

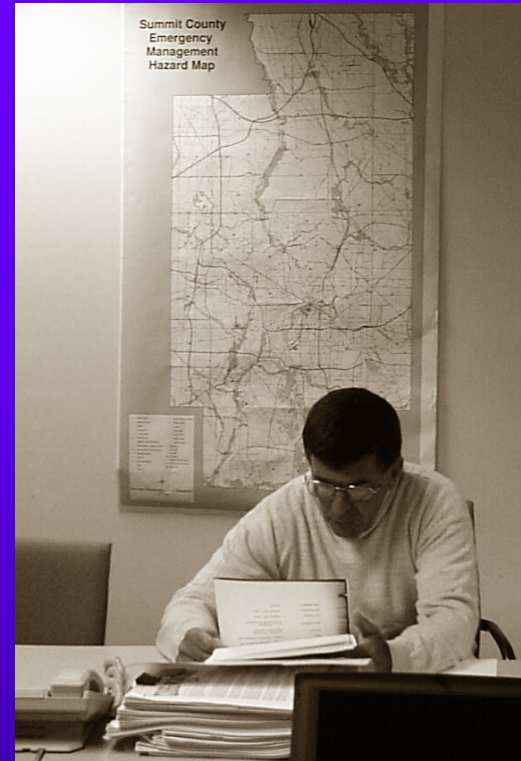
Building safer communities through standards of excellence.

Disaster Management Standards & Accreditation: Methodology for Excellence & Accountability

Emily Bentley DeMers, September 1, 2004

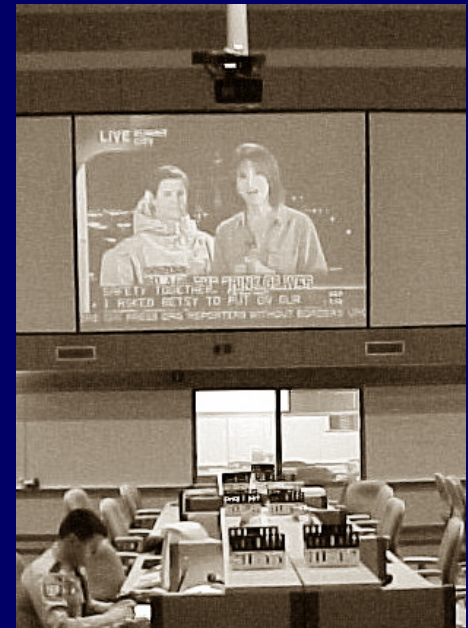
EMAP is. . .

- **Emergency Management Accreditation Program:** a voluntary accreditation process based on collaboratively developed national standards
- For local and state **programs** responsible for preventing, preparing for, mitigating against, and coordinating response and recovery to disaster



Need for Accreditation

- State/local systems for disaster preparedness & response are vital to health, safety of residents and security of business/industry, government and infrastructure.
- Expectations for services and the destruction caused by disasters are increasing. Terrorism concerns heighten need to strengthen core capabilities.
- Mechanism was needed to independently evaluate emergency management structure before a disaster.



EMAP History

- NC DEM White Paper to NEMA, Aug. 1997
- Accreditation Feasibility Study, Sept. 1998
- NFPA 1600 Standard, began Jan. 1991
(recommended practices published Aug. 1995)
- NFPA 1600 restructuring, 1998
- First NFPA 1600 Standard, Feb. 2000
- EMAP Commission seated, Jan. 2002
- *EMAP Standard* published, April 2002

EMAP Assessments to Date

- **State pilot tests**
 - **North Dakota – Aug. 2001; North Carolina – Jan. 2002; District of Columbia – Oct. 2002**
- **Registration for materials opened April 2002**
- **State baseline assessments began Jan. 2003 – 32 done so far, including DC, MD, and VA**
- **Local pilots**
 - **Bellevue, WA – Feb. 2003; Summit County, OH – March 2003**
- **Opened for local applications, Nov. 2003**

EMAP Milestones

- Three states are fully accredited: Arizona, D.C., & Florida
- Three states are conditionally accredited: Montana, North Dakota, & Pennsylvania
- EMAP opened for local program accreditation applications in late 2003; first “real” local accreditation assessment July 2004

EMAP Approach

- Looks at a jurisdiction's whole **program**...not just the emergency management agency
- Assesses programs against consistent standards to demonstrate excellence and accountability
- Serves as a catalyst for building multi-disciplinary, multi-organizational system and improving continuity
- Strengthens preparedness and response system through program self-assessment, documentation, and independent review

EMAP Standards

- Based on NFPA 1600 *Standard on Disaster/Emergency Management and Business Continuity Programs* (recommended as national preparedness standard for private sector in *The 9/11 Commission Report*)
- Expanded EMAP standard language developed by state & local emergency management professionals
- Work refining standard language continues by EMAP Standards Committee & EMAP Commission, which will look at new NFPA 1600 language to incorporate into *EMAP Standard*

Foundation Standard

- *EMAP Standard* is scalable but not easy
- Sets out what components must be in place in a quality program but does not prescribe HOW a program does it
- Big picture: Compliance with *EMAP Standard* shows that a quality disaster management system is in place so that requirements of new initiatives or specific threats have a solid foundation from which to operate.

EMAP Standard

An EMAP standard is a criterion used to determine qualification for accreditation or to mark a program's status to plan future improvements. Each standard states and/or describes qualities or facts that must be present. The meaning of each of 54 numbered standards is achieved by reading together the NFPA 1600 language and the additional EMAP language that follows.

Every subpart of a multi-part standard must be met for compliance.

Emergency Management “Program”

=

A jurisdiction-wide system that provides for management and coordination of mitigation, preparedness, response and recovery activities for all hazards. The system encompasses all organizations, agencies and individuals responsible for emergency management functions.

EMAP Standards Cover:

- Program Management
- Laws and Authorities
- Hazard Identification and Risk Assessment
- Hazard Mitigation
- Resource Management
- Planning (strategic, EOP, COOP, mitigation, recovery)
- Direction, Control and Coordination ...

EMAP Standards Areas *continued*

- Communications and Warning
- Operations and Procedures
- Logistics and Facilities
- Training
- Exercises, Evaluations and Corrective Action
- Crisis Communications, Public Education and Information
- Finance and Administration





Show Me

- **EMAP combines:**
 - **self-assessment,**
 - **documentation and**
 - **independent peer review**
- **to provide objective evaluation and a structure for continuous improvement.**



Standards Can Help

- Applying EMAP standards throughout the region will provide a framework to help ensure that USAI priorities are addressed and the accountability of funds
- Gives COG member jurisdictions a mechanism each can use to build its program based on threats, leveraging resources from various sources, while providing COG with apples-to-apples framework for reviewing projects

Regional Approach

- MWCOCG represents leading edge among regional organizations
- Recognize importance of local and state/district capabilities plus strength of regional planning, resourcing, & cooperation
- Propose to assess at local jurisdiction level (states have done) and at macro, regional level, within tight timeframe
- Examine what regional assessment should involve (consider pilot to examine applicability of standards to regional approach?)

Accreditation Process

1. Registration

- \$125

2. Self-Study/Self-Assessment & Documentation

3. Application *(fee based on population)*

4. On-site Assessment & Assessment Report

5. Committee Review

6. Commission Deliberation/Decisions

- Accredited, Conditionally Accredited, Accreditation Denied

7. Accreditation Maintenance

8. Re-accreditation *(five years)*

Self-Assessment & Documentation

- Program conducts self-assessment & compiles “proofs of compliance” – documentation of how it complies with each standard
- Usually led by key program staff person – “accreditation manager”
- Best to include all agencies with emergency functions in process
- List proofs of compliance and rationales for each in Online Assessment Tool

Documentation is Key

EMAP assessment requires documentation of compliance, which means:

- Assessors look for written procedures or other documentation of the work a program does;
- EMAP encourages programs to institutionalize the good things they may do but that are “in the head” of a few key people.
- Continuity is improved by providing a catalyst to capture procedures, corrective action steps, and many other aspects of a quality program.

On-Site Assessment & Report

- Program requests assessment; works with EMAP to schedule; EMAP assigns assessors
 - Assessor team spends one week at program; reviews documentation, conducts interviews...conclude with exit briefing
 - Assessors act as neutral factfinders and record findings
 - After assessment, team prepares written assessment report



Committee Review & Accreditation Decision

- Program has opportunity to comment on assessment report
- Report & comments go to EMAP Program Review Committee for review & accreditation recommendation (program representative can participate)
- EMAP Commission receives Program Review Committee recommendation; decides accreditation, conditional accreditation, or accreditation denied

Benefits of Accreditation

- Provides opportunity to assess your program against established **national standards**.
- **Demonstrates discipline and accountability** in regularly reviewing, maintaining and documenting compliance with standards and best practices.
- Provides a **common structure for review** and analysis among state and local government programs.
- Offers citizens evidence of their government's best efforts to comply with national standards and helps **build multi-agency, multi-discipline system**.

What it can mean to you

- Assessment offers a comprehensive look at disaster management program
- Provides platform, benchmarks to enhance capabilities and a catalyst for overall improvement
- End product is a more capable, accountable organization
- Helps identify and prioritize needs (SOPs, plans updated...) and institutionalize good things
- Recognition for meeting national standards

EMAP Commission

Doug Friez, *secretary-treasurer*; North Dakota
Division of Emergency
Management

Charles Lanza; Broward
County (Fla.) Sheriff's Office,
Homeland Security,
Emergency Management &
Communications

Gerald Murphy; National
Governors Association

Phil Padgett, Boeing Corp.

Wayne Ruthven, Arkansas
Department of Emergency
Management

Ellis Stanley, Sr., *chairperson*;
Emergency Preparedness
Department, City of Los Angeles
(Calif.)

William Waugh, Georgia State
Univ. Dept. of Public
Administration & Urban Studies

Dewayne West; *vice-
chairperson*; Johnston County
(N.C.) Emergency Services

Beth Zimmerman, Arizona
Department of Emergency &
Military Affairs

one seat pending appointment

**Questions
about standards,
assessment,
or accreditation?**



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