



Missouri Incident Management System (MIMS)

Concept of Operations & Standard Operating Guidelines



July 2018

Executive Summary

The Missouri Incident Management System (MIMS) is a culmination of State and local resources coming together to serve Missourians in their time of need to minimize human suffering. The MIMS is a comprehensive resource which plays an essential role in support and management of response to and recovery from local/state/national emergencies, natural disasters and public events. The MIMS is comprised of one (1) Type III State Incident Management Team and three (3) Type III Regional Incident Support Teams. Together these teams operate under this common operating guideline, supporting a common incident management process creating synergy to serve Missouri citizens. This concept epitomizes Missourians serving Missourians with the highest level of incident management capabilities and nationwide best practice.

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I) PURPOSE

This document delineates the plan, policies, regulations, processes, procedures and information pertaining to the State of Missouri Incident Management System (MIMS).

II) SCOPE

This document is applicable to all emergencies in the State of Missouri, which are managed under the auspices of the Missouri Emergency Management Agency (SEMA) and direction from the Missouri Department of Public Safety. The development, organization, activation and utilization of the MIMS meets the requirements of the *Homeland Security Presidential Directive #5*, and implementation of the *National Incident Management System*. By definition the MIMS is inclusive of the State Incident Management Team and the Regional Incident Support Teams.

III) GOALS AND OBJECTIVES:

The goals and objectives of the MIMS is to:

- A. Provide an “All-Hazard” Type III Incident Management Team (IMT) as a resource to agencies in Missouri for critical incidents and events.
- B. Provide “All-Hazard” Type III Regional Incident Support Teams (IST) as a resource to agencies in Missouri for critical incidents and events.
- C. Provide for incident safety, incident planning, operational coordination, support and fiscal accountability in an expedient manner for all-hazard incidents and planned events.
- D. Provide a mission ready management resource for incidents or planned events.
- E. MIMS will be a resource for Emergency Management Assistance Compact requests.

IV) CODE OF CONDUCT (refer to attachment 3)

Personnel mobilized to an incident shall promote and maintain a harmonious and productive work place environment. Core to the MIMS values is the belief that all members and employees deserve to be treated with the utmost respect and dignity. All MIMS members shall strive to ensure these basic ideals are promoted and maintained.

V) POLICIES

**A complete list of policies can be found in Annex A to this plan.*

VI) ADMISSION AND RETENTION

The MIMS encourages individuals from a broad cross section of disciplines and jurisdictions including but not limited to law enforcement, fire, EMS, public works, emergency management, public health and medical, finance and general administration to apply to the team.

All members must complete all of the required prerequisite training outlined in the MIMS member application prior to submitting an application. The applicant must provide a letter of recommendation and a MOA from their supervisor who has the authority to allow them to be away from their daily assignment for extended periods of time.

A. Admission Requirements for State Incident Management Team

1. Applicants must complete a background check if not currently employed by SEMA.
2. Applicants must score 80% or higher on a written test based on National Incident Management System (NIMS) practices.
3. Applicants must successfully pass an Assessment Center/Peer Review.
4. Provide copies of certificates for National Incident Management System 100, 200, 300, 400, 700, & 800.
5. In addition to the above, applicants will be required to follow the State hiring process for the State Incident Management Team (State IMT).

**A reserve pool, made up of existing regional IST members, may be established for the State IMT as a strategic reserve.*

B. Admission Requirements for Regional Incident Support Team

1. Provide copies of certificates for National Incident Management System 100, 200, 300, 400, 700 & 800.
2. Background Check provided by the team member. (**The Missouri State Highway Patrol Criminal Record Check: Personal Identifier Search/Name Based Search*)
3. Memorandum of Agreement with employer/agency.
4. File the team application and certificates to Regional Incident Support Team (Regional IST) Team Leader or designee.

C. Retention Requirements for the State IMT

1. Meet the requirements of position specific certification. (*refer to appendix E*)
2. Members are required to be task book qualified in two assigned positions.
3. Team members will receive an annual assessment for continued membership.

D. Retention Requirements for the Regional IST

1. Members are encouraged to be task book qualified in two assigned positions.
2. Team members will receive an annual assessment for continued membership.

E. MIMS Application Process

1. If the applicant meets the application requirements, submit the application to the appropriate Team Leader.
2. If applying to be a part of the State IMT, the applicant will also need to go through the State application process.

F. Expectations of MIMS members

1. Members must be reasonably available for major incidents away from his/her home unit.
2. No MIMS member will self-deploy to any incident.
3. Team members should understand the potential to be deployed for up to 16 days.
4. Members are expected to fulfill training requirements.
5. It is the expectation that the team member has a signed MOA (including workers compensation and liability coverage) by the sponsoring agency and is maintained on an annual basis.
6. The team member will operate within the scope of the MIMS guidelines, goals, and policies.
7. MIMS personnel may be dismissed from a team for cause.

G. Application

All State IMT applications shall be completed in full and submitted, to the SEMA Response Division Manager (or designee) along with a resume and a one to two page cover letter outlining the applicant's relevant qualifications. It should be noted that the application process will require a background check.

1. All MIMS team members are subject to criminal background checks at the time of acceptance to the team as well as annually (if not affiliated with a public safety agency) throughout their tenure as a team member. The Missouri State Highway Patrol Criminal Record Check: Personal Identifier Search/Name Based Search will be used for criminal background checks.
2. Once the application process is successfully completed the team member will receive an acceptance letter and will be assigned a Team Leader to assist in their orientation and onboarding.
3. The MIMS Application Form may be obtained by request from the SEMA Response Division Manager (or designee).
4. If applying for the Regional IST, applicants will turn in their application to the appropriate Team Leader.
5. The MIMS Emergency Contact Form is part of the MIMS Application Packet. The form shall reviewed annually and kept on file with the members Regional IST Team Leader or State IMT human resources manager. It is highly recommended a copy be kept in a sealed envelope and carried as part of your "go-kit".

H. State Training and Exercise Requirements

In addition to the admission requirements, all MIMS personnel must meet the following training and exercise requirements on an annual basis:

1. Completion of ongoing position-specific professional development training that is approved by the Team Leader.

2. Participation in three training opportunities, which may include team meetings, seminars, workshops, tabletops, drills, and functional exercises. Real-world events can count toward this requirement.
3. Proof of all such training and exercise completion shall be screened for compliance by the Team Leader. For real-world events or non-MIMS sponsored exercises, ICS 214s and/or ICS 225 and an explanation of the team member's involvement should be submitted as proof of participation.
4. The failure of a team member to complete the annual training and exercise requirements may result in removal from MIMS at the sole discretion of the appropriate Team Leader.

VII) RESPONSE

A. Planning Assumptions

1. The MIMS operates using the National Incident Management System (NIMS) as outlined in Homeland Security Presidential Directive #5 and as adopted by the State of Missouri.
2. All disaster response begins and ends at the local level.
3. Priority will be given to saving lives and protecting property, in that order.
4. The State may initiate provision of assistance if there are indications that the local resources may become overwhelmed.
5. State IMT Incident assignments should generally not exceed 7 days (with the exception of EMAC deployments) and require prior approval from agency of reference.
6. Regional IST Incident assignments should generally not exceed 3 days and requires prior approval from agency of reference.
7. The MIMS is one organization, made up of one State IMT and Regional ISTs.
8. Personnel and equipment dispatched herein are under the purview of SEMA until the end of deployment.
9. MIMS members will not self-deploy.
10. Incidents and special events may overwhelm the ability of the Authority Having Jurisdiction (AHJ) to adequately provide incident management due to the size, scope and/or complexity.

B. Concept of Operations

1. Deployment may be in support of the following types of events:
 - a. SEMA SEOC Activations
 - b. Multi Agency Coordination Centers
 - c. Local incidents
 - d. EMAC Deployments
2. MIMS Requests
 - a. All requests for MIMS assets to SEMA from individuals other than the local incident commander or local emergency management director will be vetted by

- SEMA.
- b. SEMA will make attempts to de-conflict resource requests for MIMS assets at the local level, but will make judgements towards life-saving measures.
 - c. If a request is received at SEMA for a MIMS teams and one already exists in the region of which the incident originates, the Team Leader will be notified by SEMA.
 - d. A MIMS resource may be requested by contacting the State Watch Center at (573) 526-9100.
3. MIMS notification for deployments and situational awareness will be made through the Missouri Alert Network system using the following levels:

Advisory	Conditions are identified that are favorable for incident occurrence. MIMS team leadership is encouraged to establish member availability.
Alert (Standby)	Incident complexity is reaching the level that will require activation of the team. Team Leaders and members are advised. Should prepare for deployment.
Activation	Request for the team has been finalized and the team is committed to being deployed.
Demobilization	Demobilization shall utilize NIMS standards.

- a. IMT deployments will be based on the teams' on-call status.
- b. IST deployments will be based on the teams' geographic proximity to the incident.
- c. MIMS team leadership need to respond to an alert within five minutes.
- d. Based on situational awareness of potential for incident, teams are encouraged to establish member availability.
- e. If a team is affected by the disaster, it may be unavailable. SEMA will back-fill with the appropriate team as needed.
- f. Each team must be self-sufficient for a minimum of 72 hours.
- g. When activated, team members will be given reporting instructions.
- h. IMT activation will be implemented by SEMA Operations.
- i. IST team leader will make a notification to SEMA Operations upon activation.
- j. Requests for MIMS resources will be made through a resource request and vetted through the SEMA Operations.
- k. The deployment of Missouri resources for out of state or EMAC requests are at the discretion and approval of the SEMA Director.

C. Response

1. The team-wide goal and State of Missouri expectation is to have three qualified individuals for each position. Each member will be assigned to the Red, White or

- Blue team. Assigned team members will be assigned to a monthly rotation based on team color for the entire state and EMAC deployments.
2. It is the responsibility of the Team Leader or Incident Commander to assign personnel as necessary according to need, availability and qualifications.
 3. Upon notification and acceptance of a mission, a rapid response element will deploy as quickly as possible. The remainder of the MIMS team will deploy within 4 hours.
 4. For local incidents where MIMS resources have been requested, a Delegation of Authority or Letter of Expectation will be provided by the Authority Having Jurisdiction to the MIMS Team Leader or designee to formalize expectations and objectives prior to transition.
 5. All IMT activations will be approved by the Operations Section of the SEMA.
 6. All IST activation will be reported to the Operations Section at SEMA.
 7. IMT members spending state funds will utilize state procurement policy.

D. Demobilization

1. Demobilization planning begins at the onset of the deployment of MIMS resources.
2. The Incident Commander, with input from the Team, will negotiate an appropriate transition period and official time for the Team to demobilize and return the incident back to the local jurisdiction and/or appropriate management configuration.
3. Ensure all 214s, 225s and timesheets are completed and collected.
4. The Team Leader or designee should ensure all proper documentation has been gathered and retained.
5. The Team Leader or designee will prepare the transition plan for the Authority Having Jurisdiction which will be signed by the Team Leader and Section Chiefs.
6. The Agency Administrator will be provided a copy of all Incident Action Plans and other appropriate records.
7. The MIMS resources are not completely demobilized until all MIMS personnel and equipment have returned to their home jurisdiction and reported back to the Team Leader or designee.
8. No personnel shall be released until proper downtime/rest is ensured prior to leaving the incident.
9. A team hot wash should be conducted on scene prior to leaving the incident.
10. An after action process and document should be completed utilizing the HSEEP guidelines after every MIMS deployment within 90 days. MIMS Team Leaders shall submit their AARs to the SEMA Planning Section.
11. SEMA will maintain MIMS record in accordance with the Secretary of State retention schedules.
12. The Final Incident Package should conform to the following standards:
 - a. Stored in standard, labeled file box and map tubes.
 - b. Checked to make sure all forms are legible.
 - c. Indexed.
 - d. Neat and well organized.
 - e. Duplicate copies eliminated if one will serve the need for documentation.
 - f. Placed in standard office storage file boxes and map tubes.

E. Roles and Responsibilities

1. State

- a. SEMA will provide access to the Missouri Alert Network to the IST Team Leaders for alert, notification and response to incidents.
- b. SEMA will house all AAR documentation for the MIMS responses.
- c. SEMA, in conjunction with the Advisory Committee, will facilitate a logistics planning process to support MIMS deployments with standardized equipment packages.
- d. Promulgating standards.
- e. Maintain advisory group and meet biannually.
- f. Maintain MIMS credentialing system.
- g. SEMA will provide an annual training and exercise planning workshop (TEPW) for MIMS each year.
- h. SEMA will provide a minimum of three trainings/exercises between the IMT and ISTs which will be incorporated in to the State Multi-Year Training and Exercise Plan (MYTEP).

2. Team Leaders

- a. Team Leaders will ensure all MIMS members meet minimum requirements for training, exercise, annual assessment and initial membership.
- b. Team Leaders will keep the records in the Missouri Alert Network System current.
- c. Team Leaders will forward all AAR documentation to SEMA.
- d. Team Leaders will attend the Advisory Group meetings.
- e. Team Leaders will be actively involved in the annual Multi-Year Training and Exercise Plan (MYTEP) process, so the needed trainings are requested.
- f. Team Leaders will promote MIMS, recruit new members from all disciplines and refer qualified members for membership on the State IMT.
- g. Team Leaders or their designee will properly record attendance at team meetings, exercises, trainings and deployments to assist with the members meeting their three activities each year requirement.
- h. Team Leaders or their designee will keep the necessary records for the MIMS for their respective team.
- i. Team Leaders will review ICS-225 evaluation forms post-deployment.

3. Members
 - a. Members will operate in accordance with this plan, policies, SOGs and Team Leaders.
 - b. Members will complete all application requirements.
 - c. Members will keep their contact information current with the Team leader or their designee for inclusion in the Missouri Alert Network System.
 - d. Members will need to supply the required background checks, at the required time intervals.
 - e. Members will report any change in employment and provide necessary documentation including an updated MOA with new employer.
 - f. A member will report any criminal arrests and convictions to their Team Leader.
 - g. Members will attend the necessary trainings, meetings, exercises and deployments to fulfill the required three contacts annually.
 - h. Members are required to keep their own records of their three-annual contacts and provide them when requested.
 - i. Members will provide copies of their training certificates, for inclusion in their file, upon completion of the training.
 - j. Members will remain prepared for deployments and be ready to deploy on short notice.
 - k. Members will adhere to the MIMS Code of Conduct.
 - l. Members will properly document their time, while on deployments, with the use of the ICS-214 form.

VII) APPENDICES

- A. Terms and Definitions
- B. Policies
- C. Standard Operating Guidelines
- D. Action Task Checklists
- E. MIMS Type III All-Hazards Incident Qualification Guide

Attachment 1: Social Media and Information Release Policy

- A. Unauthorized posting on social media sites can compromise both the integrity and the safety of the mission. When deployed to an incident through the MIMS, responders will not post or release any information or images related to the incident unless directed to do so by the Incident Commander. This applies to both personal and official accounts, during and after deployment, and relates to all social media including - but not limited to - Twitter, Facebook, Instagram, Pinterest, Snap Chat, blogs, etc.
- B. Additionally, no information about operations should be released to non-authorized individuals by any means under any circumstances.
- C. Individuals are not to take pictures of victims, alive or deceased at any time, unless specifically instructed to do so by Incident Commander for documentation/evidence purposes. Remember that in an incident that could be deemed a crime scene, any photos and the devices used to take the photos are subject to confiscation as evidence.
- D. Devices used to take photos are subject to Sunshine Law requests or other legal discovery.
- E. Violations of this policy may result in dismissal from the incident.

**The following (E.-J.) applies when deployed by SEMA.*

- F. No photos, audio, video or other documenting medium taken while deployed shall be shared on personal social media accounts across all platforms.
- G. While deployed, no messaging, blogs or other language communicating any activity involving the deployment shall be posted or released.
- H. MIMS members that are not designated as PIO's by SEMA are prohibited from representing themselves as a spokesperson, or a representative of the MIMS. If approached by media in any fashion, that point of contact shall be immediately directed to contact:

SEMA PIO
Sara Dayley
Sara.dayley@dps.mo.gov
573-395-6832

- I. In the event that any photo, video, messaging or other social media posts are mis-representing information or SEMA, do not share on social media. Email SEMA PIO with concerns.
- J. Be advised, any personal social media messaging shall not in any manner harm the reputation of SEMA or be inconsistent with the values and mission SEMA seeks to project.

Attachment 2: MIMS State Advisory Committee

I) MIMS State Advisory Committee

The MIMS Advisory Committee consists of representatives of various disciplines and organizations who are stakeholders in the MIMS. The Advisory Committee voting members consist of the following positions:

- MOEMA Representative
- SEMA Director
- IST Team Leaders or designee
- SEMA Operations Chief

Ex Officio members who are required to attend these meeting are:

- Red, White and Blue IMT Team Leaders

Subject Matter Experts (SME) may be asked to attend the State Advisory Committee meeting but will not have a vote.

II) MIMS State Advisory Committee Goals

The State Advisory Committee will be an active, decisive body that will represent the stakeholder disciplines and/or agencies, which are the primary participants in and/or users of MIMS. The Committee will provide oversight to the operations of MIMS in accordance with the MIMS Manual and State of Missouri rules, regulations and policy.

III) MIMS State Advisory Committee Objectives

- Standardize operations between the MIMS teams.
- Function as a Qualification Review Committee ensuring that qualified individuals comprise MIMS membership.
- Assure interoperability and appropriate resource management.
- Create sub-committees as applicable.
- Ensure the MIMS received an annual training and exercise planning workshop and subsequent copy of the multi-year training and exercise plan.
- Ensure MIMS Team documents are consistent with program manuals and guides.
- Responsible for supporting any state credentialing process which follows national guidelines.
- Provide a foundation for future growth and development of MIMS through standardization of policies, procedures and operations.

IV) MIMS State Advisory Committee Operating Procedures

- The Committee will have equal authority vested to each member.
- The Committee members will meet and participate at Committee meetings biannually.
- A quorum shall be considered 50% plus one voting member in good standing of the currently filled positions on the Committee.
- Members may attend by conference call and be considered present.
- Notification for meetings shall be scheduled 30 days in advance with the exception of meetings which are agreed to by quorum.

V) MIMS State Advisory Committee Responsibilities

- Oversight of the MIMS program following nationwide best practice.
- Oversight of MIMS training including minimum training qualifications.
- Oversight of the MIMS credentialing program.
- The Committee will annually review the MIMS Plan, SOGs and policies in order to make necessary revisions.
- The Committee will set the standards for minimum qualifications of individuals who comprise and apply for MIMS membership.
- The Committee will set minimum qualifications for ISTs who wish to join MIMS.
- The Committee will vote to accept or reject ISTs that apply to MIMS.
- The Committee may facilitate meetings to resolve conflict as necessary.

Attachment 3: MIMS Code of Conduct

Personnel mobilized to an incident shall promote and maintain a harmonious and productive work place environment. Core to the MIMS values is the belief that all members and employees deserve to be treated with the utmost respect and dignity. All MIMS members shall strive to ensure these basic ideals are promoted and maintained.

MIMS members understand that they have the responsibility to conduct themselves in a manner that reflects proper ethical behavior and integrity. In so doing, MIMS members will help foster a continuous positive public perception of MIMS. MIMS members will adhere to the following:

- Always conduct myself, in a manner that reflects positively on me, my department/agency and MIMS in general.
- Accept responsibility for my actions and for the consequences of my actions.
- Support the concept of fairness and the value of diverse thoughts and opinions.
- Avoid situations that would adversely affect the credibility or public perception of MIMS or my department/agency.
- Be truthful and honest at all times and report instances of cheating or other dishonest acts that compromise the integrity of MIMS or my department/agency.
- Conduct my personal affairs in a manner that does not improperly influence the performance of my duties, or bring discredit to MIMS.
- Be respectful and conscious of each member's safety and welfare.
- Recognize that I serve in a position of public trust that requires stewardship in the honest and efficient use of publicly owned resources, including uniforms, facilities, vehicles and equipment and that these are protected from misuse and theft.
- Exercise professionalism, competence, respect and loyalty in the performance of my duties and use information, confidential or otherwise, gained by virtue of my position, only to benefit those I am entrusted to serve.
- Avoid activities that conflict with or are enhanced by my official position or have the potential to create the perception of impropriety.
- Never propose or accept personal rewards, special privileges, benefits, advancement, honors or gifts that may create a conflict of interest, or the appearance thereof.
- Never engage in activities involving alcohol or other substance use or abuse that can impair my mental state or the performance of my duties and compromise safety.

- Never discriminate on the basis of race, religion, color, creed, age, marital status, national origin, ancestry, gender, sexual preference, medical condition or handicap.
- Never harass, intimidate or threaten fellow members of the service or the public and stop or report the actions of other MIMS members who engage in such behaviors.
- When deployed to an incident through MIMS, responders will not post or release any information or images related to the incident unless directed to do so by the Incident Commander. I also understand that failure to resolve or report inappropriate use of this media equates to condoning this behavior.