

MI-MORT Meeting Minutes

September 26, 2019

10:00 a.m. – 2:00 p.m.

Attendance: Brook Babcock, Kesha Dixon, Rick Drummer, Jerry Ellsworth, Dr. Todd Fenton, Dr. David Foran, Jeremy Hagerman, Patti Lyons, Tracee McIntosh, Dr. Brian Murphy, Dr. Maureen Schaefer, Tim Schramm, Roger Simpson, Katrina Steinsultz, Jennifer Lixey Terrill, Ryan Wilkinson, Larry Zimmerman

Introductions: Jeremy Hagerman, from the Victim Resource Task Force (VRTC) was present and conducted a presentation today on his deployment to the Family Assistance Center (FAC), following the recent mass fatality incident in Dayton, OH.

Budget Update

- Tim Schramm updated: all funding from the approximate \$55,000 equipment allocation was spent. All funds need to be spent by September 30, 2019.
- Tim updated that when the Purchase Orders were originally created, some items were on sale, some were listed without discounts, or some did not include shipping costs. Tim, therefore, was reluctant to approve any other purchases until a financial report was received from Theresa Grabinski, MFDA.
- Twenty-five (25) 27-gallon heavy duty tubs for approximately \$300 will be ordered for the DART trailers to replace tubs with broken tops. Tim approved this purchase during the meeting.
- Tracee McIntosh provided Tim with two supply lists for the fingerprint section. Tim wanted to verify the items on the lists Tracee provided were ordered.
 - During the meeting, Tim provided Tracee with an updated list saying the items marked with a red checkmark had been either received or ordered, but the other items on the lists were not ordered.
 - After getting a budget summary spreadsheet from Theresa, Tim approved Tracee's request to order the additional items for the fingerprint section.
- The 2019-2020 MI-MORT budget period begins on October 1, 2019. Tim updated he was told the budget for this year is \$11,000, an increase of \$1,000 over last year.
 - Tim will verify the new budget amount with Theresa.
 - Expenses for VIC/MIC training, the MAME conference in November will come out of the 2019-2020 budget.
- Dr. Murphy questioned whether the grant for the Dexis X-ray machine had been approved.
 - According to Jennifer Lixey Terrill the grant for \$22,000.00 was submitted prior to the August 2019 deadline and she hopes to hear about the grant by December.
- Brook Babcock provided an update on IT equipment purchases for \$3,999.97.
 - Brook purchased: 2 new laptops for the Command and DART sections, Microsoft 10 upgrades for 3 or 4 computers, a Microsoft server update, Microsoft Pro licenses, three-year anti-viral software licenses, one multi-use copier/scanner/fax, one back-lit scanner for the x-ray machine, 3 new power conditioners, and DPMU lights: four area spot lights, rope lights, extra pack heavy duty protectors, and 10 LED bulbs.

- Brook is reviewing cellular hot spots, which could cost \$240 annually if paid in advance.
 - Another option is purchasing a SIM cell, which would be billed by usage only.
- Brook will purchase the FileMaker Upgrade if funding is available.
- Brook asked Tim if 10 reams at \$10/each for T-cards for inventory could be purchased.
 - Tim approved the purchased during the meeting.
- Tim hopes to have the exact funding balance today before he makes any other approvals.

Victim Resource Task Force (VRTC) Deployment to Dayton, OH Presentation by Jeremy Hagerman

- Jennifer Lixey Terrill updated that the protocols are written, and trainings have been conducted across the state by the Victim Resource Task Force (VRTC).
- MI has trained over 300 Victim Resource Task Force members.
- All 82 counties in MI have advocate team members, which includes members from the Prosecuting Attorney's Office, Domestic Violence Centers, and the Michigan Sheriff's Association. Advocates are trauma informed and have extensive professional backgrounds, which is an advantage. Some advocates have been in their present roles between 10-30 years.
- Jeremy Hagerman, VRTC Mass Casualty Resource Coordinator, provided a presentation during the meeting on his participation in Dayton, OH following the Mass Fatality shooting incident in Dayton, OH.
- Jeremy said that Dayton, OH is similar to any small town in America; very much like Old Town in Lansing.
- The shooter was shot and killed by police within 32 seconds. The shooter shot 41 bullets and killed 9 people. There were also trample injuries.
- The Ohio Crisis Response Team (CRT), consisting of 200 victim advocates, contacted Jeremy and asked him to assist with the FAC.
 - Jeremy had previously been approved to attend the El Paso mass fatality incident if requested, which had occurred a few hours earlier, but instead deployed to the Dayton, OH incident.
- All local hotels in Dayton were booked within a 10-mile radius, so Jeremy found housing in a town outside Dayton.
- Death notices were delivered to family members early in the process by the local law enforcement or MEs.
- Some witnesses and victim family members were bussed to the convention center.
- The FAC was located at the back of the convention center, near a media room. The Emergency Operations Center (EOC) was located on the second floor of the convention center.
- Victim support vs. victim advocacy is a different process. Victim assistance paperwork, which includes filling out police reports, can take hours to complete.
- Jeremy said several lessons learned, including setting up the FAC and Family Reunification Center (FRC) in two separate rooms.
 - The Ohio Crisis Response Team initially set up the Welcome Area, but this process was confusing because of miscommunication on where to direct family members.
 - The Red Cross staff also assisted in the Welcome Center, but clarity on what agency was in charge or having one liaison to direct family members to one table or separate room would have been beneficial.

- There was a working list with names of victims who were either hospitalized or deceased. Family members of deceased victims were notified by the local law enforcement or the ME within one to two hours of the incident. Some family members remained at the center to mourn.
- The FBI could send between 2-10 staff members to an incident. MI can send between 10-50 staff members depending on the incident.
- On Day 2 closing the FAC was considered, since the volume of participants had declined. Keeping the FAC open was beneficial since there was an influx of people being released from the hospital who needed assistance with resources. At the end of Day 2 everyone, including the dogs, were tired.
- On Day 2 the FAC set-up needed to be reconfigured since the next day a Teacher's Convention with 1,200 participants was scheduled at the same facility.
- On Day 3 the Teacher's Convention began which created an influx of visitors to the convention center and required additional security at the FAC. The FAC added curtains to provide privacy for victims or victim family members.
- Restrooms had to be blocked off, which required security. Teachers understood process, but some were frustrated and had to be guided to second floor restrooms. Having better signage might have helped with the process.
- State vs State Liaison - Jeremy recommended the state Employee Engagement team send a small group to work with lead agencies since FAC staff should work together. Frequent updates should be provided to team members.
- The ability to bring in computers for printing and to create badges is important for checking in and out staff. Microsoft offers software for badging.
- A big effect on the community was the media presence, which included CNN and NBC. There were lots of cameras, and lots of coverage which was updated about every 30 seconds. Local reporters switched to on-going broadcasts. It was very intrusive to those grieving.
- There was a large presence through social media in addition to local and national coverage. Family members should be able to grieve with dignity without images being posted all over social media.
- Members of the community, including business owners should be contacted. Allow time to grieve with dignity. Business put out signage that "their grief was not a commodity" in reference to the media.

Victim Resource Task Force (VRTF) Question and Answer Period

- Brook asked Jeremy who was badged during the event.
 - Was there badging for both staff and victims and victim's families?
 - Jeremy said although badging victim families would be important, they were not badged.
 - He said the American Red Cross ran the badging system.
 - It was most important to badge staff who were working or coming into exchange roles.
- There were two incidents where media arrived to cover stories and asked for contact information.
 - The FAC provided the phone number only to the Victim Identify Center.

- One reporter was asked to turn his camera around while talking to Jeremy.
- The reporter told Jeremy he was not recording and refused to turn his camera around, so he was asked to leave.
- Jerry Ellsworth questioned what kind of security was provided. Was it public or private security?
 - Since the FAC was separated from the American Red Cross Welcome Center, there was no clear security liaison or security provided by the convention center. The only security provided was by Dayton Sheriff's department.
- Tim Schramm updated that during an incident, MI-MORT will need both inside and outside security.
 - During the 2018 full-scale exercise, MSP security provided, and badging was completed for all, as required.
 - Tim said MI-MORT has been working for an entire year on developing FAC guidelines, which was also exercised during the 2019 full-scale exercise.
- Jeremy suggested any media presence be directed to a secure area and their cameras be turned around when entering the FAC for privacy reasons.
- Jennifer provided an update on the differences between the MI team and the OH team.
 - MI is hosting workgroup meetings with the Jeremy, BETP, EM and the Michigan State Police.
 - Focus on transition from reunification to FAC
 - So far only two meetings have been hosted.
 - The hope is to remove silos between partners.
- Rick Drummer suggested signage in the Welcome Center should be changed removing the term "victim" while assigning a welcome person who identifies areas where victims, family members or media should be directed (media should be kept separated from FAC).
 - Adding signage that reads "No Photos Allowed" may also be necessary.
- Larry Zimmerman questioned the difference between the FAC and FRC.
 - FRC is early in the processes and is focused on initial reunification efforts, while the FAC helps over a longer period of time, and may share information with families, perform death notifications, provide, etc.
- Tim appreciated Jeremy's presentation and said MI has a long way to go to created protocols for the FAC and identify ways to provide financial and spiritual assistance to the families of victims.
- The locals in partnership with agencies will determine FAC, etc.
 - The resource would be regional and county contacts will assist in identify members of the Victim Resource Task Force.

MIC/VIC Training Update and Final Planning Update

- The VIC/MIC training event will be facilitated by Ryan Wilkinson and Rick Drummer on October 16, 2019, from 10:00 a.m. - 3:00 p.m. at the Leona Conference Center (Region 1 Office) in Okemos. Registration begins at 9:30 a.m., with the training beginning at 10:00 a.m.
- Keisha Dixon will run badging system.
- During the last MI-MORT Command Staff meeting on August 22, 2019, Rick Drummer reviewed MI-MORT processes through a PowerPoint presentation. After discussion, Rick updated the PowerPoint presentation, which is attached at the end of the minutes.

- During today's meeting, Ryan Wilkinson presented the updated training tools that he and Rick plan to use at the training event, rather than conducting VIP data entry trainings which has been done in the past.
- Ryan provided a presentation on the October 16, 2019, training.
- The morning session will consist of an overview of three modules: activation, operations, and deactivation.
 - The three modules will be created using the Stand Operation Procedures (SOP) manual.
 - The afternoon session will include a tabletop.
- So far, thirty-four have registered for the training.
 - One person will need a dairy free meal.
 - Patti will order lunches for 40, bring coffee, coffee supplies, pop and water.
 - Tim will order refreshments from Dunkin Donuts for the morning session.
- Ryan will send out pre-requisite training materials prior to the training.
- A question on how the invitations were sent was asked.
 - According to Ryan, invitations were sent out to the entire MI-MORT team through the MI Volunteer Registry, and not just the VIC/MIC team.
- The exercise scenario will be of a plane crash. Materials will need to be reviewed prior to attending the training.
- A demobilization discussion followed.
- Ryan used some information for the training from the FAC materials following the Las Vegas mass fatality shooting.
- Following the training a Hot Wash with feedback forms will be distributed to allow participants to discuss areas that need improvement.
- Jeremy discussed his experience and feelings following the Dayton, OH incident.
 - He said he attended the incident to provide resources.
 - He discussed how the incident was very emotional.
- Discussion continued on the VIC vs. the MIC.
 - The VIC is where the morgue is located; the MIC is where the FAC is located, which should be farther away from the incident and the morgue.
- Rick provided an update on the Morgue Information Center (MIC) process.
- Jennifer said the State Emergency Managers have monthly meetings and she asked Rick Drummer to conduct an overview on his "Understanding the MI-MORT Puzzle" presentation at a future meeting.
- MIC/VIC members may want to attend a demobilization training. Jeremy provided an update on the demobilization process following the Dayton, OH incident.

Follow-up on Radiology Technician Recruitment by Katrina Steinsultz

- Katrina Steinsultz provided an update on the recruitment of X-ray technicians during the Michigan Society of Radiologic Technologists conference, in Bay City, on 9/19/19, which she, Jessica Gould and Victoria Arnold attended.
- The team participated in a two-part recruitment presentation.

- During the conference there was a one-hour presentation by Carolyn Isaac, who responded to the Uber Shooting in Kalamazoo and a two-hour presentation on the MI-MORT activation and registration process by Katrina Steinsultz, Jessica Gould and Victoria Arnold.
- Jessica and Victoria also distributed MI-MORT registration packets to interested participants.
- One vendor demonstrated the X-ray digital plate machine.
- The recruitment team was able to recruit 12 new members.
 - One member said mandating the four ICS classes was a barrier to them joining in the past.
- Katrina received 20 additional participant names who were students that will graduate in December 2019 or May of 2020.
 - The challenge will be most work in hospitals and might not be able to respond to incidents.
- Katrina was very happy with recruitment results and is willing to do additional presentations to get more recruits if requested.

Social Media Update by Dr. Maureen Shaefer

- Dr. Maureen Shaefer provided an update that MI-MORT has a Linkin account, but not much information has been posted so far.
- All MI-MORT links she posted on Facebook will soon be posted to LinkIn.
- Maureen will continue to post updates through Facebook and will do highlights on activities once a month.
- Maureen wrote a DPMU brief, which generated conversations and resulted in others reposting materials to their own sites.
- When Maureen posts information on the MIC/VIC training, she may get participants requesting to join the team.
- She asked how to accept new participants?
 - During the meeting it was decided she will send emails to team chiefs.
- Brook Babcock and Maureen will remain after today's meeting to discuss the MI-MORT Facebook account settings.

DPMU Chief Bill Funk Update

- Bill Funk is resigning his position from the MI-MORT Command Staff and as DPMU chief.
- Bob Gilbert and Bill will identify new deputy chiefs, since Bob Gilbert also may need a replacement.

Possible State Government Shutdown

- Jennifer Lixey Terrill provided an update there may be a state government shutdown beginning October 1, 2019.
- If there is a government shutdown, please call the Duty Officer at (517) 819-0391 if immediate assistance is needed.
- Discussion continued on what a government shutdown would mean for the Emergency Preparedness Programs.

MICIMS Training Update

- Jennifer Lixey Terrill updated she and Larry Zimmerman will conduct a MICIMS system platform training for the MI-MORT team in December or January.
- More details to follow.

Upcoming MI-MORT Command Staff Meetings

- There may or may not be a November meeting, due to the Thanksgiving holidays.
- The December meeting has already been canceled.
- Tim Schramm asked the Mi-MORT Command Staff to begin thinking about exercises and trainings that may be necessary in 2020.
 - Brook Babcock suggested a partial repacking event.

Action Item	Owner(s)	Deadline	Status
Budget Update	Tim Schramm/Theresa Grabinski	As soon as possible	Provide Command Staff financial updates
Victim Resource Task Force (VRTC) Deployment to Dayton, OH Presentation by Jeremy Hagerman	Jeremy Hagerman/Jennifer Lixey Terrill	As soon as possible	Provide updates on Victim Resource Task Force (VRTC) activities
MIC/VIC Training Update and Final Planning Update	Rick Drummer/Ryan Wilkinson	October 16, 2019	Provide MIC/VIC Training and Tabletop
Follow-up on Radiology Technician Recruitment by Katrina Steinsultz	Katrina Steinsultz	As soon as possible	Provide Radiology Technician recruitment when requested
Social Media Update by Dr. Maureen Shaefer	Dr. Maureen Shaefer	As soon as possible	Provide updates to social media sites
DPMU Chief Bill Funk Update	Command Staff	As soon as possible	Update DPMU Chiefs
Possible State Government Shutdown	Command Staff	When appropriate	Contact Duty Officer in the
MICIMS Training Update	Jennifer Lixey Terrill and Larry Zimmerman	As soon as possible	Provide MICIMS training to Command Staff
Upcoming MI-MORT Command Staff Meetings	Tim Schramm	As soon as possible	Command Staff to update list of meetings and trainings