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2015 BUDGET SUBCOMMITTEE QUESTIONS

Department of Homeland Security and Emergency Management

PROGRAM PERFORMANCE

Do you have defined outcomes or measurements for your program(s)?

The Department has 22 Performance Measures that we monitor and track. These performance measures look at both state and local emergency management and homeland security capabilities. The results are published annually in the Department's Annual Report.

What are they and are these measures listed somewhere so the public can see them?

The measures look at the traditional emergency management efforts of planning, training and exercising as well as response, recovery, hazard mitigation and homeland security functions ongoing in the state. This report can be found on the Department's website, www.homelandsecurity.iowa.gov as well the Results Iowa website, http://www.resultsiowa.org/department_performance.html. Additionally certain data elements are published to the Iowa Data site at <https://data.iowa.gov/en/>.

What data is available to show Iowans that your program(s) are an effective investment of taxpayer dollars? Where can Iowans find this data?

Please refer to the answer immediately above.

Can you provide the committee with performance data for your programs over the last 5 or 10 years?

We can provide performance reports back to 2007.

PROGRAM EFFICIENCY

Have you examined what other states are doing to improve performance and reduce costs?

We routinely share information with other states via the National Emergency Management Association (NEMA). This relationship with NEMA allows our staff to connect with other states on a variety of topics that include grants management, public information and awareness, response operations and recovery operations. For

homeland security issues we work with the Governor's Homeland Security Advisory Committee through the National Governor's Association. This committee allows states to share ideas and best practices, identify emerging issues and review and analyze the impacts of Federal homeland security activities on the states. We also work with multiple national and regional associations, a few which include the Emergency Management Assistance Compact (EMAC), National Association of State 911 Administrators (NASNA), National Emergency Number Association (NENA), Multi-State Partnership for Agriculture and TRANSCAER.

One immediate term issue we have noticed is that some states are failing to invest in their recovery capability and in those states they are not able to sustain recovery programs and provide timely reimbursement of much needed recovery funding. A recent Omaha World Herald article reviewed federal flood recovery expenditures made by both Iowa and Nebraska for the 2011 Missouri River Flood and found that Iowa had paid 95% of its claims while Nebraska still had 43% of its claims to pay. Additionally, other States that have failed to develop and sustain the recovery capability were left to turn to private contractors where costs have proven to be 3 to 5 times higher than was necessary and where the return on this increased investment could not be ascertained.

Can you share with the committee what other states are doing?

Presently we see many states seeking to address many of the same issues. Some of these issues include cyber-security, effective management of recovery operations, Next generation 911 conversions, and mass messaging to the public. Each of these efforts is unique and present challenges.

Which of these ideas are you considering for implementation here in Iowa?

Cyber-security – Iowa has created the Cyber-security Task Force to look at addressing these challenges for state government. Agencies involved include the Iowa National Guard, Office of Chief Information Officer, Iowa Fusion Center, Iowa Communications Network, and HSEMD. The Task Force will begin their work in January, 2015.

Management of Recovery Operations – Managing a disaster recovery begins the moment a disaster happens and continues until the last dollar has been expended and audited. For many states this is a challenge to accomplish. HSEMD has implemented several processes to address these challenges. At the beginning of the recovery process, the Department now uses an automated damage assessment process that collects this data more efficiently in the past. This data is then used as a starting point for the administration of federal recovery programs. These programs include FEMA's Public Assistance and Hazard Mitigation programs. This system also enables a more efficient accounting process to deliver payments to applicants in a far shorter time than in the past. A recent Omaha World Herald article reviewed federal flood recovery expenditures made by both Iowa and Nebraska for the 2011 Missouri River Flood and found that Iowa had paid 95% of its claims while Nebraska still had 43% of its claims to pay. This effort has so improved the efficiency of Iowa's recovery operations that fourteen other states are using this model in their own operations.

Next Generation 911 Conversions – HSEMD has been engaged in converting the state’s wireless E911 network from an analog network to an IP based network. This conversion creates a more dynamic and functional 911 network that will support modern communication methods such as using text to contact 911 or allowing citizens to send pictures and videos into public safety answering points. This network will also be able to feed this information into FirstNet which is the proposed federal broadband data network for public safety agencies.

Mass Messaging – Mass messaging and emergency notification systems have developed into another means by which the public can be contacted with emergency information in a very rapid manner. HSEMD began the process of deploying such a system, Alert Iowa, in late 2014. Alert Iowa will allow the state and local agencies, if they choose to use the system, to contact the public via phone (landline and wireless), text, email, pager, TDD/TTY, social media and other web presences during times of need. This system can also access FEMA’s Integrated Public Alert and Warning System (IPAWS) which uses EAS, Weather Radios, and Wireless Emergency Alerts. This system has been made available to local authorities at no cost.

Are there websites or organizations we could go to obtain more information on what other states’ programs are doing to provide more efficient services?

We would suggest that you start with www.nemaweb.org as the organization actively collects data from all states and routinely provides reports on this data.

Do you have an email address or a comment section on your website where lowans can suggest improvements to your program or agency?

We do have a public comment section. It averages five comments per week. The topics range from where to find training, how do I apply for aid, whom do I contact to discuss..., and has included contacts from foreign governments.

PROGRAM DUPLICATION

Are there any other programs that are providing the same or similar services?

Historically, HSEMD has been and continues to be an agency built on collaboration. However we also recognize that duplicating effort is not an effective use of time and funds. For example, in the near past we recognized that federal funds were being used to fund the Law Enforcement Intelligence Network (LEIN), which is part of the Iowa Fusion Center, as well as Regional Information Sharing Offices (RISO). This created a duplication of effort. We were able to stand down the RISOs while also insuring that intelligence information was still able to flow to local agencies via the LEIN.

Is there a reason why we need more than one program providing the same or similar service?

HSEMD is constantly evaluating our products to make sure we are not duplicating effort.

Have you had any discussions with the other agencies or programs to find ways to maximize the use of the taxpayer's dollars?

As grant funding declines, we have to find the most efficient way to spend the funds. We actively engage local emergency managers and other first responders to find solutions. One of the main ways we accomplish is through the Director's Homeland Security Advisory Committee. The committee is comprised of 16 members who represent local and state government as well as private industry. This committee takes time to review the methodically created Iowa Capabilities Study and Gap Analysis to provide recommendations on what undertakings should be funded with available monies.

Are there any laws or administrative rules that would limit your ability to work with the other programs or departments?

Presently we are not aware of any laws or rules that limit our ability to work with other departments or programs.

Are there any laws or administrative rules that could be changed to make your program or agency work better?

Presently the department has one bill in front of the legislature that would E911 records to support Alert Iowa. This will increase the overall accuracy of landline phone numbers within the system.

OTHER

Would it be a burden to your agency to ask that your presentations be delivered to the Legislative Services Agency 48 hours in advance of your appearance before the committee?

No burden

If you are required to reduce your budget by 1%, 5%, or 10%, where would you suggest we focus our attention?

As most of you are aware, the Department relies heavily upon federal and private sector dollars to accomplish our mission. Almost every state dollar we receive is leveraged against federal dollars. In 2014, every state dollar brought in \$86 dollars from either federal or private sources. The impact to a decrease in state funding will have a greater impact than just that state dollar, it could also cause the Department to return federal dollars that support the agency. That larger financial impact could affect our ability to meet our mission of "A state that is better prepared to respond to and recover from all emergencies and disasters."