at the emergency operations center during the event period, providing real-time threat information to on-duty law enforcement officers as well as maintaining an open channel of communication with other state fusion centers in the region.

Good Story

- **The Eagles Wings Foundation's Pathfinders Task Force Mobile Technology for Conducting Damage and Human Needs Assessments**
The Eagles Wings Foundation's volunteer Pathfinders Task Force uses a mobile, geocoded technology that uses military specification cell phones to conduct rapid damage and human needs assessments in disaster environments.

[\[Top of page\]](#)

LLIS.gov Outreach

The *LLIS.gov* Team travels around the country speaking and exhibiting at conferences and events. If you would like to request an *LLIS.gov* presentation at your next event, please email the Outreach Team at outreach@llis.dhs.gov. For more information, please visit the *LLIS.gov* [Outreach](#) page.

[\[Top of page\]](#)

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