



## Welcome to the 2026 GHC Training Session

- These sessions are available to attendees that have registered and are identifiable by the blue and purple name badge.
- Pre-enrolled attendees are guaranteed a seat. All others are first-come, first-serve if space permits.
- The Room Monitor will administer a sign-in sheet that you must sign. Pre-enrolled attendees: Please sign next to your name. Names are in alphabetical order by last name.
- If you are a walk-in (not pre-enrolled), print your name **legible** on the sign-in sheet.
- **You must attend and sign-in every day on multiple day sessions.**
- The sign-in sheet will be picked up 30 minutes after the session starts.
- A certificate will be provided at the completion of the session.



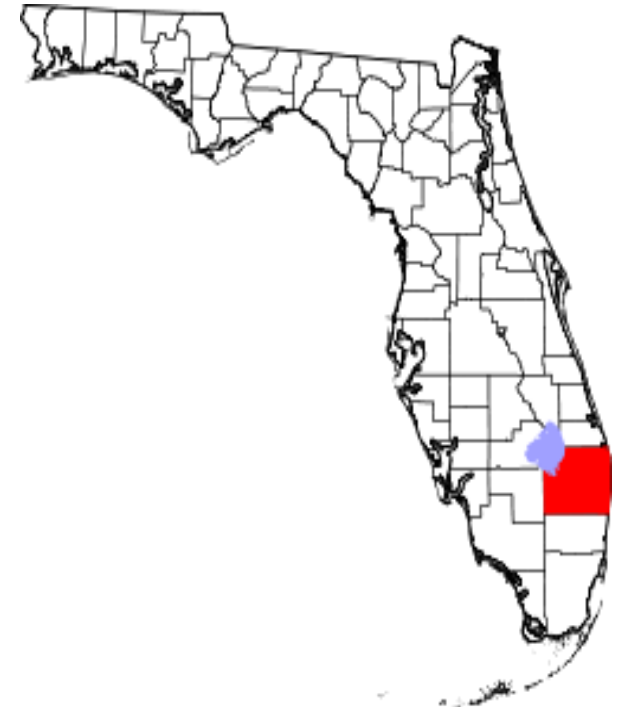
**WS 129**

**Building Resilience from Within:  
Leveraging and Supporting  
Employees During Disaster  
Response**



# Palm Beach County

- Southeast Florida, 2,578 sq. miles, largest among 67 counties
- 1928 Okeechobee Hurricane -2,500 Deaths
- 1979 Hurricane David – \$30 million mostly agriculture
- Numerous storms, floods, tornadoes
- 2000 Presidential Election
- September 11 attacks
- Anthrax attacks – American Media, Inc.
- 2004 & 2005; Frances, Jeanne, Wilma, Charley
- 2016, 2018; Hurricanes Matthew & Hurricane Irma
- Covid-19
- Hurricanes/Storms/Tornadoes
- Nuclear Power Plant





# Hillsborough County

- West Central Florida (Tampa Bay Region) – 1,266 sq. miles (total area)
  - ~1,020 sq. miles land / ~246 sq. miles water
- Population: ~1.53 million (4th largest in Florida)
- Municipalities: Tampa, Plant City, Temple Terrace
- One of the most storm surge–vulnerable regions in the U.S.
- 88 hurricanes since 1930
- Storm surge risk driven by Tampa Bay’s shallow basin + coastal development
- Extensive FEMA flood zones across coastal & riverine areas
- Port Tampa Bay – largest in Florida by tonnage
- Tampa International Airport (TPA) – nationally ranked major international airport serving 20M+ passengers annually
- Home to MacDill Air Force Base • Headquarters for U.S. Central Command (CENTCOM) and U.S. Special Operations Command (SOCOM)
- Major events and sports hub





# Palm Beach County EDRP

- Employee Disaster Response Program (EDRP)
- The “concept” was originally proposed in 2010
- Started as a “volunteer” participation program in 2016
- After *Hurricane Matthew* it changed to a “mandatory” program under the Public Safety Department through a countywide policy effective 5/1/2017
- After *Hurricane Irma* the program was moved under Human Resources Department through a countywide policy effective 6/1/18
  - *Mandatory participation language is incorporated onto every job advertisement and is also on every position description within the County.*



# Job Positions & Work Assignments

- Department-Essential
- Disaster Field Worker
- Disaster Service Agent
- Disaster Team Leader
- Emergency Operations Center (EOC)-Essential
- Department is exempt from EPRP
- Position is not covered by EDRP (non-permanent or less than 30 hours)
- Every EDRP employee gets a Primary and Secondary Work Assignment
- Work Assignment Examples Include:
  - Shelter Support Staff
  - Disaster Recovery Center
  - Emergency Information Center (EIC)
  - Emergency Operating Area (EOA)
  - Family Reunification Center
  - Family Assistance & Survivor Support Center (FASSC)
  - Points of Distribution (POD)
  - Bulk Distribution Sites
  - County Staging Areas



# Hillsborough County EERP

Participation in the Emergency Employee Readiness Program (EERP) is a mandatory condition of employment.

- **Job Descriptions:** Every job description includes a dedicated Emergency Management Responsibility section.
- The onboarding process includes a specific briefing on the EERP program.
- New hire checklists include required FEMA courses (IS-100 and IS-700).
- The department or system will designate specific emergency position roles for each employee.
- Employees must complete all training associated with their assigned emergency roles.



# EERP Categories & Work Assignments

## There are five categories for the Employee Emergency Response Program

- (EL) Eligible
- (DE) Department Essential
- (AS) Assigned
- (EX) Exempt
- (EL) Limited Eligible

## Work Assignment

- Shelter Support (Staff & Managers)
- Point of Distribution (Staff & Manager)
- EOC support Staff
- County Staging Areas
- EM Warehouse Staff

All other Assignment are managed by the County Department example:

- Conservation and Environmental Land & Park & Rec– Manages Sandbag operations



**\*Job Positions**

- Assignment Pending
- Department-Essential
- Emergency Operations Center (EOC)- Essential
- Disaster Service Agent
- Disaster Field Worker
- Disaster Team Leader
- Department is exempt From EDRP
- Position is not covered by EDRP (non-permanent or less than 30 hours)

**Employee Information**

<b>Name:</b>	<b>Job Title:</b>
<b>Department Name:</b> HR	<b>Division Name:</b> HR Liaisons
<b>Work Email:</b>	<b>Personal Email:</b>
<b>Home Phone#:</b>	<b>Office Phone#:</b>
<b>Personal Cell:</b>	<b>Work Cell:</b>
<b>Emergency Contact Name:</b>	<b>Emergency Contact Phone:</b>

**Availability Status**

Is Temporarily Unavailable [View History](#)

Unavailable From Date	Unavailable To Date	Reason	Comments
No data available in table			

Showing 0 to 0 of 0 entries Show 10 entries Previous Next

**Work Assignment**

**Primary Work Assignment:** Time Unit

**Secondary Work Assignment:** Human Resource Unit

**Zones, Skills and Certifications**

**Zones**

Central Zone  North Zone  South Zone  West Zone

**\*Skills and Certifications**

<b>Language</b> <ul style="list-style-type: none"><li><input type="checkbox"/> American Sign Language</li><li><input type="checkbox"/> Chinese</li><li><input type="checkbox"/> English</li><li><input type="checkbox"/> German</li><li><input type="checkbox"/> Italian</li><li><input type="checkbox"/> Mandarin</li><li><input type="checkbox"/> Russian</li><li><input type="checkbox"/> Ukrainian</li></ul>	<b>Arabic</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Arabic</li><li><input type="checkbox"/> Creole</li><li><input type="checkbox"/> French</li><li><input type="checkbox"/> Hindi</li><li><input type="checkbox"/> Japanese</li><li><input type="checkbox"/> Polish</li><li><input checked="" type="checkbox"/> Spanish</li><li><input type="checkbox"/> Vietnamese</li></ul>	<b>Office</b> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Data Entry</li><li><input checked="" type="checkbox"/> MS Office Products</li><li><input checked="" type="checkbox"/> Telephone Answering</li><li><input type="checkbox"/> Typing</li><li><input checked="" type="checkbox"/> Typing (40+wpm)</li></ul>	<b>Amateur (HAM) Radio</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Extra License</li><li><input type="checkbox"/> General License</li><li><input type="checkbox"/> Technician License</li></ul>
<b>Industrial</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Carpentry</li><li><input type="checkbox"/> Chainsaw Operation (Certified)</li><li><input type="checkbox"/> Chainsaw Operation (Non Certified)</li><li><input type="checkbox"/> Contractor (Certified/Licensed)</li><li><input type="checkbox"/> Electrician (Certified/Licensed)</li><li><input type="checkbox"/> Forklift Gas (Certified/Licensed)</li><li><input type="checkbox"/> Forklift Propane (Certified/Licensed)</li><li><input type="checkbox"/> General Labor</li><li><input type="checkbox"/> Hazardous Materials (40HR)</li><li><input type="checkbox"/> Plumber (Certified/Licensed)</li></ul>	<b>Driving</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Airboat</li><li><input type="checkbox"/> Commercial Driver's License</li><li><input type="checkbox"/> County Approved Drivers Training</li><li><input type="checkbox"/> County Vehicle Approved Driving</li><li><input type="checkbox"/> Driver/Engineer</li><li><input type="checkbox"/> Inflatable Rescue Boat</li><li><input type="checkbox"/> Traffic Control</li></ul>	<b>Social / Medical Services</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Animal (Handling/Healthcare)</li><li><input type="checkbox"/> Crisis Counseling/Intervention</li><li><input type="checkbox"/> Crowd Control</li><li><input checked="" type="checkbox"/> Customer Relations Service</li><li><input type="checkbox"/> Day Care (Certified/Licensed)</li><li><input type="checkbox"/> Firefighter</li><li><input type="checkbox"/> Food Handling Service</li><li><input type="checkbox"/> Security</li><li><input type="checkbox"/> Social Services</li><li><input type="checkbox"/> Social Worker</li></ul>	<b>Medical</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Automated External Defibrillator (AED)</li><li><input type="checkbox"/> CPR</li><li><input type="checkbox"/> Emergency Medical Technician</li><li><input type="checkbox"/> First Aid/Medical Caregiver</li><li><input type="checkbox"/> Paramedic</li></ul> <p><b>Nursing</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Certified Nursing Assistant</li><li><input type="checkbox"/> License Practical Nurse</li><li><input type="checkbox"/> Medical Assistant</li><li><input type="checkbox"/> Registered Nurse</li></ul>



# Employee Emergency Response Program (EERP) Portal

Employee Emergency Response

- Home
- My Emergency Plan
- My Qualifications

**NAME**  
Ana Roman

**DEPARTMENT**  
CAD-Office of Emergency Management (Fire Rescue)

**WORK PHONE**  
813-272-6690

**STATUS**  
Assigned

**BUSINESS TITLE**  
Emergency Management Coordinator

**CELL PHONE**  
727-520-XXXX

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**My Assignment**

**ASSIGNMENT**  
LOG - ESF 7 EERP Personnel Unit Lead

**ASSIGNMENT LOCATION**  
PSOC

**GROUP**  
EOC Staffing

**LOCATION ADDRESS**  
9450 E COLUMBUS DR

**SHIFT**  
AM

**CHECK IN STATUS**  
Not Checked In

Click here to **REQUEST A REASSIGNMENT** based on medical restrictions. HR will follow up with you for more information.

Click here to **UPDATE YOUR CONTACT INFORMATION** in Oracle Cloud.



# My Emergency Plan

**Employee Emergency Response**

- Home
- My Emergency Plan**
- My Qualifications

Do you have an evacuation plan for your family?  YES  NO

Do you have transportation arrangements to support your emergency role?  YES  NO

Do you have a plan to prepare your home?  YES  NO

Do you live in a mobile or manufactured home?  YES  NO

What is your home's evacuation zone?

My family's primary evacuation plan is to relocate to:

Will you, your family, or your pets require shelter in a County Employee Shelter when you are activated or in the event they cannot evacuate?  YES  NO

Select your County Employee Shelter:

[ADD FAMILY MEMBER](#)

First Name	Additional Considerati...	Gender	Relation	Age	Special Needs
No records to display.					

Do your pet(s) require shelter?  YES  NO

[SAVE](#)

**Find Your Evacuation Zone**

- [Hillsborough County](#)
- [Pasco County](#)
- [Hernando County](#)
- [Pinellas County](#)
- [Manatee County](#)
- [Polk County](#)

**Family Shelters**

- Bloomington High School**  
1700 E. Bloomington Ave Valrico, FL
- Greco Middle**  
6925 East Fowler, Temple Terrace, FL
- Employee-Only Family Shelter**  
[Complete Registration Form](#)

**Special Needs**

If you have a family member with special needs, then contact the Florida Department of Health [Special Needs Shelters](#)



# My Qualification

Employee Emergency Response

- Home
- My Emergency Plan
- My Qualifications**

Skills

Skills List

- Bilingual - American Sign Language
- Bilingual - Arabic
- Bilingual - French
- Bilingual - French Creole
- Bilingual - German
- Bilingual - Other
- Bilingual - Portuguese
- Bilingual - Russian
- Bilingual - Spanish Creole

Selected Skill(s):

- Able to lift more than 35 pounds
- Bilingual - Spanish
- Heavy Equipment Operator - Forklift
- Medical - CPR

SAVE SKILLS

NIMS Training	Completed	File Name
NIMS ICS-700B Completed	<input type="checkbox"/> YES <input type="checkbox"/> NO	IS-700 B Ana rta.pdf
NIMS ICS-100C Completed	<input type="checkbox"/> YES <input type="checkbox"/> NO	Cert 100.pdf
NIMS ICS-200C Completed	<input type="checkbox"/> YES <input type="checkbox"/> NO	cert 200.pdf
NIMS ICS-300 (2019 V) Completed	<input type="checkbox"/> YES <input type="checkbox"/> NO	Ana R Roman ICS 300.pdf
NIMS ICS-400 (2019 V) Completed	<input type="checkbox"/> YES <input type="checkbox"/> NO	Ana Roman G-400.pdf
NIMS ICS-800D Completed	<input type="checkbox"/> YES <input type="checkbox"/> NO	cert 800.pdf

Training Links

- [FEMA Emergency Institute \(NIMS\)](#)
- [Florida SERT](#)
- [NIMS/ICS training requirements for HC employees](#)



# EERP Improvement

Employee Emergency Response

- Home
- My Emergency Plan
- My Qualifications
- Assignments
- Admin
- Reassignments 6
- Check-In
- Power BI Reports**

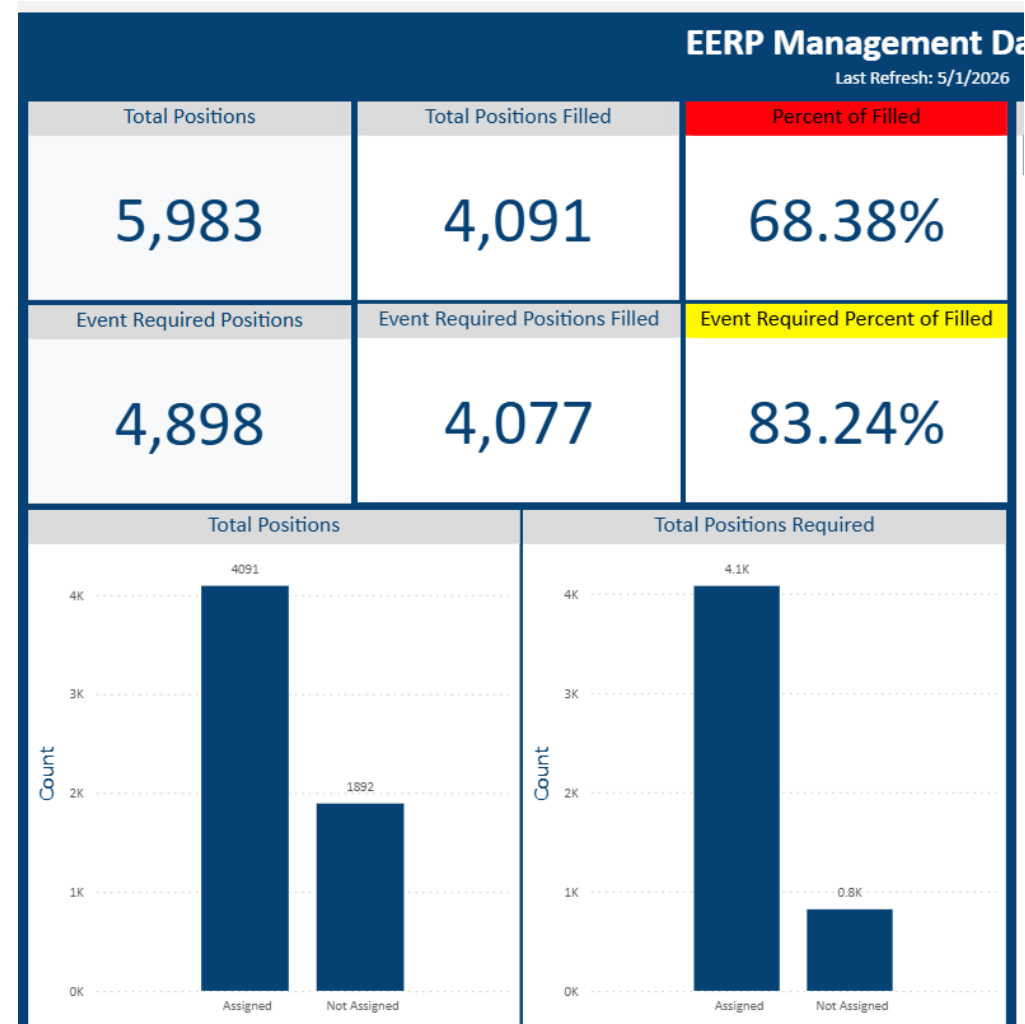
EER

EER Assignment Dashboard

- Management Summary
- Group Counts
- % Fill and Roster
- Depart Alpha Roster (for e...)
- Staff Information

Family Plan

- No Show Report (Event O...)
- Attendance Report (Event ...)
- Personnel by Location
- Department Required to Fill
- Site Filled Status
- Leave Tracking
- Training
- NIMS Training
- Skills





# Employee Workflow (pre & post hire)

## Pre-Hire

- **Advertise requirement in job postings**
  - *“All employees of Palm Beach County may be required to work before, during and/or after a natural or man-made disaster or hurricane.”*
- **Repeat requirement in all interviews**
  - *“All employees of Palm Beach County may be required to work before, during and/or after a natural or man-made disaster or hurricane. Are you able to meet this requirement?”*
- **Repeat requirement at HR onboarding**
- **Repeat requirement at departmental orientation**

## Post-Hire

- **Assign EDRP job position (department)**
- **Provide employee with EDRP intake form (department)**
- **Assign specific EDRP assignment (Emergency Management)**
- **Ensure up-to-date contact information (Employee)**
- **Provide employee with EDRP reference material**



# Employee Workflow (pre-activation)

- Account for pre-approved vacation, sick leave, etc.
- Ensure up-to-date contact information
- Ensure up-to-date EDRP assignment rosters
- Review specific EDRP assignment with employee
- Know who the Emergency Management/HR contact person
- Send out activation communication to employees and department directors
- Coordinate with “gray skies” supervisors

# Employee Workflow (activation & post)



- Report to EDRP assignments
  - Maintain accurate accountability documentation
    - Daily Activity Report (DAR)
  - Prepare to cover staffing vacancies
  - Keep lines of communication open between “gray skies” supervisors and Emergency Management/HR
- Secure accountability documentation
  - Reconcile reported employees vs. non-reported
  - Provide debriefing opportunity
  - Refer to Employee Assistance Program if necessary



# Employee Workflow (post-activation)

- HRIS System Documentation - Disaster Overtime Slip from DAR

ID #: 4220434  
\*Date: 05/02/2026  
\*Select Type: Disaster

Status:  
Pay Period: 05/02/2026 - 05/15/2026  
\*Supplement Type: Overtime Disaster (Exempt)

**Slip Details**

\*Work Date: 05/02/2026  
\*Time From: 7:00 AM  
Total Hrs: 5.00

\*Time To: 12:00 PM  
Total Hrs/Mins: 5:00

\*Reason Or Purpose (Max 2500 Char):  
Activated to work as the Time Unit Leader Hurricane XYZ

Work Order #: 112  
Task Codes: N/A

\*Location Type: General  
\*Location: EOC - Emergency Operations Center

Assets Required

Total Hrs: 5.00      Total Hrs/Mins: 5:00

Add More Time: [Same Day](#)

**Documents Attached**

Doc Name	Doc Date	Doc Desc	Attached By	Attached Date	Delete
No documents attached					

[+ Attach Document](#)

[Save and Send for Approval](#) [Close](#)



# Human Resources Policy

- The purpose of the EDRP is to assign County employees to disaster preparedness, response and recovery job positions and work assignments. The lead agency for EDRP is HR.
- All Employees
  - All personal information is up-to-date in HRIS
  - Review incident staffing tab to be aware of job position
  - Complete and return intake form
  - Attend training, develop a plan
  - Monitor & acknowledge activation communication
  - Review and understand countywide policy
  - EDRP hotline activated
  - Report to work assignment
  - Contact supervisors
  - Complete Daily Activity Report (DAR)



# Human Resources Policy/Directors

- **Appoint DPL**
- **Share the listings with respective Assistant County Administrator**
- **Collaborate with HR regarding “Temp Unavailable Employees”**
- **Notify department staff of a possible threat of an incident**
- **Final approval or denial of all preapproved leave**
- **EDRP & FEP**
- **KidCare**
- **Parents/Guardians of Children Under The Age of Three**
- **Debriefing/AARs**



# Emergency Response and Recovery

## Assignment Policy 1.9

All Hillsborough County employees play a vital role in disaster and emergency preparedness, response recovery.

The citizens of Hillsborough County depend on County employees to work before, during and after a disaster or emergency.

- All employees are required to report for duty in response to an emergency
- Employee Emergency Response program (EERP) is a condition of employment
- Activation assignments are allocated based on operational needs during a disaster
- Failure to respond when called upon or failure to report for duty may result in disciplinary action up to and including dismissal from employment



# Hillsborough County Family Shelters

## Purpose

- Provide safe sheltering for Hillsborough County personnel, their families, and supporting agency personnel and families
  - Not open to the general public
- Support continuity of operations during emergencies
- Deliver essential mass care and family support services during activations

## Key Takeaways

- Family shelters are a critical workforce sustainment capability
- Directly support:
  - Operational readiness
    - Responder availability
- Provide a secure, controlled environment for personnel and families
- Essential for continuity of emergency operations



# Family Support Services

## Childcare & Youth Support

- Head Start (Ages 1–5) – childcare services
- Parks & Recreation (Ages 6–17) – youth activities and supervision

## Elder Support

- Aging Services – support for elderly dependents
- Pet Care Services
  - Designated pet sheltering support and accommodations
  - Coordination of pet supplies, feeding, and care needs
  - Ensures pets are safely sheltered in support of personnel and family needs

## Access & Functional Needs Support

- Support for individuals with:
  - Physical, sensory, cognitive, or medical needs
  - Language/communication barriers
  - Temporary conditions (injury, pregnancy, etc.)

## Primary Purpose

- Support family care so personnel can remain mission-focused



# Family Shelter Pre-Registration

## Hillsborough County Family Shelter Pre-Registration 2026

Name of County/Municipal Employee

Date of Registration

Agency Name

County Employee # (if applicable)

Work Email

Personal Email

Work Phone Number

Personal Phone Number

Attach Picture of Agency ID

### Registrant Information

Who will be staying at the Family Shelter? Please notate below. Individuals under General Population will be self-sufficient and not require specified department services listed. Specified department services may be in another area of the facility throughout the duration of the activation. As a reminder, the primary purpose of department services is to assist with family care for activated employees.

Number of General Population

Number of Children Ages 1-5 (Head Start)

Number of Children Ages 6-17 (Parks&Rec)

Number of Elderly (Aging Services)

Number of Pets

### Does anyone have any Access or Functional Needs?

Requirements of individuals who may need additional assistance before, during, or after an emergency due to physical, sensory, mental health, cognitive, developmental, or age-related conditions. These needs may also arise from language barriers, cultural differences, or temporary limitations (such as injury or pregnancy) that affect a person's ability to access services or communicate effectively.

Yes

No

If yes, please specify below

### Administrative

A description for this section goes here.

Notes



# EDRP Key Take Aways

- **Stick to the rules and regulations**
- **HR Employee Relations representative within your EOC**
- **Assign employees in a timely manner**
- **Establish a rotation process**
- **Transition from DSA to DTL**
- **Data management**
- **Reporting requests**
- **Logistics/HR relationship**



# EERP Key Take Aways

## Strengthening Organizational Resilience

- **Reduced Burnout:** Integrating wellness and focusing on ensuring employees are physically and mentally capable of sustaining operations over long disaster phases. As a result of the AAR after the 2024 season, we created a rotation process for the employees.
- **Sustained Continuity:** By leveraging non-traditional staff and local expertise, reaching out to volunteers, CERT teams, college students ect. Mitigates operations collapsing if key personnel are unavailable. Utilizing contracted staffing if needed.
- **High-Level Oversight:** Power BI Dashboards allow leadership to see the big picture—identifying gaps in coverage or resources before they become critical failures.

# What Questions Do you Have ?



**Katja Miller**

**Add in contacts**

**Hillsborough County OEM**

**Operations Section Chief**

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**Emergency Management Coordinator II**

**Email: [RomanAn@hcfl.gov](mailto:RomanAn@hcfl.gov)**