



A Tradition of Stewardship
A Commitment to Service

Randolph F. Snowden
Director

Karen L. Smith, M.D., M.P.H.
Public Health Officer

2344 Old Sonoma Road
Building G
Napa, California 94559

PUBLIC HEALTH
DIVISION

HHSA CONPLAN – ATTACHMENT B
DEPARTMENT OPERATIONS CENTER
(DOC) ORGANIZATION

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY (HHSA)

Intentionally Blank Page

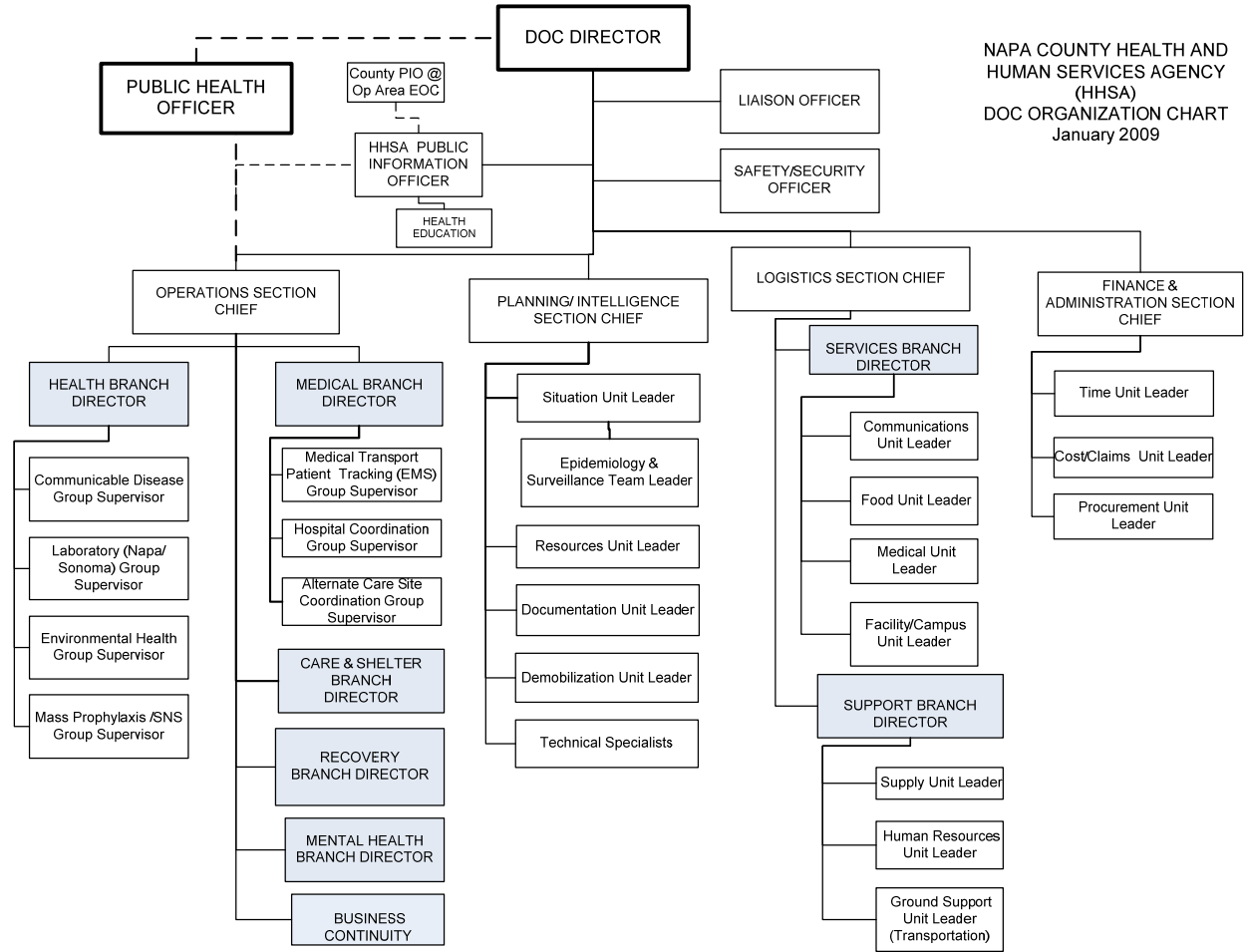
CONTENTS

1	HHSA DEPARTMENT OPERATIONS CENTER ORGANIZATION	1
1.1	HHSA DOC Organization Chart	2
1.2	HHSA DOC Position Descriptions.....	3

1 HHSA DEPARTMENT OPERATIONS CENTER ORGANIZATION

The following organizational chart depicts a sample DOC SEMS organization for all-hazards events. Modifications to the organizational structure are made to achieve proper span of control, and to suit the response elements required by the event.

1.1 HHSA DOC ORGANIZATION CHART



NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY (HHSA)
 DOC ORGANIZATION CHART
 January 2009

1.2 HHSA DOC POSITION DESCRIPTIONS

DEPARTMENT OPERATIONS CENTER (DOC) POSITION DESCRIPTIONS	
DOC DIRECTOR	
	Direct, manage, and coordinate response by Health & Human Services Agency from the Department Operations Center (HHSA DOC). Identify resource requirements and maintain contact with the Medical Health Operational Area Coordinator (MHOAC) (Health Officer) or HHSA DOC liaison at the Operational Area Emergency Operations Center (Op Area EOC).
PUBLIC HEALTH OFFICER	
	With administrative and operational support from the HHSA DOC, manage the public health and medical response to an event. Coordinate federal, state, and local resources. Contribute to the county-wide response decision-making process.
DOC SAFETY OFFICER	
	Monitor and assess hazardous and unsafe situations and develop measures for ensuring personnel safety and security during response. Monitor staff needs and provide support services during response.
PUBLIC INFORMATION OFFICER	
	Prepare disaster health information and health alerts for release to the public. Answer inquiries from the public and the media. In coordination with the Op Area PIO, manage media contact, prepare news releases, and prepare department spokespersons for press briefings and interviews. Coordinate with Health Educators to provide information to the public. In events requiring the activation of the Operational Area, convene at the JIC with the Op Area PIO.
HEALTH EDUCATOR	
	Develop and provide health information for the public in coordination with the HO and PIO. Prepare information (FAQs) for health information telephone lines, as necessary. Staff the health information lines as necessary.

ANNEX H - ATTACHMENT B: DOC

LIAISON OFFICER
Provide a contact point for representatives from other agencies assisting in response and recovery operations. If these representatives visit the HHSA DOC, the Liaison Officer ensures they are provided with a work station and contacts.
OPERATIONS SECTION CHIEF
Activate and supervise Medical Branch, Health Branch, Recovery Branch, Care & Shelter Branch, Mental Health Branch, and Business Continuity Branch response. Assist in the development of the Incident Action Plan.
HEALTH BRANCH DIRECTOR
Determine strategies and identify resources needed to protect the public before and during health emergencies. The Health Branch Director supervises the Communicable Disease, Environmental Health, Laboratory and Mass Prophylaxis responses.
COMMUNICABLE DISEASE GROUP SUPERVISOR
Investigate disease outbreaks and, with the Public Health Officer, determine disease control measures, including community containment, mass prophylaxis, isolation and quarantine. The Health Branch Director and Communicable Disease Group manage implementation of control measures and may deploy teams to investigate disease outbreaks, provide public health information and manage medical/health referrals at disaster shelters.
LABORATORY (NAPA/SONOMA) GROUP SUPERVISOR
Public Health Laboratory services are provided by the Napa-Solano Public Health Laboratory. The Laboratory Group Leader at the HHSA DOC establishes and maintains contact with the Napa-Solano Public Health Laboratory and determines the logistics of transporting samples for testing. The Supervisor provides the Hospital & Health Care Facility Coordination Group specimen collection protocols for distribution to the medical community. The Laboratory Group manages follow-up to receive testing results and communicate these to the Health Branch Director and Public Health Officer.
ENVIRONMENTAL HEALTH GROUP SUPERVISOR
Provide evaluation of food-borne illness and water contamination and determine disease control measures in outbreaks associated with environmental releases or contamination. The Environmental Health Group may provide sanitary inspections at shelters during response operations.

ANNEX H - ATTACHMENT B: DOC

MASS PROPHYLAXIS / SNS GROUP SUPERVISOR
Implements the SNS and Countermeasure Distribution Plans. Coordinates with Op Area EOC Receipt Staging and Storage Site (RSS) to distribute vaccines or pharmaceuticals to dispensing sites. Oversees management of dispensing site operations. Maintains proper span of control through appropriate staffing patterns.
MEDICAL BRANCH DIRECTOR
Monitor emergency medical services operations and determine the need for alternate care sites, patient evacuation, and other medical operations to support disaster response. Prepare for sustained medical operations.
MEDICAL TRANSPORT/PATIENT TRACKING (EMS) GROUP SUPERVISOR
Coordinate ambulance transport and patient tracking in the event of hospital evacuations and/or activation of alternate care sites.
HOSPITAL COORDINATION GROUP SUPERVISOR
Monitor hospital and health care facility status. Receive reports on hospital resources and assist to coordinate hospital and health care facility resources for response.
ALTERNATE CARE SITE COORDINATION GROUP SUPERVISOR
Provide for the activation and operation of alternate care sites. These can be buildings that are normally used for other purposes, or they can be mobile hospitals that are set up in the field.
CARE AND SHELTER BRANCH DIRECTOR
With the Napa American Red Cross (ARC) chapter, activate and manage mass care shelters, and medical needs shelters, and the Local Assistance Center (LAC). Coordinate with both Medical and Health Branch Directors for health, mental health and environmental health shelter support.
RECOVERY BRANCH DIRECTOR
Coordinate HHSA recovery planning. Activate and set up the Local Assistance Center (LAC). Establish contact with the ARC, other community based organizations and county and city departments and agencies to staff the LAC and organize recovery efforts.
MENTAL HEALTH BRANCH DIRECTOR
Coordinate counseling and Critical Incident Stress Debriefings for HHSA personnel and disaster responders. May deploy Mental Health Group teams to shelters and mass care, mass prophylaxis, or treatment sites to provide mental health counseling. The Mental Health Branch Director determines strategies for managing existing county drug and alcohol and mental health caseload during disasters.

ANNEX H - ATTACHMENT B: DOC

BUSINESS CONTINUITY BRANCH DIRECTOR
Coordinate HHSA business during an emergency or disaster. Coordinate division activities and maintain essential services to HHSA customers.
PLANING/INTELLIGENCE SECTION CHIEF
Manage the evaluation, distribution, and use of incident information. Manages the IAP development meeting. Supervise the Situation, Resource, Demobilization, Documentation Groups, the Technical Specialists, and Epidemiology and Surveillance Team.
SITUATION UNIT LEADER
Collect status and situation reports from HHSA DOC personnel. Obtain status reports from the Op Area EOC. Maintain HHSA DOC status boards. Coordinate, set up and manage written or computer-based information flow. Distribute the Public Health Incident Action Plan (IAP) to Op Area EOC (or City EOC) and HHSA DOC personnel.
EPIDEMIOLOGY & SURVEILLANCE TEAM LEADER
Assist disease investigation teams by analyzing on-going and enhanced surveillance reporting data. Prepare contact investigation interview questionnaires, generate hypothesis, and identify/determine potential disease spread.
RESOURCES UNIT LEADER
Resources Unit maintains information on the status, location, and availability of personnel, teams, facilities, supplies and major equipment to ensure availability of use during the incident, and maintains a master list of all resources assigned to incident operations.
DOCUMENTATION UNIT LEADER
Maintain the Major Event Log. Collect and maintain documentation of all response actions taken, resources committed, and collect after action reports.
DEMOBILIZATION UNIT LEADER
Demobilization Unit prepares the demobilization plan and assists the incident sections/units in ensuring orderly, safe and cost effective removal of personnel and equipment from the incident.
TECHNICAL SPECIALISTS
Conduct research and gather information to assist in decision making. Use Internet resources for updated information from the CDPH and the CDC. Establish contact with CDPH and the CDC for updated information on disease outbreaks, treatment and control measures, and chemical and radiological health effect and decontamination instructions.

ANNEX H - ATTACHMENT B: DOC

LOGISTICS SECTION CHIEF
Provide support to HHSA DOC operations and coordinate resources for response. Participate in development of the Incident Action Plan. Supervise the Services Branch including the Communications, Food, Medical, and Facility/Campus Units and Support Branch including the Supply, Human Resources, and Ground Support Units.
SERVICES BRANCH DIRECTOR
Services Branch provides services related to medical, communication, food and sanitation needs to support response efforts. The Services Branch Director supervises the Communications, Food, Medical and Facility/Campus Units.
COMMUNICATIONS UNIT LEADER
Coordinate HHSA DOC communication systems for emergency operations and public information. Set up computer systems and Internet access for response and recovery operations. Maintain computer databases for emergency contacts, disease reporting, epidemiology, etc. Coordinate with Radio Amateur Civil Emergency Service (RACES) volunteers and assign as indicated to health care facilities and field operations.
FOOD UNIT LEADER
Food Unit determines feeding requirements, including plans for menus, facilities for food preparation and serving, potable water and maintenance of the food service areas.
MEDICAL UNIT LEADER
Medical Unit coordinates medical emergency plans and activities to ensure medical aid and transportation for injured or ill personnel are implemented, and maintains activities to ensure medical aid and transportation for injured or ill personnel are implemented. Maintains activity reports and records.
FACILITY/CAMPUS UNIT LEADER
Facility/Campus Unit continues campus response and recovery, coordinates damage assessment of on and off-campus HHSA buildings, and identifies alternate buildings/sites for HHSA programs and services.
SUPPORT BRANCH DIRECTOR
Support Branch is responsible for the development and implementation of logistics plans in support of the Incident Action Plan (IAP). The Support Branch Director supervises the operations of the Supply, Human Resources and Ground Support Units.

SUPPLY UNIT LEADER
Establish resource tracking for the event. Manage the allocation and use of equipment and materials for emergency response. Obtain additional equipment and supplies as indicated by resource requests. Prepare and process resource status information, displays, charts and lists reflecting the current status and location of personnel and equipment resources.
HUMAN RESOURCES UNIT LEADER
Obtain disaster status information on HHSA employees. Prepare instructions and announcements for HHSA employees. Provide assistance to HHSA employees. Assist HHSA DOC Section Chiefs and Group Leaders to fill staffing needs. Prepare HHSA DOC staffing rosters. Coordinate with the Op Area EOC to manage emergency credentialing and volunteers.
GROUND SUPPORT UNIT LEADER (TRANSPORTATION)
Ground Support Unit coordinates transportation of personnel, supplies, food, and equipment; arranges for and activates fueling, maintenance and repair of transportation resources; maintains activity records, and; coordinates development of traffic plans with the Planning Section.
FINANCE & ADMINISTRATION SECTION CHIEF
Provide advice and support to the HHSA DOC Director concerning financial issues and ensure adequate records to document response costs. The Finance & Administration Section Chief supervises the Time, Cost/Claims and Procurement Units.
TIME UNIT LEADER
Maintain records for all personnel time worked in response to incident. Provide instructions for documenting and recording disaster-related personnel costs in formats acceptable for state and federal reimbursement.
COST/CLAIMS UNIT LEADER
Collect all cost data, perform cost effective analyses, cost estimates, and cost saving recommendations for incident response. This position also manages all claims for compensation and advises the HHSA DOC Director in areas of claims for bodily injury and property damage compensation that have been presented to Health Services.
PROCUREMENT UNIT LEADER
Assess resource requirements and coordinate emergency purchase orders. Prepare and distribute instructions for emergency purchasing and contracting. Document emergency purchases in a format consistent with requirements for state and federal reimbursement.