

Trends

No Data Available

Legend:

↑ Increase, ↓ Decrease, ↔ Steady

Key Performance Areas

No Data Available

Productivity

No Data Available

Legend:

↑ Improving, ↓ Worsening,
↔ Maintaining

For more information on administrative key, and productivity measures, go to www.vaperforms.virginia.gov/agencylevel/index.cfm

Background & History

In July 1973 and largely as a result of the devastation of Hurricane Camille in 1969, the Virginia Emergency Services and Disaster Act established the Virginia Office of Emergency Services. The new agency's purpose was to assist in protecting the commonwealth and its residents from the effects of both natural and human-caused disasters.

Emergency management in its infancy trained U.S. citizens about how to respond to an atomic bomb, drilling "Duck and Cover" into school children and adults alike. Since then, the field has evolved into a complete profession that includes extensive planning, preparing, responding to, recovering from and mitigating all types of emergencies and hazards.

Today, the Virginia Department of Emergency Management (VDEM) works with local, state and federal agencies and voluntary organizations to provide resources during emergencies. The agency's mission is to protect the lives and property of Virginia's citizens from emergencies and disasters by coordinating the state's emergency preparedness, mitigation, response and recovery efforts.

Through preparedness, VDEM develops and maintains state emergency plans; offers training courses in emergency management, hazardous materials response and search and rescue; and conducts, in partnership with the National Weather Service, annual public awareness campaigns promoting tornado, hurricane and winter weather safety. Response assists local governments in reacting to crises and provides status reports to the governor on existing conditions. Recovery involves VDEM working with FEMA to coordinate and administer programs that help citizens return to their normal lives quickly. Lastly, mitigation goes beyond helping communities recover from disasters and assists local jurisdictions in designing effective, long-range mitigation plans to address potential hazards specific to their community.

In providing resources and expertise, VDEM seeks to lead the effort to protect Virginia and Virginians from the impact of emergencies and disasters, natural and manmade.

Primary Product & Services

The Virginia Department of Emergency Management works with local government, state and federal agencies and voluntary organizations to provide resources and expertise through the four phases of emergency management-preparedness, response, recovery and mitigation.

Ready Virginia is a statewide public effort to prepare Virginians for all hazards, including natural disaster and potential terrorist attacks. Ready Virginia is hosted by VDEM and provides information on assembling a disaster supply kit and preparing an emergency plan while keeping the public informed during and after emergencies. VDEM also develops and maintains state emergency plans as blueprints for response to a variety of scenarios and assists communities in developing localized emergency operations plans. VDEM also provides training in emergency management to prepare localities.

The Training and Exercises Division seeks to improve the competencies of State and local officials and responders at all levels to prevent, prepare for, respond to, recover from, and mitigate the potential effects of all types of disasters and emergencies. The Training and Exercises Division offers emergency management training, National Incident Management System (NIMS) training and technical support, and Homeland Security Exercise and Evaluation Program (HSEEP) training and exercises.

VDEM's Operations Department works jointly with the National Weather Service (NWS) and local participating jurisdictions to support the Integrated Flood and Warning System (IFLOWS) program. The system measures rainfall and stream depth changes via the stream and rain gage and communicates this information by means of radio signals transmitted to a computer, which uses the signal to create useful information. The

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IFLOWS software then monitors data as it is received and issues audible warnings to reporting locations when a threshold is exceeded. This program is in place to substantially reduce the annual loss of life from flash floods, reduce property damage, and reduce disruption of commerce and human activities.

To respond quickly to disaster events, the Watch Center is staffed 24 hours/7 days a week. The Watch Center is located in the Virginia Emergency Operations Center (VEOC) and serves as the point of contact for the Commonwealth, connecting VEOC to local emergency managers across Virginia, to other state emergency operations centers across the country, and to partner agencies at the federal level. The Watch Center also conducts day-to-day situational assessment, alerts and warnings, resource management, operational planning and reporting, and external relations. Upon an emergency event, the state expands staffing at VEOC to coordinate response efforts and provide reports to the Governor.

For recovery, VDEM coordinates the delivery of disaster assistance to impacted communities to include, but not limited to, the federal programs of public assistance, individual assistance and mitigation.

The Technological Hazards Division provides assistance to local jurisdictions in emergency situations involving hazardous materials and weapons of mass destruction. Technological Hazards provides on-scene response, technical assistance, response advice, and serves as a liaison to other agencies and groups. Technological Hazard Officers are also prepared to conduct offensive-control actions to include hot-zone entry for reconnaissance, stabilization, and product confinement. Technical assistance and on-scene response is available on a 24/7 basis.

VDEM serves as an entity that administers federal, state and private grant funds for pass through to local government to support preparedness, response, recovery and mitigation efforts.

Customer Base

VDEM anticipates that its customer base (general public/state agencies/business) will increase as the population of Virginia and visitors to the state increase. Further, VDEM's customer population is becoming more diverse. In a report completed by the University of Virginia's Weldon Cooper Center for Public Service, it was reported that there was a 92 percent increase in Virginia's Hispanic population from 2000 to 2011 with the 2011 total population of Hispanics being reported as 630,000. Private business customers will likely increase as more businesses become involved in emergency management within their organizations. Additionally, in 2011, VDEM began a Public Private Liaison Program to further reach out to private business customers. As a result, more private businesses will become involved in emergency management, since involvement with critical infrastructure protection has increased private business customer participation to some degree already. Projected growth in the customer base will also be a result of a steady increase in volunteers on account of various local, state and national programs (Citizens Corps, American Red Cross, etc.) to involve the populace in emergency activities. VDEM will continue to strengthen its relationships with local and state governments through local and state exercise events.

Customer Listing

No Data Available

Key Agency Statistics

The following statistics reflect a broad glance of VDEM operations for calendar year 2012 as it relates to services provided in the four phases of emergency management: preparedness, response, recovery and mitigation.

Finances

The Virginia Department of Emergency Management's financial resources come from a variety of funding sources that fall into two broad categories: non-general and general funds. Non-general funds are further broken down into federal funds and special funds. Federal funds are further divided into two major funding sources, disaster and homeland security. These funds are for reimbursement to local and state government agencies related to expenditures from disasters or homeland security for preparedness. The annual amount that is received in federal funds can fluctuate based on the impact of disasters and homeland security funding. Decrease in federal funding impacts the ability of VDEM to provide its previously mentioned major products and services. It is currently anticipated that federal funding will continue to decrease based on previous trends.

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Special Funds are generally comprised of two main funding streams: Commonwealth Transportation Fund, which is used to assist in the operation of the Commonwealth Hazardous Material Program and Dominion Power for the Radiological Emergency Preparedness Fund.

Fund Sources

No Data Available

Revenue Summary Statement

VDEM funding comes from federal funds (FY 2013 - 76%, FY 2014 - 80%), general fund dollars (FY 2013 - 14%, FY 2014 - 11%), Commonwealth transportation dollars (2%), Dominion Power funding for state and local government radiological emergency preparedness (4%) and other sources such as hazmat training funds from fire programs and disaster response funds from hazmat billings (3%). Funds are primarily passed through to local and state agencies to enhance their emergency preparedness and for operational costs.

Key Risk Factors

VDEM has identified several factors/forces that would significantly impact the agency's ability to implement its missions and move toward the realization of its vision. First, emergency events put day to day activities on hold. VDEM employees need to be prepared to react to the potential threat or impact of disasters regardless of cause, severity, or scope. Lacking proper planning, outreach, partnering and personnel and up-to-date technology could increase the risks associated with transitioning into an active emergency event. Second, quality of personnel is also a risk. VDEM needs to be able to provide the proper training and compensation to attract and maintain quality employees. Third, the inability to secure stable, constant and adequate funding to support emergency management could largely impact VDEM's ability to provide training and support to prepare localities for emergency events, respond, recover and mitigate the impacts of future events. Lastly, VDEM has the risk of not meeting the expectations of the public. VDEM is the means of information for the public, media, localities and elected officials. VDEM must maintain multiple means of communication and provide the most up-to-date and accurate information.

Performance Highlights

Key performance measures address three elements of our mission – to build the capability of state government to manage emergencies and disasters, to help local governments build their own emergency management capabilities, and to encourage the general public to be aware and react to threats that occur in their communities.

VDEM continues to build on these capabilities and has made progress. The results over the past several years show that local government's performance scores have consistently increased as measured by the Local Capability Assessment of Readiness (LCAR) self assessment tool with 100 percent participation achieved this year. As reflected by the annual VA Emergency Response Team Exercise (VERTEX), state government continues to improve in its capabilities with all items on the after action report addressed within 90 days. The biennial survey shows that the general public awareness of disaster information has increased from 88 percent to 90 percent.

Performance Measures

Management Discussion & Analysis

General Information about the Ongoing Status of the Agency

Maintain compliance with all standards of the national Emergency Management Accreditation Program (EMAP) to maintain accredited status. The Department of Emergency Management is incorporating those standards as it undertakes a revision to the Commonwealth of VA Emergency Operations Plan (COVEOP) in addition to meeting the required annual report requirements.

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Maintain the Virginia Department of Emergency Management Employee Training and Development Policy so that 90 percent of new employees meet all training requirements within one year of employment.

Exercise and continue efforts to refine the VDEM Continuity Plan to ensure the capability to continue mission essential functions during a disaster or small scale event that affects operations.

Ensure the COVEOP *continues to align* with the most recent federal doctrine and guidance, most notably the Comprehensive Plan Guidance 101 (CPG 101) to include all support and incident annexes, *continuing the* four year revision cycle compatible to the cycle required of localities as well as colleges and universities.

Increase the number of citizens across the Commonwealth of Virginia who are trained as Community Emergency Response Team (CERT) members and ensure that trained CERT members are located in all seven regions of the state.

Maintain public education and outreach to various citizen groups through the Ready Virginia program and increase the number of partners promoting preparedness.

Provide direct assistance to local governments and state agencies during emergencies and disasters, and functions internal to the agency to ensure the effectiveness of the Commonwealth's organization and response to emergencies and disasters.

Enhance the capabilities of the Virginia Emergency Response Team (VERT) to coordinate the Commonwealth response during disasters and emergencies.

Provide 24-hour crisis coordination, information dissemination and state warning point services through the Virginia Emergency Operations Center (VEOC).

Information Technology

Current State:

The Information Technology (IT) Division at the Virginia Department of Emergency Management consists of seven (7) staff members, responsible for planning, administration and first-tier support of the systems and applications supporting the agency's operations at VDEM Headquarters and the Emergency Operations Center (EOC). (As of August 12, 2013, two (2) of these positions are vacant.) The agency also has one contractor supporting the Financial Management System. The entire IT Division staff are members of the Virginia Emergency Response Team (VERT) and augment the EOC when the Governor declares a State of Emergency. The division also coordinates the provision of IT support for state personnel (including Reservists, temporary employees and contractors) operating in any Joint Field Office (JFO) established by the Commonwealth and the Federal Emergency Management Agency (FEMA) as a result of a natural or man-made disaster. In addition to the sites mentioned above, the division is also responsible for planning Continuity of IT Operations between those sites and Disaster Recovery (DR) at the agency's designated DR site.

VDEM is not responsible for the IT infrastructure (including servers, networks computers and networked printers) that supports its operations. That responsibility rests with the Commonwealth Information Technology Partnership (ITP) (the Virginia Information Technologies Agency and Northrop Grumman Corp). ITP resources providing end-user, server management and network management services are currently shared with the Virginia State Police and the Virginia Department of Corrections. VDEM has not (as of August 12, 2013) "Transformed" into the Commonwealth's IT Infrastructure Service Model and the agency is paying a "Legacy" surcharge on top of infrastructure services charges. Planning for "Transformation" is on-going.

Current Initiatives:

- Refreshing desktop and laptop computer resources at the Virginia Emergency Operation Center.
- Coordinating and/or providing support for the agency's mission-critical applications, including but not limited to WebEOC, the Virginia Interoperability Picture for Emergency Response (VIPER), Geographic Information System (GIS), the Financial Management System (FMS) and the standard suite of desktop applications (Microsoft Office, Outlook, etc.).
- Coordinating with the Information Technology Partnership (ITP) (VITA/Northrop Grumman) for the provision of the agency's day-to-day operational needs for desktops, servers and network services.
- Compliance with the Commonwealth's information security program.
- Coordinating with the ITP to plan Transformation.
- Coordinating with the ITP to plan for conversion of the desktop/laptop operating environment to Windows 7
- Collaboration with internal and external entities for the implementation of new applications
 - Time, Attendance and Leave (VDEM HR and DHRM)
 - Emergency Grant Management System (EGMS) and other grant-related systems (VDEM Recovery & Mitigation, Grants and Finance)
 - Response to and support of the activation of the Virginia Emergency Response Team (VERT) and any Joint Field Office requirements
 - Identification of administrative solutions to support the agency's "back-office" operations.
 - Development of and enhancements to custom Web applications and continued support of legacy custom applications and databases to facilitate the agency's daily operations.

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Workforce Development

The Virginia Department of Emergency Management (VDEM) has 145 full-time positions with 131 positions filled. The workforce also includes 15 part-time wage, 70 Reservist positions, and 112 Adjunct Instructors. Reservists have the skills and experience to augment full-time staff during disasters. Growth in the program will be needed if emergencies and disasters continue to increase.

VDEM's workforce has a median age of 49 with 7 years of service. Years of service are low due to high turnover in several key occupations. During the next 5 years 17% of the workforce can retire with full benefits; 31% can retire within 10 years. The agency is pursuing several strategies to maintain its leadership and institutional knowledge, such as partnering with universities that offer degrees in Homeland Security and Emergency Preparedness. VDEM is also committed to offering specialized training to maintain a proficient workforce.

The Emergency Management field is increasingly competitive as federal, state and local governments, as well as private companies and contractors, compete for competent employees. In response VDEM is making progress on its strategic objectives to improve recruitment and retention results:

- In 2011 VDEM conducted a comprehensive compensation analysis to ensure salaries are internally equitable and externally competitive.
- Gradually increasing the maximum advertised salaries for vacancies in order to access a larger segment of the labor market.
- The agency is currently evaluating internal career development strategies in order to retain highly qualified staff and prepare future leaders.
- The agency continues to promote teleworking to support the Continuity of Operations Plans and enhance work/life balance. Currently 50% of the employees telework and 14% have an alternate work schedule.

VDEM will continue these efforts and identify new ways of attracting and retaining a highly motivated and skilled workforce.

Physical Plant

VDEM does not own the physical plants it currently utilizes. The state EOC is co-located within the Virginia State Police headquarters in Chesterfield. The agency's headquarters building located in Chesterfield, houses the majority of VDEM staff and is leased from a private company.

As a result of VDEM's mission, the agency maintains a fleet of four-wheel drive vehicles and other emergency response units for staff use for incident response. This fleet also serves as mobile offices for field based employees. These units serve as the agency service delivery outlets with customers and first line of defense during an incident. Agency owned vehicles range in age from new to seven years old. The agency goal is to replace vehicles once they are not cost-effective to maintain. Currently there is not a dedicated funding stream to replace these vehicles which makes it difficult for the agency to maintain its readiness at the preferred level.