



# Daily Operations Briefing

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April 23, 2020

0800 Hours

# Welcome – Planning Section Chief

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1. **Welcome & Introductions**
2. **Expected Outcomes**
  - A. Transfer of information
  - B. Hand off duties
  - C. Clarify expectations for the day
  - D. Execution of Incident Action Plan (IAP)
3. **Ground Rules**
  - A. Cell phones and radios off/silent
  - B. Minimize side-bar conversations
  - C. Stick to the agenda

Welcome!



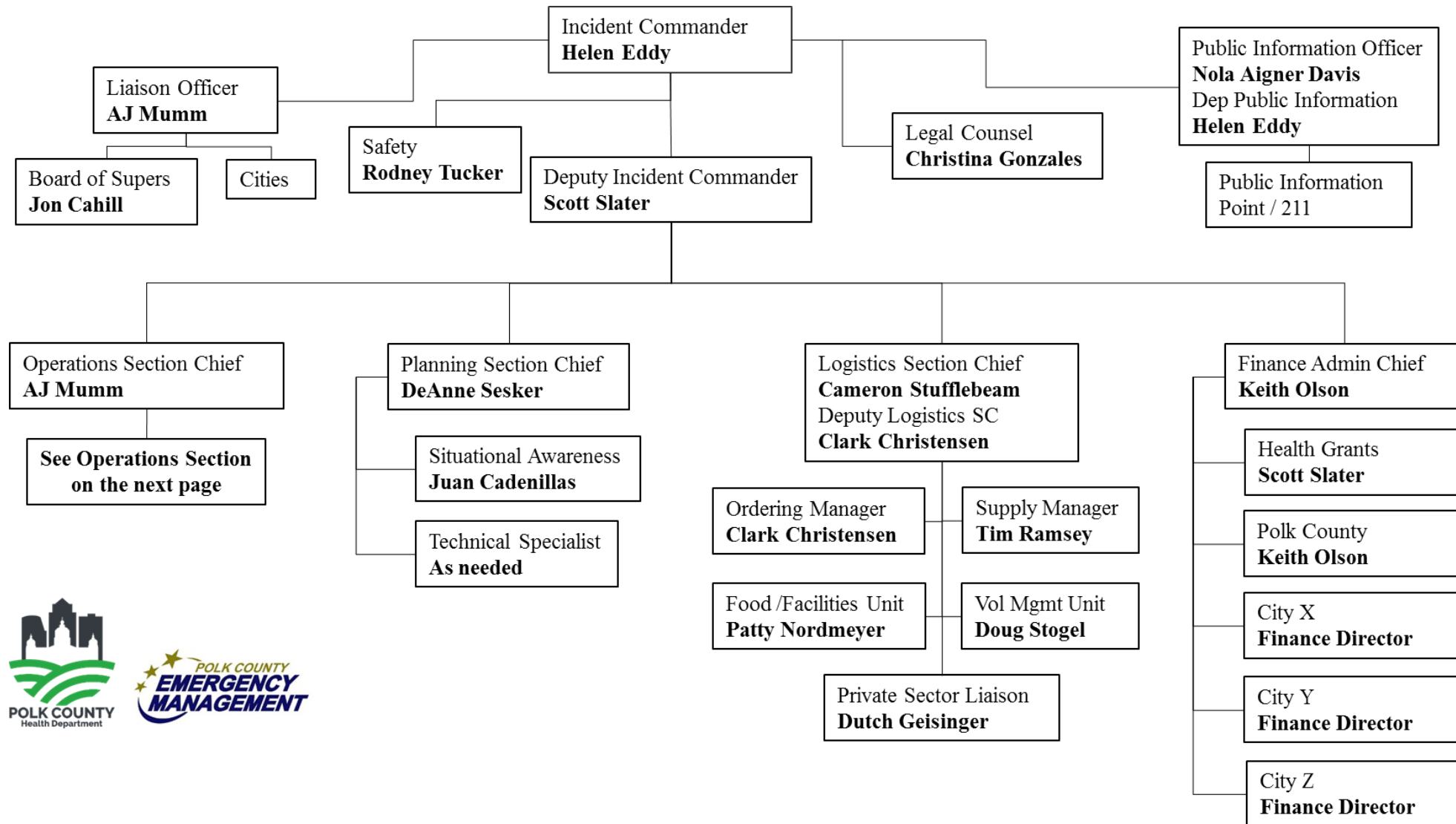
# Opening Comments

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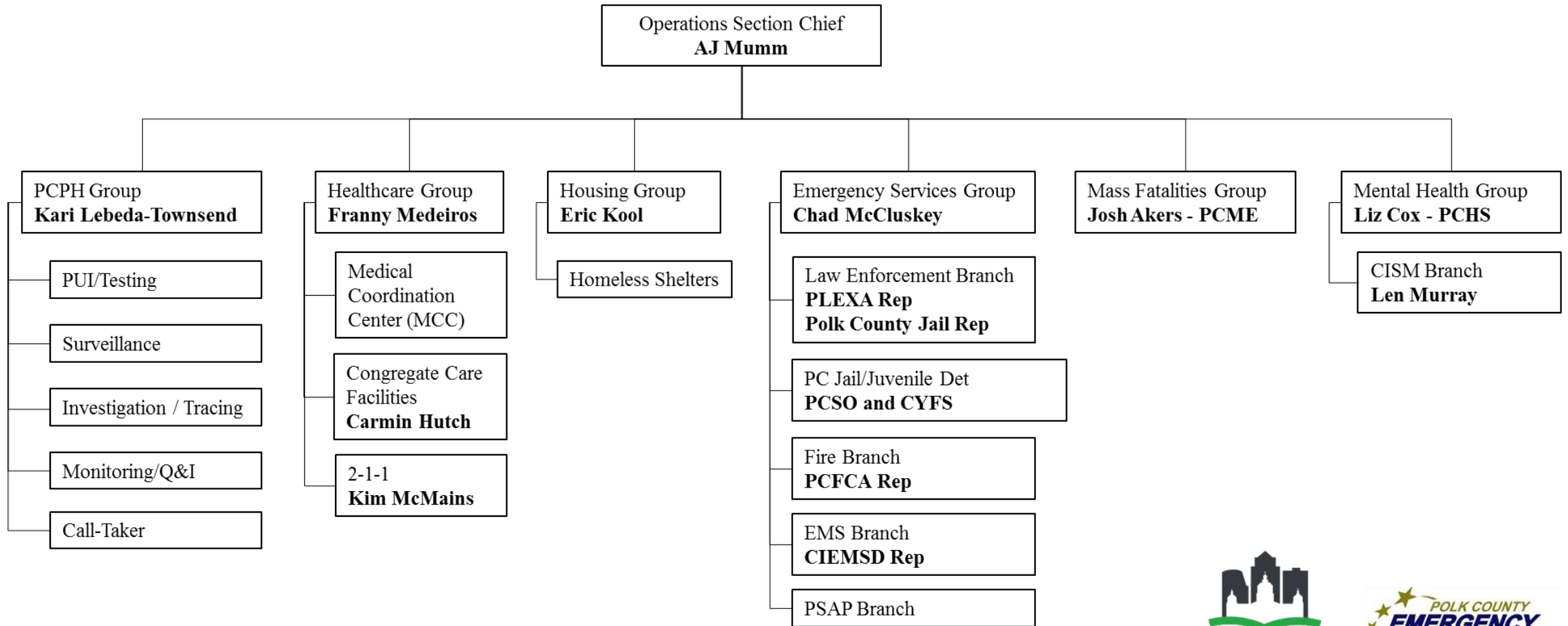
**Helen Eddy – Incident Commander**

**Polk County Public Health Director**

# CORONAVIRUS COVID-19 ORGANIZATIONAL CHART (04/20/20)



# Operations Section

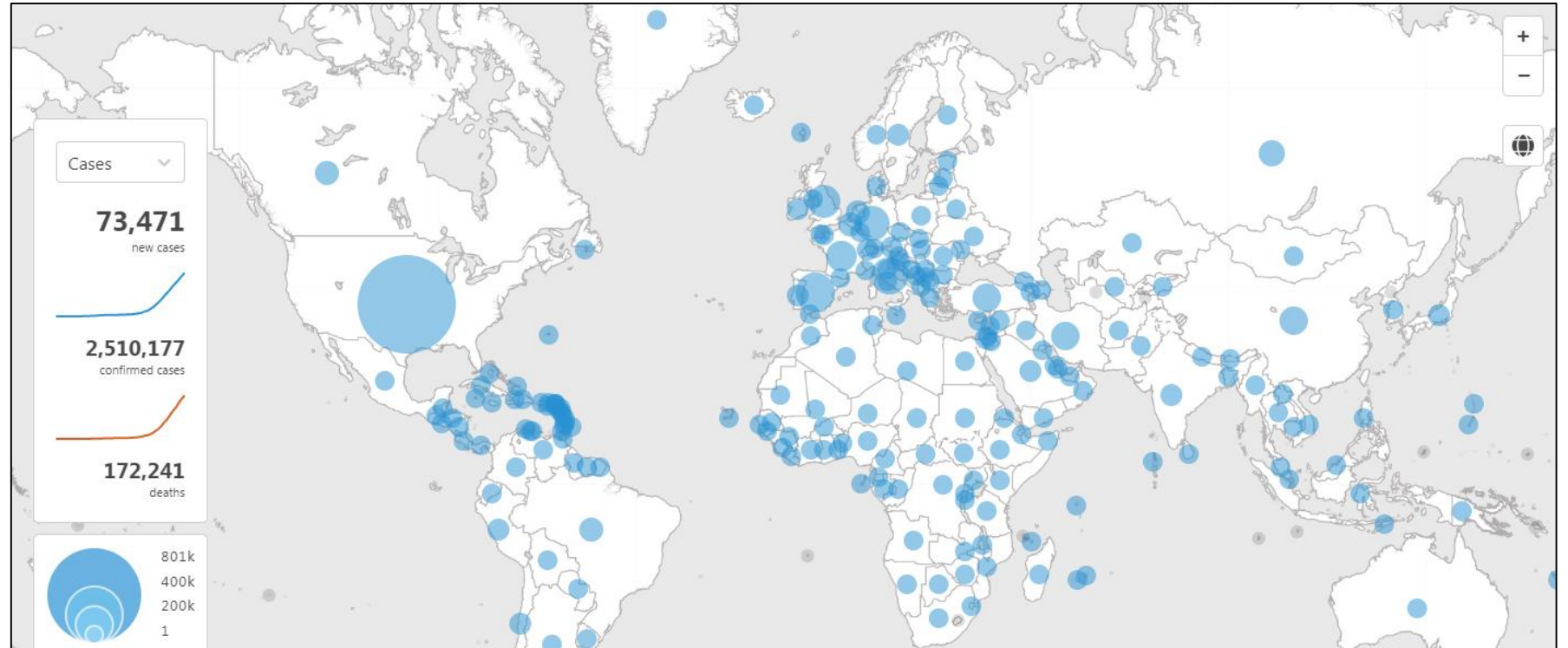




# Global Situation Update

World Health Organization

**+73,471 new cases**  
Since previous day

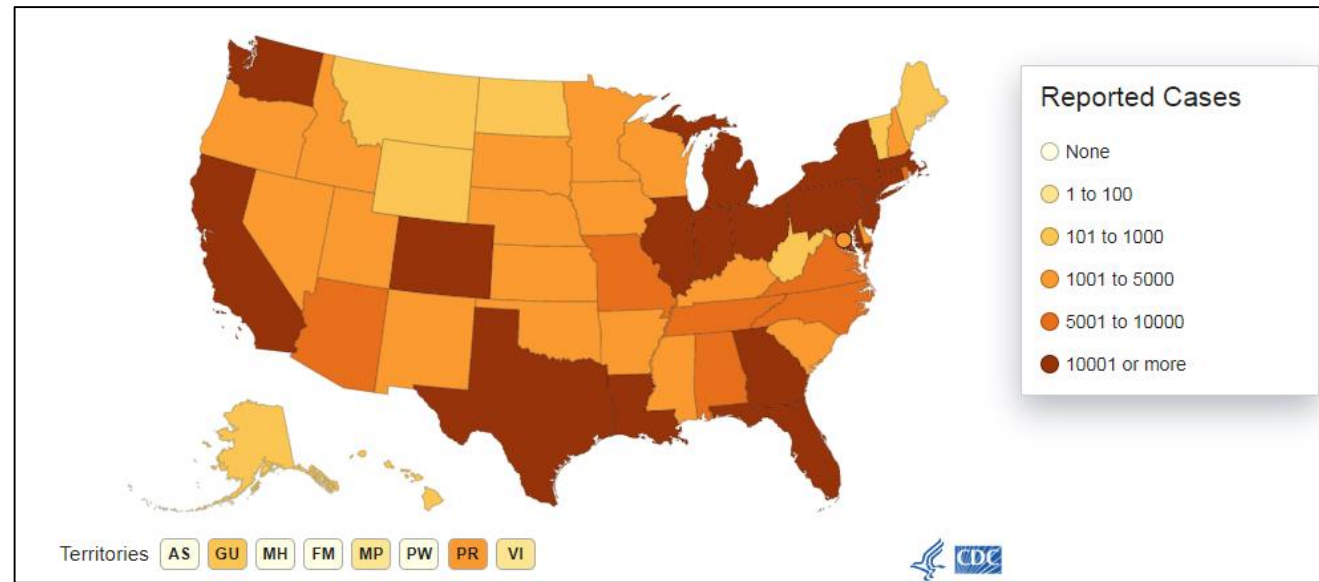


<https://experience.arcgis.com/experience/685d0ace521648f8a5beeeee1b9125cd>

# U.S.A. Situation Update

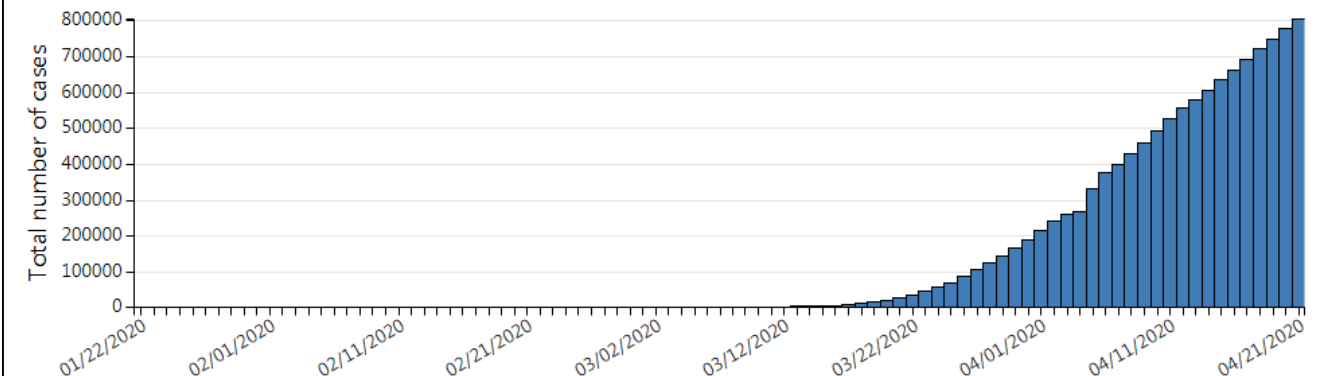
Centers for Disease  
Control and  
Prevention

Current Case  
Count: 802,583  
(+55,958 since previous day)



## Number of COVID-19 Cases in the U.S., by Date Reported<sup>2</sup>

January 22 to April 21, 2020  
(n=802,583)



<https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html>

# Iowa Situation Update

## Iowa Department of Public Health

Number of Confirmed COVID-19 Cases in Iowa (since previous day)

Confirmed 3,748 (+107)

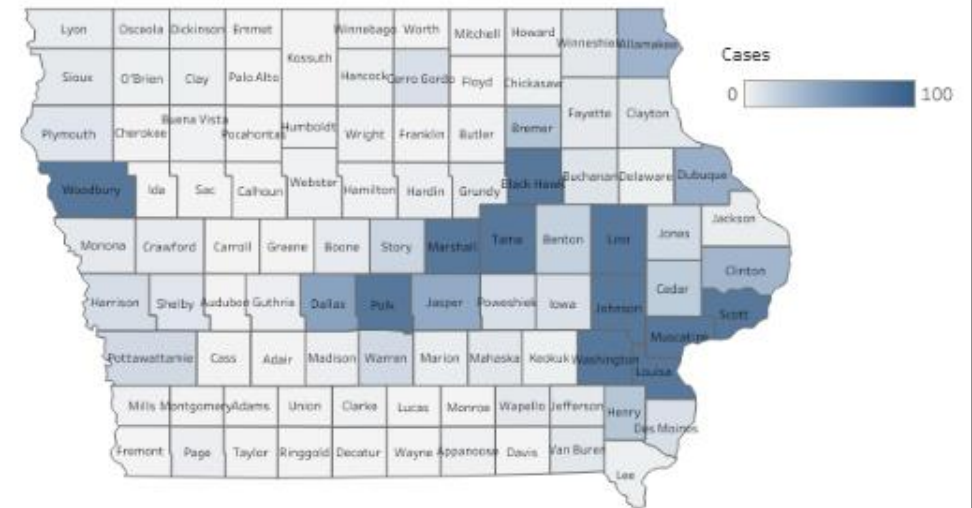
Deaths 90 (+7)

Recovered 1,428 (+135)

### COVID-19 in Iowa

Data as of 4/21/2020 10:00 AM

Confirmed Cases by County  
Hover or click on a county for details



Total Confirmed Cases

3,748

Total Deaths

90

Total People Tested

28,244

Total Confirmed Cases Recovered

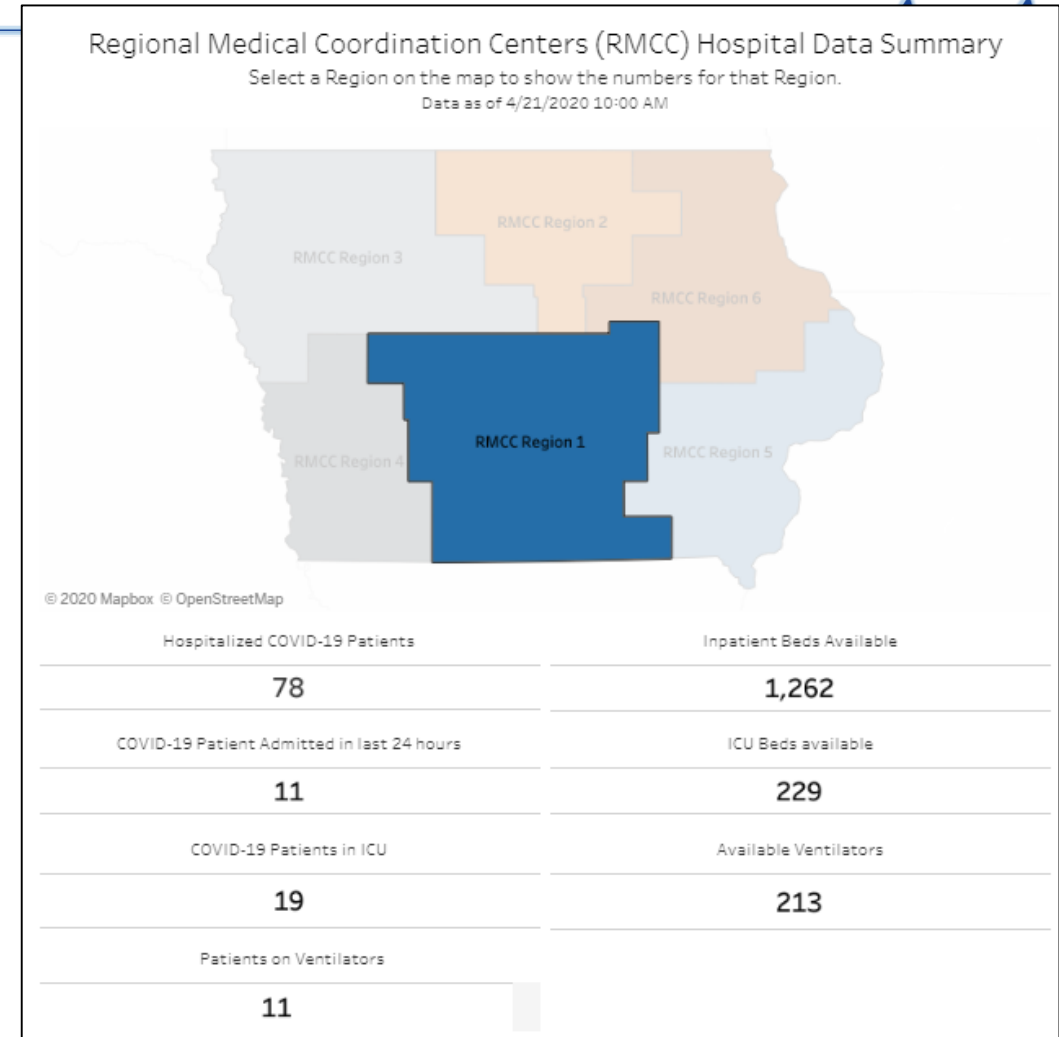
1,428

<https://idph.iowa.gov/emerging-health-issues/novel-coronavirus>



# RMCC Region 1 Status

RMCC Hospital Data as of 4/21/20	
Hospitalized	78
ICU	19
Ventilated	11



# Polk County Confirmed COVID-19 Cases



Number of Confirmed COVID-19 Cases in Polk County	
Tested	4,624 (no data provided for today)
Confirmed	459 (+72 since previous day)
Active cases	360 (+29)
Recovered	171 (+7 as of yesterday)
Hospitalized (past 24 hrs only)	39 (as of 4/22)
Deaths	22 (+3 as of previous day)

(Numbers are correct and adjusts the lag time between IDPH website updates)



# PCPH Group – Kari Lebeda-Townsend, PCHD

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## Recent Accomplishments

- Case management, contact tracing and follow-up continues
- New procedures for internal tracking system
- Finalized a process for REDCap data entry
- Added an additional RN to staff
- Locations and approaches to increase CD team staff capacity

# PCPH Group – Kari Lebeda-Townsend, PCHD



Objectives	Due Date
Addressing school return questions and children on immunization provisional waivers	Monitoring
Prepared to increase CD team staff capacity	Ongoing
Develop position job aid to document processes for continuity	4/1
Identify the technology that is required for your Section/Group/CD Team to work virtually and identify gaps	4/6
Prepare a plan that will identify and describe how your Section/Group will work virtually	4/8
Identify successor	4/8
Fill any gaps that will allow virtual EOC work to continue	4/9
Test/validate virtual EOC operations	4/10
Make necessary corrections from Friday's virtual test	4/13
Process with PCME to verify cases	4/15
Reorganize tasks/expectations due to new staff	4/22

# Congregate Care Group – Carmin Hutch, PCHD

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## Recent Accomplishments

- Managing 18 impacted facilities



# Congregate Care Group – Carmin Hutch, PCHD



Objectives	Due Date
Daily calls with LTC impacted facilities	Ongoing
Identify successor	4/8
Coordinate with Mental Health Group on transport of group home patients	4/9
Provide guidance to group homes on staffing recommendations and how to minimize exposure to “narrow the web” across group home locations/patients	4/14
Train new staff that will be brought in to expand capabilities	4/22
Define process with logistics and staffing requests	4/22

# Congregate Living Cases and Outbreaks

(including LTC Facilities)

## Polk County Facilities Impacted - Currently

Total Facilities Impacted	19
Facilities Currently Monitored	17
• Facilities with cases; no outbreak	10
• Facilities with a confirmed outbreak*	7

\*outbreak = 3 or more confirmed cases

## Polk County Facility Case Counts – Since previous day

Total Cases in Facilities	158 (+17)
Total Residents	109 (+12)
Total Staff	49 (+5)
Deaths	18 (+3)

## COVID-19 in Iowa

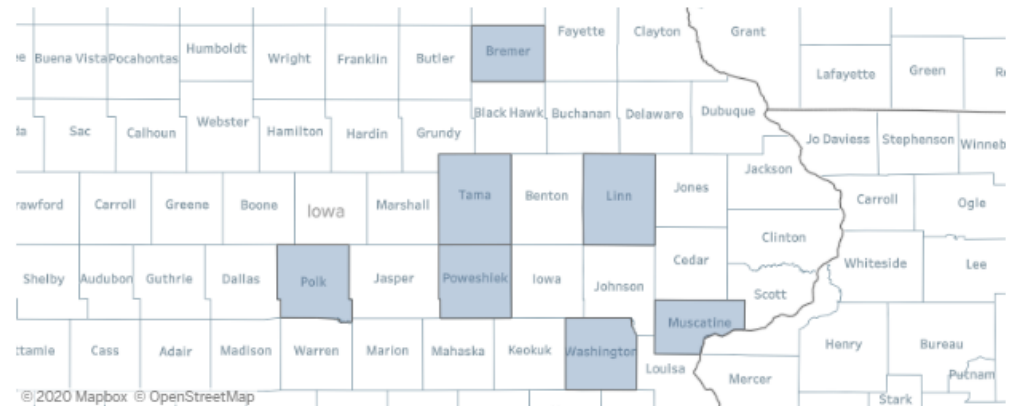
Long-Term Care Outbreaks

Data as of 4/21/2020 5:30 PM

Number of LTC Outbreaks:

11

Long-term Care Outbreaks



COVID-19 positive LTC residents and staff

County	Facility	
Bremer	Bartels Lutheran Retirement	22
Linn	Heritage Specialty Care	110
Linn	Linn Manor Care Center	21
Muscatine	Lutheran Living Senior Campus	14
Muscatine	Wilton Retirement Community	16
Polk	Bishop Drumm Retirement Center	22
Polk	On With Life	32
Polk	Trinity Center at Luther Park	48
Poweshiek	St. Francis Manor	23
Tama	Premier Estates of Toledo	50
Washington	McCreedy Home	26

COVID-19 data are reported as timely, accurately and completely as we have available. Data are updated as we receive information that is more complete and is subject to change.

# Medical Coord Ctr (MCC) Group – Franny Medeiros, PCHD

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## Recent Accomplishments

- Hospital systems standardized surge plans
- 2-1-1 is capturing symptomatic calls vs worried well now, which provides additional surveillance
- Airway bypass added to EMResource
- Capturing data on a daily basis
- Non-traditional hospital surge plan completed

# Medical Coord Ctr (MCC) Group – Franny Medeiros, PCHD



Objectives	Due Date
Collaborate with IANG LNO on regional plans within Service Area 1	Ongoing
Coordinate with RMCC on their operations	Ongoing
Coordinate with LTC facilities	Ongoing
Continue PPE discussion to come to a hospital system agreement	Ongoing
Implement Ethical Standards of Care within the hospitals; awaiting IDPH guidance	Ongoing
Develop position job aid to document processes for continuity	4/1
Gather and share information from IDPH on PPE re-usage	4/13
Develop and approve an alternate care site plan	4/17
Developing the processes for the non-traditional surge plan	4/20
Revisiting Community-based testing sites	4/23

# Metro Hospital Status Report



Metro Hospital Status As of 4/22/2020							
		Tier Color	Positive Hospitalizations	PUI	Staffing	Logistics	
MercyONE	AM		35	20			
	PM						
Broadlawns	AM		1	1			
	PM						
UnityPoint Health - Des Moines	AM		23	11			
	PM						
VA - Central Iowa Healthcare System	AM		2	0			
	PM						



# Mental Health Group – Liz Cox, Polk County Health Services

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## Recent Accomplishments

- Established a hotline for medical staff & emergency responders to support their own mental health
- Launched social media, PSAs and resource tool kit for mental health
- Mental health support via 211 is live
- Published list of providers accepting new telehealth mental health patients
- Funding approved to equip consumers with phones for telehealth services
- Finalized and shared a draft family plan for emergency responders
- Connected mental health group homes with Operations – PCHD
- Coordinated respite services for parents of kids with special needs
- Succession planning/successor identified
- Developed a Facebook filter and “care” package of printables for healthcare provider appreciation
- Presented, with EMA, to the Des Moines Partnership

# Mental Health Group – Liz Cox, Polk County Health Services



Objectives	Due Date
Continue connecting with volunteers with home-bound people	Ongoing
Equip (purchase) consumers with phones for telehealth services	Ongoing
Coordinate with Legal Aid	Ongoing
Review protocols with EMS and Group Home providers	4/10
Develop communications to support families and children in response to school closures	4/22

# Mass Fatalities Group – Dr. Joshua Akers, PCME Office

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## Recent Accomplishments

- Reached out local funeral homes to exchange information about COVID
- Spoke with Iowa Office of the State Medical Examiner (IOSME)
- Discuss National Guard plans with IOSME
- Identified Hamilton's Funeral Home – Mitchellville location as overflow

# Mass Fatalities Group – Dr. Joshua Akers, PCME Office



Objectives	Due Date
Surge plan for mass fatalities	Ongoing
Monitor death trends	Ongoing
Meeting with funeral homes and State ME to discuss needs moving forward	4/20
Coordinate with PCGS regarding the logistics for receipt of a refrigerated truck	4/20
Funeral homes reporting burn rates to determine PPE needs	4/20
Coordinate with Congregate Group on procedure to notify funeral directors; consider MCC model	4/20
Coordinate with PCHD/CD Team on LTCF deaths	4/23
Discuss with PCHD the cultural considerations for funerals and PH strategies	4/23

# Housing Group – Eric Kool, Polk County Comm, Family, Youth Services

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## Recent Accomplishments

- Identified connections for client supports – MIS
- Identified discharge transportation options
- Approved alternative housing for Polk County essential employees
- Distributed a memo to hospitals and clinics regarding the isolation shelter and direct referrals
- Supported the completion of the FEMA Non-Congregate Housing application
- Added staff to support PCHD CD Team to address questions of isolation families



# Housing Group – Eric Kool, Polk County Comm, Family, Youth Services

Objectives	Due Date
Continue to interview and hire staff	Ongoing
Coordinate with Central Intake/PHC on the expansion of rapid re-housing for families on wait lists or in shelters	Ongoing
Creating a process to distribute refugee grants for outreach and support	Ongoing
Meet with MCC to review modeling to determine alternative solutions to sheltering	4/22
Reach out to those counties who may have self-referral homeless coming to Polk County	4/22
Completing the refugee grant application	4/24
Identify a plan for PUI homeless population with MCC	4/24
Develop a task list required for Isolation Shelter transition/demobilization; coordinate with Logistics	5/1

# Emergency Services Group – Common Accomplishments

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## Recent Accomplishments

- Primary alternative (Phase 1) housing location for emergency services is open and ready to receive responders
- Childcare options and process has been developed and distributed to all organizations
- Support and communicate 211 and other mental health resources and family planning for emergency responders (CISM and peer support)
- LE agency tiered mutual aid response provided to PSAPs via E911 Coordinator (FD/EMS Teams Cards already in place)
- Shared emergency services dashboard to all stakeholders

# Emergency Services Group – Common Objectives



Objectives	Due Date
Plans for secondary locations for first responder alternative housing	Ongoing
Participate in State call re: testing	4/20

# Emergency Services Dashboard



Normal Staffing : Staffing Unaffected / Normal Operations and Service Levels / Good or Sufficient PPE with backstock					
Staffing Levels Affected : Overtime Mandated / Reduced Service Levels / Minimal PPE on hand with no backstock					
Critically Low Staffing Levels / Severely Limited or Affected Service Levels / Inadequate PPE Supply for Immediate Needs					
Agency	Discipline	Personnel	Daily Operations / Service Delivery	PPE Supply	Notes / Comments
Altoona Fire	Fire / EMS				
Ankeny Fire	Fire / EMS				
Boundurant Fire	Fire / EMS				
Carlisle Fire	Fire / EMS				
Clive Fire	Fire / EMS				
Delaware TWP Fire	Fire / EMS				
Des Moines Fire	Fire / EMS				
DBM Airport Fire	Fire				
Elkhart Fire	Fire / EMS				
Granger Fire	Fire / EMS				
Huxley Fire	Fire / EMS				
Indianola Fire	Fire / EMS				
Johnston-Grimes Fire	Fire / EMS				
Life Flight	EMS				
Maxwell Fire	Fire / EMS				
Mercy-One Air	EMS				
Mercy-One Ground	EMS				
Midwest Ambulance	EMS				
Midwest Medical Transport	EMS				
Mitchellville Fire	Fire / EMS				
Northern Warren Fire	Fire / EMS				
Norwalk Fire	Fire / EMS				
Pleasant Hill Fire	Fire / EMS				
Polk City Fire	Fire / EMS				
Runnells Fire	Fire / EMS				
Saylor TWP Fire	Fire / EMS				
Urbandale Fire	Fire / EMS				
Waukeg Fire	Fire / EMS				
West Des Moines EMS	EMS				
West Des Moines Fire	Fire				
Windsor Heights Fire	Fire / EMS				

Normal Staffing : Staffing Unaffected / Normal Operations and Service Levels / Good or Sufficient PPE with backstock					
Staffing Levels Affected : Overtime Mandated / Reduced Service Levels / Minimal PPE on hand with no backstock					
Critically Low Staffing Levels / Severely Limited or Affected Service Levels / Inadequate PPE Supply for Immediate Needs					
Agency	Discipline	Personnel	Daily Operations / Service Delivery	PPE Supply	
Altoona PD	Law Enforcement				
Ankeny PD	Law Enforcement				
Carlisle PD	Law Enforcement				
Clive PD	Law Enforcement				
Des Moines Emerg Communications	PSAP				
Des Moines PD	Law Enforcement				
Johnston PD	Law Enforcement				
Mitchellville PD	Law Enforcement				
Norwalk PD	Law Enforcement				
Pleasant Hill PD	Law Enforcement				
Polk City PD	Law Enforcement				
Polk Co Sheriff's Office	Law Enforcement				
Polk County Communications	PSAP				
Urbandale PD	Law Enforcement				
Waukeg PD	Law Enforcement				
West Des Moines PD	Law Enforcement				
WESTCOM	PSAP				
Windsor Heights PD	Law Enforcement				

# EMS Branch – CIEMSD



## Recent Accomplishments

- Primary alternative (Phase 1) housing location for emergency services is open and ready to receive responders
- Confirmed process for exposure reporting for EMS providers/HC workers
- Childcare options and process has been developed and distributed to all organizations
- Support and communicate 211 and other mental health resources for emergency responders
- Confirmed the logistics app is working
- Approval of medical directors to implement assess and refer protocol
- Airway Management Diversion Protocol implemented
- Assess and refer protocol approved and disseminated



# EMS Branch – CIEMSD



Objectives	Due Date
Revisit the notification algorithm to notify providers of a positive test, to include LTC facilities	4/17
Protocol 36 pandemic protocol for EMD – PSAPs – waiting on PSAPs	4/20
Alternative transport destinations; waiting on health systems	4/20

# Operations Section Chief – A.J. Mumm, Polk Co EMA

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## Recent Accomplishments

- Unification of LE, Fire and EMS strategy on Alternative Housing
- Provide working space for R-MCC
- Integrate PSAP (911 Call Centers) representatives into EOC
- Define the coordination required between Ops and Logs for resource management

# Operations Section Chief – A.J. Mumm, Polk Co EMA



Objectives	Due Date
Develop position job aid to document processes for continuity	4/1
Review epidemiological modeling data developed, review planning assumptions based on data	4/3
Identify successor	4/8
Prepare to develop recovery strategies	4/10
Discussion with Operations Section of how to coordinate virtually	4/10
Create video for resource request and fulfillment process	4/14
Utilize data from MCC and Logistics regarding PPE	4/10
Work with Logs and Congregate Group on PPE dashboard status and the communications loop	4/17
Revisit the community based testing plans	4/17
Submit questions to state regarding CBTS	4/17
Coordinate a meeting with Dallas county re: facility coordination between counties	4/21

# Logistics Section Chief – Cameron Stufflebeam, Polk Co EMA



## Recent Accomplishments

- Contact w/LTHC oversight and outreach w/MCC
- Guidance for resource requests was distributed via DLAN
- Community Lifelines\* have been added to the Priority 2 PPE group
  - \*FEMA definition
- Large donations are being offered
- Placed an order for PPE via the county vendor
- Quick turn to provide PPE to a “hot spot” within 3 hours
- Emergency fills for LTC Facilities
- Small “push pack” has been created and is ready to be deployed if needed

→ **logistics@polkcountyiowa.gov** ←

# Logistics Section Chief – Cameron Stufflebeam, Polk Co EMA



Objectives	Due Date
10-day plan and re-order process, Alternate sourcing, WebEOC clean-up and entry State asset delivery and distribution	Ongoing
Volunteer management process documented	4/2
Warehouse management process documented	4/2
Prepare a plan that will identify and describe how your Section/Group will work virtually	4/8
Identify successor	4/8
Work with Ops and Congregate Group on LTC status and communications loop	4/20
Demobilization planning	5/1

# Resource Management Status



	Total Requests	Total Requests Filled	Total Requests Partially Filled	Total Items Requested	Total Items Issued
<b>3/31/2020 - 4/15/20</b>	176	95	81	132,933	84,073
<b>16-Apr</b>	6	5	1	4,527	4,492
<b>17-Apr</b>	11	5	6	8,891	8,411
<b>18-Apr</b>	2	2	-	1,254	1,254
<b>19-Apr</b>	-	-	-	-	-
<b>20-Apr</b>	45	42	3	12,359	11,443
<b>21-Apr</b>	9	6	3	6,858	6,245
<b>22-Apr</b>	9	4	5	5,291	4,412
<b>23-Apr</b>					
<b>24-Apr</b>					
<b>Totals</b>	<b>258</b>	<b>159</b>	<b>99</b>	<b>172,113</b>	<b>120,330</b>

# Logistics Section – Dutch Geisinger, Safeguard Iowa

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## Recent Accomplishments

- Maintaining Q&A on [safeguardiowa.org](http://safeguardiowa.org)
- Monitoring federal trends through FEMA CIKR and CISA calls
- Working with OSHA and DOL to answer questions for private sector
- Working with Hawkeye hotels on alternative housing for medical, NG, and responders
- Acquired a list of companies that are manufacturing PPE
- Organizations will share messaging about not hoarding food/supplies
- Receiving additional PPE donations from private sector



# Logistics Section – Dutch Geisinger, Safeguard Iowa



Objectives	Due Date
Address concerns from private sector	Ongoing
Continue adding to scam and FAQ page	Ongoing
Discussion with IEDA on recovery and messaging to businesses	Ongoing
Continue to support private sector and government requests for resources	Ongoing
Identify specific donors for needed items	Ongoing
Messaging to private sector atypical partners for requests for donations	4/21

# Logistics – Food Unit – Patty Nordmeyer

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- Sign-up at the front desk by 10:00
- Use provided, disposable utensils – do not share
- Food schedule
  - Tuesday – Smokey D's
  - Wednesday – Drake Diner
  - Thursday – Buzzard Billy's
  - Friday – The Tavern

# Planning Section Chief – DeAnne Sesker, Polk Co EMA

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## Recent Accomplishments

- Developed position job aid for continuity
- Established a process to collect, prepare and produce incident documentation on a daily basis
- Validated that EOC daily planning meetings can be conducted virtually

# Planning Section Chief – DeAnne Sesker, Polk Co EMA



Objectives	Due Date
Gather Group accomplishments and objectives for next day	Ongoing
Prepare for the next day's daily briefing	Ongoing
Prepare for Tuesday's Stakeholder Briefing	Every Monday
Conduct Weekly Stakeholder Briefing	Every Tuesday
Prepare and publish the weekly IAP	Every Tuesday
Identify successor	4/8
Meet with Section Chiefs and Group Supervisors to begin collecting AAR content	4/13

# Weekly EOC Status

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- Monday and Tuesday – staffed
- Wednesday - Friday – meet half-day

# Finance Section – Keith Olson, Polk County Auditor's Office and Scott Slater, Polk County Public Health

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## Recent Accomplishments

- COVID-19 Crisis Response Supplemental Funding contract approved by BOS 4/7/2020
- Reviewed funding parameters and work with staff to identify needs and appropriate expenditures
- Developed a plan with Auditor's Office to assure eligible expenditures are being captured and coded to supplemental health grant
- Polk County government has completed a Request for Public Assistance (RPA) to FEMA cover all county departments
- All \$160K of IDPH supplemental funds are obligated
- Completed the non-congregate shelter application process with the support of the Housing Group Supervisor

# Finance Section – Keith Olson, Polk County Auditor’s Office and Scott Slater, Polk County Public Health



Objectives	Due Date
Gathering costs from each partner on projected costs per activity and initial IDPH approval	Ongoing
Coordinate between Housing Group F/A and BOS re: reimbursement and stimulus impacts	Ongoing
Coordinate non-congregate shelter application process	4/20



# Public Information Officer – Nola Aigner Davis, Polk Co Health

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## Recent Accomplishments

- Working with JIC to answer media requests
- Social media graphics/website updates
- Ongoing conversations with refugee/immigrant organizations to provide COVID-19 resources
- Interpretation call line established
- Financial Town Hall completed on 4/14 on KCCI FB Live
- Completed Univision video for Spanish PSAs on COVID

# Public Information Officer – Nola Aigner Davis, Polk Co Health



Objectives	Due Date
Working with refugee/immigrant population	Ongoing
Update website and social media	Ongoing
Work on MCC communication needs with JIC	Ongoing
Work with refugee messaging and information sharing	Ongoing
CBTS messaging	4/21
Coordinate with BOS to develop a universal video on the use of PPE for polling sites	4/24

# Current Focus Areas - PSC

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- COVID-19 testing
- Surge capacity
- Resource management
- Continuity Planning
- Ethics/Crisis Standards of Care
- Food pantry (monitoring)
- Congregate facilities

# Ongoing Initiatives - PSC

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- Rumor control
- Law Enforcement
- Critical infrastructure
- Mass fatality planning
- Alternative housing

# Emerging Priorities - PSC

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- Demobilization
- Recovery

# Safety Officer – Polk County Risk Management



## Safety Top 5

1. Wash your hands / use sanitizer frequently
2. Take your temp –  $\leq 100.4$
3. Sleep
4. Monitor stress
5. Drink water / healthy foods

## Hazardous Weather Outlook

### Today

Mostly cloudy becoming sunny; high near 73; low of 51

### Friday

Showers in the am with t-storms in the afternoon, high near 62. Rain through the evening, low around 44.

### Weekend

Showers throughout; highs mid-60s, lows mid to upper 40's

### Spotter Activation Statement

- Spotter Activation is not expected

# Policy Group – Supervisor Matt McCoy, Polk Co BOS

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1. Reviewing stimulus package and will be pushing out messaging
2. CISS numbers are high; will look for ways to support
3. Recovery – guidance for re-opening or alternative options until re-opening for various businesses/attractions
4. Information on/help with financial crisis management for families; developing PSAs
5. Election planning
6. Immigrant/refugee messaging
7. Small business grants being developed; non-profit support
8. Strengthen messages to business community and refugee employees
9. Recovery start-up process to begin



# Weekly Meetings at a Glance



	Monday	Tuesday		Wednesday		Thursday	Friday
800	Daily Briefing	Daily Briefing		Daily Briefing (Z)		Daily Briefing (Z)	Daily Briefing
830							
900				County EMA / HSEMD (C)			
930		State CBTS (C)			State CBTS (C)	State CBTS (C)	State CBTS (C)
1000							
1030		Weekly Stakeholders Briefing (Z)					
1100	Gov Press Conference		Gov Press Conference	Gov Press Conference		Gov Press Conference	Gov Press Conference
1130							
1200	Law Enforcement (C)	Shelters (C)		Law Enforcement (C)	HCC / IDPH (Z)		Law Enforcement (C)
1230							
1300		Critical Infrastructure Partners (Z)		Food Bank (C)		Dallas County Briefing (Z)	
1330							
1400		Chief Medical Officers (C)				Chief Medical Officers (C)	
1430							
1500							
1530				Mass Fatalities (Z)			
1600		EMS (Z)					
1630							
1700							

# BIG WINS!



What	Who
2-1-1 for the public, clinical and responder audiences	Healthcare and Mental Health Groups
Town Halls/media coverage	PIO
Isolation Shelter	Housing Group
Social media and PCHD website	PIO
Partnering with United Way for volunteer management	Volunteer Management Branch
Establishment of the Medical Coordination Center in the EOC	Healthcare Group
Development of the resource ordering application and process	Healthcare Group Logistics Section
Identified alternative housing for first responders	Emergency Services Branch
Non-traditional hospital surge plan - DRAFT	Healthcare Group

What	Who
Clarification on exposure criteria for responders	CIEMSD
Ongoing capture of successes/best practices	Planning Section Chief
Mitigation strategies implemented	County Jail and Juvenile Detention
Emerging Infectious Disease Surveillance tool	CIEMSD
Strong and resilient Communicable Disease Team nurses	Communicable Disease Team
Airway bypass added to EMResource	Healthcare Group – CIEMSD
MOAs returned from all partners	Healthcare Group – MCC
Logistics ordering process communicated	Logistics

# Q&A



# Closing Comments

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Adjourn