

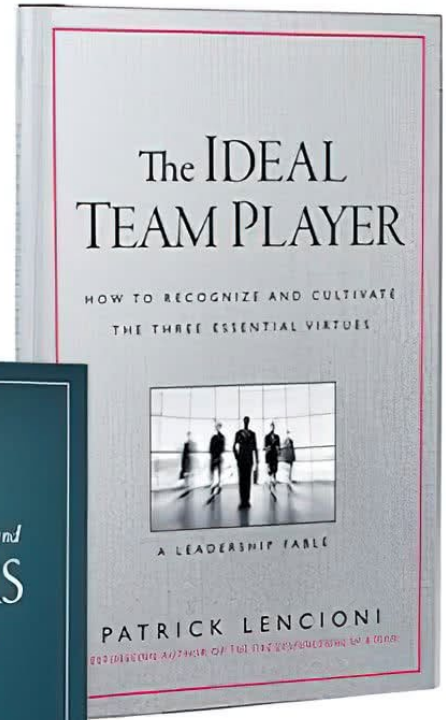
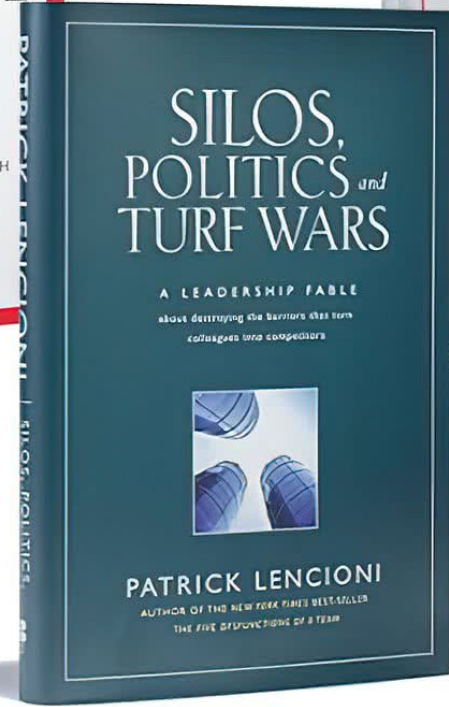
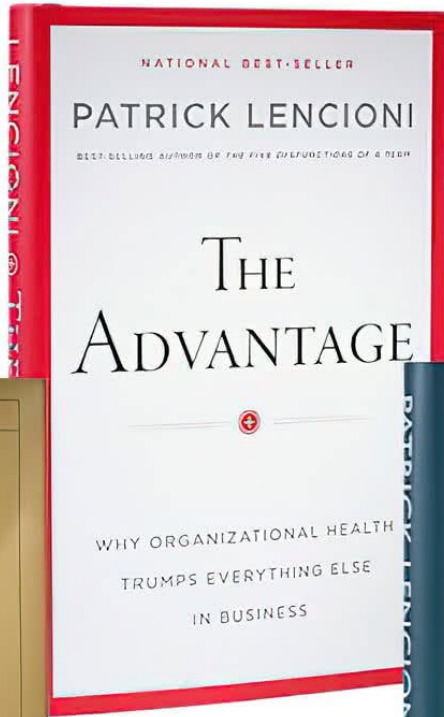
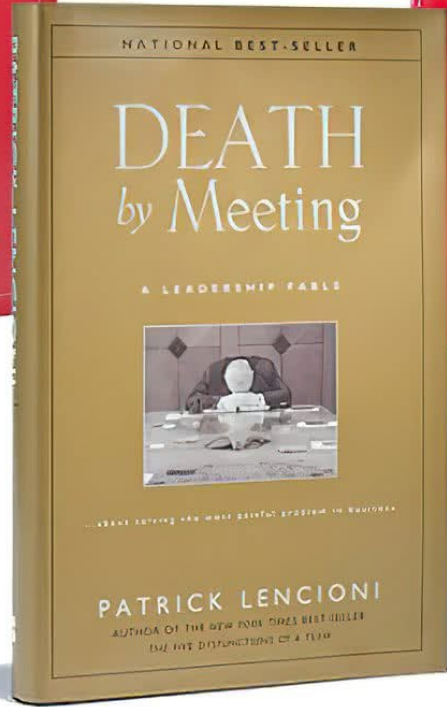
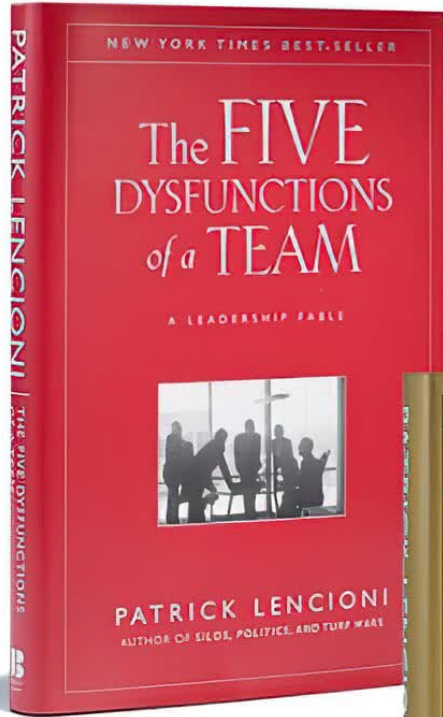
A photograph of a memorial service in Highland Park. The scene is filled with numerous bouquets of flowers and orange ribbons hanging from a string across the top. In the background, several people are visible, some looking towards the camera. A sign on the right side of the image features a heart symbol and the word "STRONG". The overall atmosphere is somber and respectful.

# Planning and Partnerships: Response and Recovery Efforts in Highland Park

**Daniel Eder**  
Manager

Lake County Emergency Management Agency (LCEMA)







# Unified Emergency Management Agency

- Memorandum of Understanding signed on June 18, 2018
  - County Administrator
  - Lake County Sheriff
  - Executive Director of Lake County Health Department
- Integrates programs and staff
  - Emergency Management Program
  - Homeland Security Program
  - Emergency Response Program





# Meet the Staff



**Dan Eder**  
EMA Manager



**Patti Corn**  
Emergency Response Coordinator



**Rebecca Kumar**  
Assistant Manager



**Joe Amaro**  
Emergency Response Specialist



**Bryan Nicholson**  
Emergency Management  
Specialist



**Tiffany Etzel**  
Medical Reserve Corps/  
Volunteer Specialist



**Tom Lynch**  
Communications Technician



**Scott Robertson**  
Emergency Response Specialist

# DAY 1

## How It All Started



Lake & McHenry County Scanner

July 4 · 🌐



Mass Shooting (Highland Park) Emergency crews on scene of a shooting with numerous victims during the July 4th Parade near Central Ave and Second St in downtown Highland Park. Reports of nine gunshot victims.

# DAY 1

## How It All Started



**LAKE & MCHENRY  
COUNTY SCANNER**



[Local News](#) ▾ [State News](#) [National News](#) [Opinion](#) [Obituaries](#) [Newsletter](#) [Submit a News Tip](#)

### ■ LOCAL NEWS

## Hundreds of officers conducting manhunt for gunman after 6 killed, 31 injured in shooting at Highland Park parade



by Sam Borgia

July 4, 2022 1:35 PM



### TRENDING STORIES



Coroner releases identity of 26-year-old man who died after being shot by police in Waukeg...

# DAY 1

## Running in Parallel

- Activation of the Lake County Emergency Operations Center
- Numerous agencies and departments providing assistance on-site
- Operational Syncs and coordination between County, IEMA, and other State Agencies
- Event started in WebEOC and Veoci





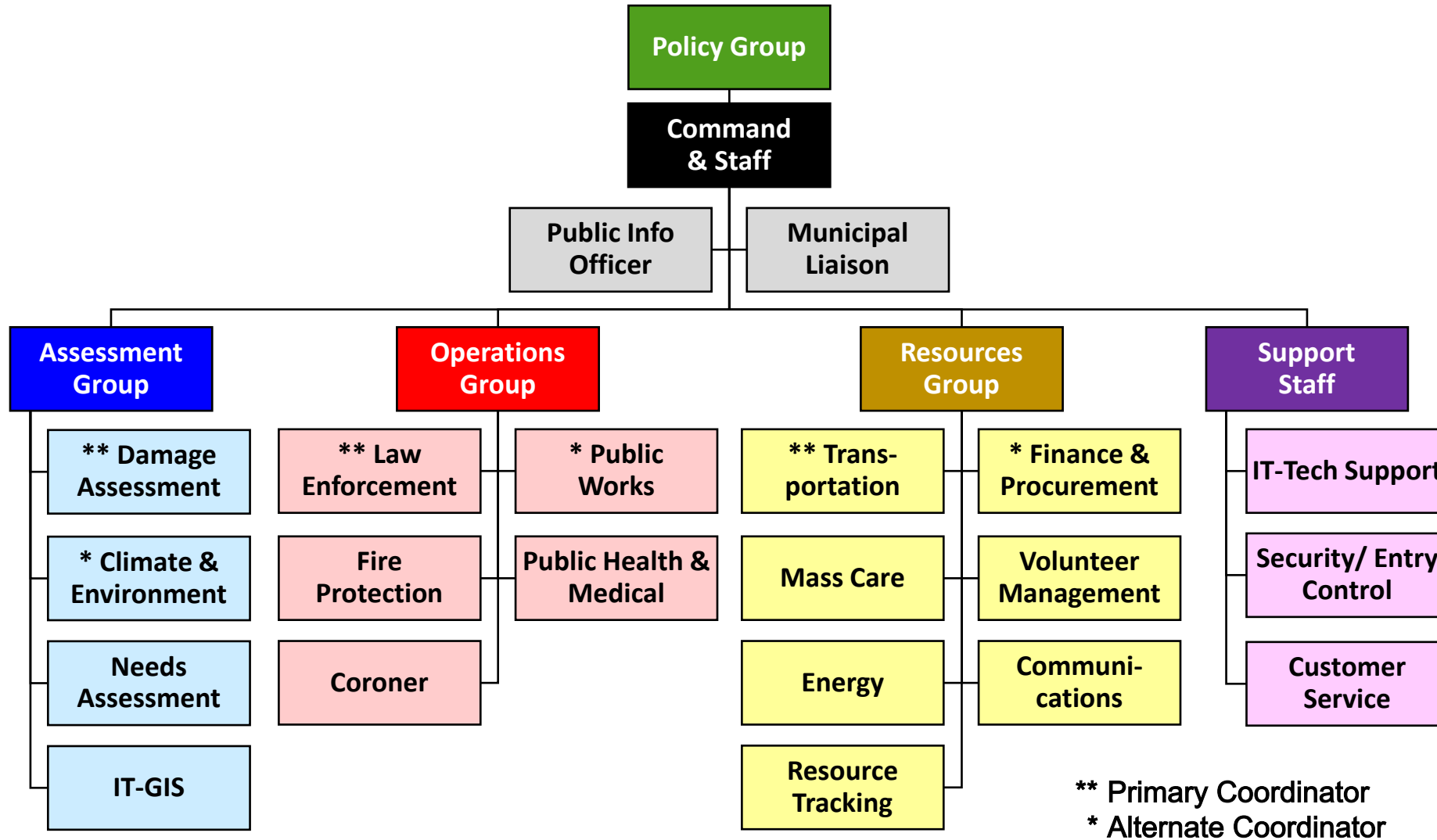
# EOC Purpose and Functions

- Purpose:
  - Coordination
  - Decision making
- Functions:
  - Acquire, allocate, and track resources
  - Manage and share information
  - Establish response priorities among incidents
  - Provide legal and financial support
  - Liaison with other jurisdictions and other levels of government

# EOC Purpose and Functions

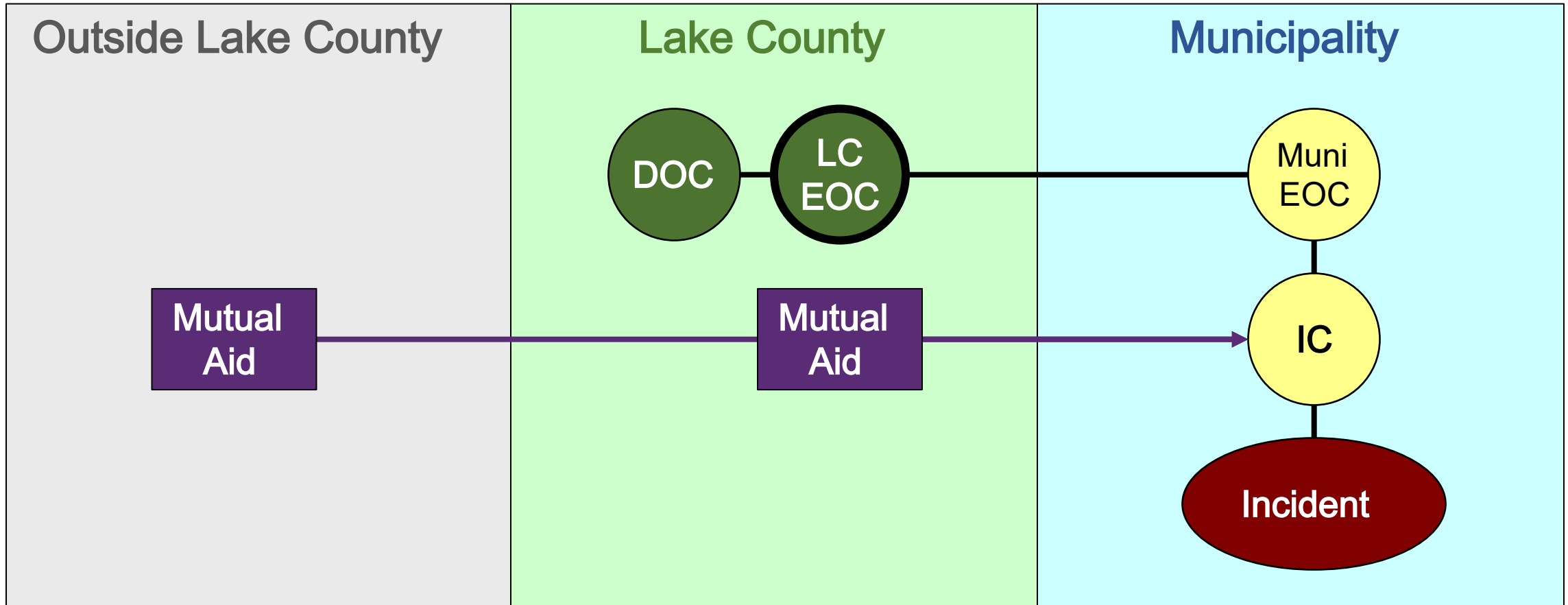
- An effective EOC:
  - Helps establish a common operating picture
  - Facilitates long-term operations
  - Improves continuity
  - Provides ready access to all available information
  - Simplifies information analysis and verification
  - Promotes resource identification and assignment

# LCEOC Organization Chart





# Minor Incident in Municipality (Type 4)



DOC: Department Operations Center

EOC: Emergency Operations Center

IC: Incident Command

# Common Operating Picture Tool - Veoci

**01 - Main Dashboard**  
Home / Lake County IL, EMA / OPERATIONS - Lake County / Highland Park Incident - July 4 ...

**ATTENTION: SUSPECT IS NOW CUSTODY**

**OPERATING STATUS**

- LCEOC
- LEVEL 3 (VIRTUAL)
- CONTINUITY OPS
- LEVEL 0 (NORMAL)
- \*SUSPECT IN CUSTODY\***

**Quick Links**

- Incident Check In
- Create Incident Report
- Create Resource Request
- Create Department Situation Report
- Create Severe Weather Situation Report
- Create Lake County Mission Essential Functions
- Meetings and Minutes
- Create Lesson Learned
- Create New Call Log
- Go To Training Dashboard

**Pending Check out** 1

**Incident Reports by Status**

No Grouping Data

**Resource Requests by Step Status**

- Completed -	5
7. Closure	2
<b>Total</b>	<b>7</b>

**All Calls** 1

**Municipal Situation Update - Disaster Proclamations...**

No	0
Unk	0
Yes	0
<b>Total</b>	<b>0</b>

**Lake County MEFs - Current Capability**

Full	0
Non-Op	0
Partial	0
Unknown	0
<b>Total</b>	<b>0</b>

**Municipal Situation Update - EOC Activations**

No	0
Unk	0
Yes	0
<b>Total</b>	<b>0</b>

**SITUATIONAL AWARENESS**

**LCEOC OPERATING RHYTHM**

**Current LCEOC Objectives** Filter Grid Data

Status	Objective
--------	-----------

# DAY 2

It's Hot!

- Direct support on-scene (tents/canopies, cooling buses, fans, etc.)
- Business district is considered crime scene and must be closed for days as part of investigation
- State and County Issues  
Disaster Proclamation
- EMA Manager goes on-site to Command Post night of day 2





# DAY 2

## Planning for the Family Assistance Center



**LAKE & MCHENRY  
COUNTY SCANNER**



Local News ▾

State News

National News

Opinion

Obituaries

Newsletter

Submit a News Tip

### LOCAL NEWS

## FBI sets up family assistance center, governor issues disaster proclamation after mass shooting in Highland Park



by Sam Borcia

July 6, 2022 3:27 PM



# DAY 2

## Planning for the Family Assistance Center

The success of the FAC was built on the amazing partnership and hard work of the Northeast IL Community Organizations Active in Disaster (COAD), the American Red Cross, and numerous partner organizations that made up the Family Assistance Center



**Northeast Illinois**  
Community Organizations  
Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION



**LakeCounty**  
Emergency Management



**American  
Red Cross**



**LakeCounty**  
Health Department and  
Community Health Center



**World  
Central  
Kitchen**

# DAY 3

## The Strike Team Arrives





# DAY 3

## The Strike Team Arrives



**Greg Nimmo**  
IEMA Recovery  
Division Chief  
aka "the Captain"



**Tennille Pereira**  
Director of Vegas  
Strong Resiliency  
Center  
aka "the Tennille"

# DAY 3

## The Strike Team Arrives



**Chris Dodd**

IEMA Recovery  
Disaster Services  
Planner



**Greg Nimmo**

IEMA Recovery  
Division Chief  
aka "the Captain"



**Tennille Pereira**

Director of Vegas  
Strong Resiliency  
Center  
aka "the Tennille"



**Kevin Sur**

IEMA Public  
Information Officer

# Partnerships are Essential





# DAY 4

## Planning in Parallel

- FAC going on until Saturday
- Meeting with leaders from Highland Park, County, State, key partners on steps after FAC closes
- A little chaotic start, but a good start





# DAY 4

## Planning in Parallel

Conduct windshield surveys  
of impacted areas for potential  
for Small Business  
Administration (SBA) loans



# DAY 5

## Forming the Long-Term Recovery Committee



# DAY 6

Saturday Should Be the Easy Day...

DAN EDER, PLEASE  
REPORT TO THE  
PRINCIPAL'S OFFICE



# DAYS 6-7

Time to panic? No, Not With a Good Team!

1. come up w/ Redcross Ambas.  
 2. Last name, same room?, Spanish?  
 3. Board/room Point person  
 Gets room → gives to runner  
 4. runner gets therapist & brings to client → walks all to room & gives therapist paper w/ room #  
 meanwhile...

1. have people "watch" hallways & send info (via text) to point person which rooms are available.  
 Therapists are supposed to return in Room # card when finished to the check-in people - but don't always...

2. Sometimes, ambassador waits for client bc FBI needs to talk to them  
 wristbands - Blue = act para de  
 white = community member

Communication Out:  
 email list serv  
 fb/socials  
 Simply bee network/newsletter  
 reshares

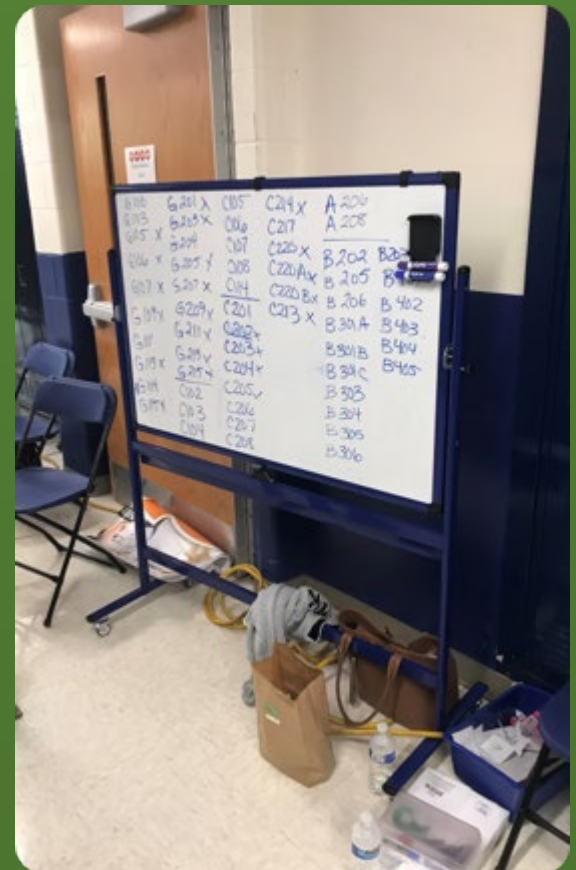
Communication In:  
 auto reply w/ hyper link

1. form questionnaire  
 2. excel sheet live document  
 3. Daily Shift Dashboard - created by Andy Duran P LEPD  
 4. Cox Manager desk a sort

1st job: Bilingual  
 2nd: fill credential LCP/LCSW/PAD  
 3rd: create confirmation appointment  
 4th: have go verbal here

A. Email groups of people per shift confirmation and write email, name + language

1. table  
 2. table





# DAYS 8-12

Planning the Next Step,  
the Resource Navigation Center



# DAYS 8-12

## Planning the next step, the Resource Navigation Center

- Change from direct counseling to case management
- Task Forces continue to plan/strategize
- HP Website a central hub of communication
- IEMA works to get trailers to site for additional capacity and gets Mobile Vet Center



2·1·1

## A Vital Resource in a Time of Need

- Well-established 211 in Lake County
- Surveying all providers on resources and conducting real-time assessment and triage
- Can develop a 1-800 number if needed as a hotline to call for those impacted by Highland Park incident
- People that need physical on-site help can schedule real time at the upcoming Resource Navigation Center





# Planning for the Next Few Years



## **Mary Vail Ware**

US Department of Justice's Office for  
Victims of Crime, Training and Technical  
Assistance Center (OVC TTAC)

**Antiterrorism and Emergency Assistance  
Program (AEAP) Grant**



# DAY 12

## Family Assistance Center Closes



Over 3,000 volunteer hours conducted by Community Emergency Response Teams, Medical Reserve Corps, and LCEMA Volunteers alone!

The background of the entire image is a dense, repeating pattern of small, dark green human icons. These icons are arranged in a grid-like fashion, with some icons appearing slightly larger or more prominent than others, creating a textured, crowd-like effect. The overall color palette is a range of green tones, from dark forest green to a lighter, almost white-green.

First 3 days  
over 3,000 families seen

# DAY 14

## Resource Navigation Center Ready to Open

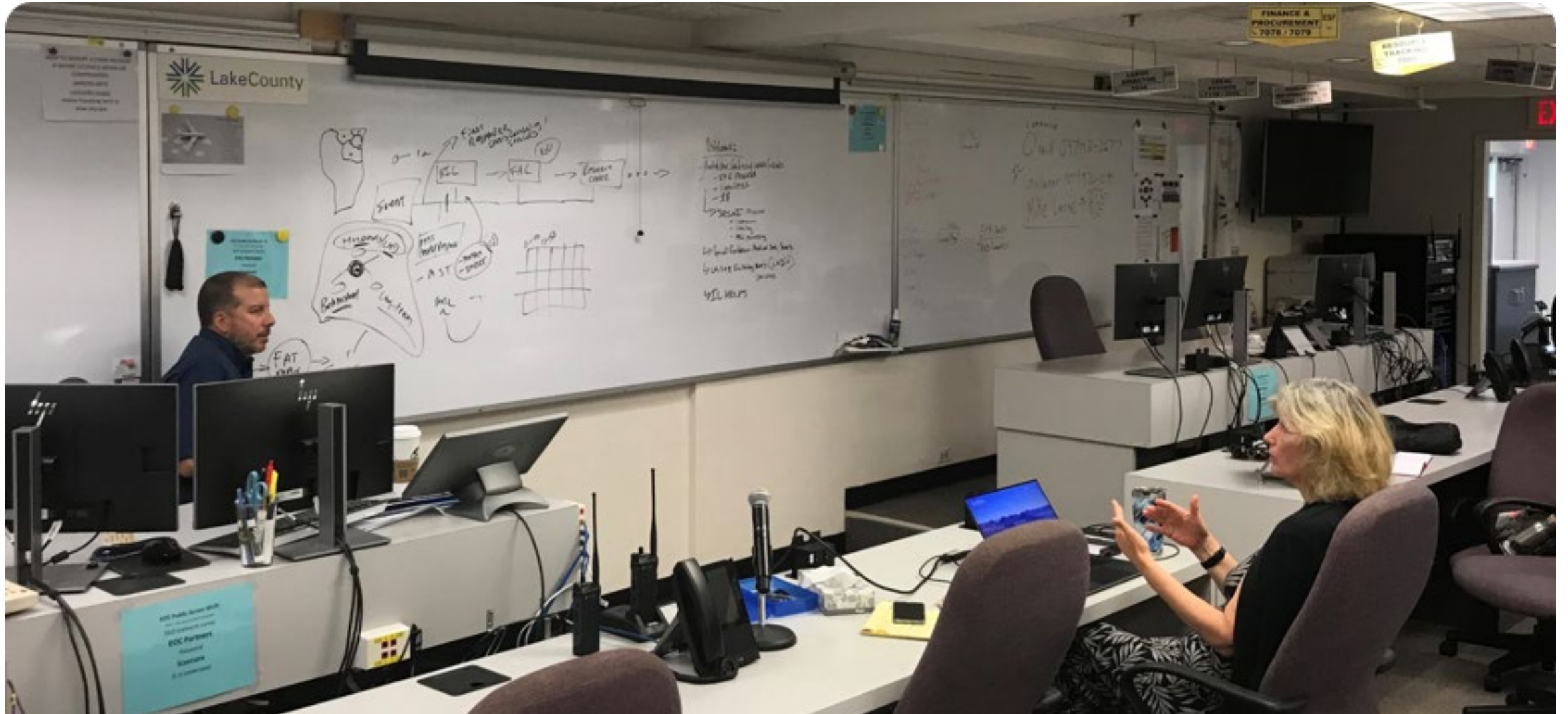
Additional training for Case Managers and Programs:

- Navigator training
- Trauma training
- Layout of Resource Navigation Center
- Scheduling





# Pray It Never Happens Again... But Build the Playbook Now!





Pray It Never Happens Again...  
But Build the Playbook Now!





# Pray It Never Happens Again... But Build the Playbook Now!





# After Action Item: Increased Local Trainings and Exercises

- Crisis Counseling Seminar and Certification (56 participants; 448 hours)
- Stop the Bleed Campaign/Train-the-Trainer (19 new trainers)
- Participation in multiple active threat and rapid deployment exercises
- 2<sup>nd</sup> Annual Regional Office of Education School Safety Summit
- EMA-sponsored courses (ICS/EOC interface, Public Information)



# After Action Item: Organizational and Procedural Changes

- Changes being made to the Lake County Emergency Operations Plan and accompanying procedures to offer a staff member at a Command Post during a large-scale event (*LCEMA regularly reviews municipal plans as well*)
- Additional Emergency Management Specialists Position created for Lake County EMA
- Internship position staffed within LCEMA focusing on school safety resources
- Illinois Emergency Management Agency adding a Recovery Position in Region 4 Office (Des Plaines)



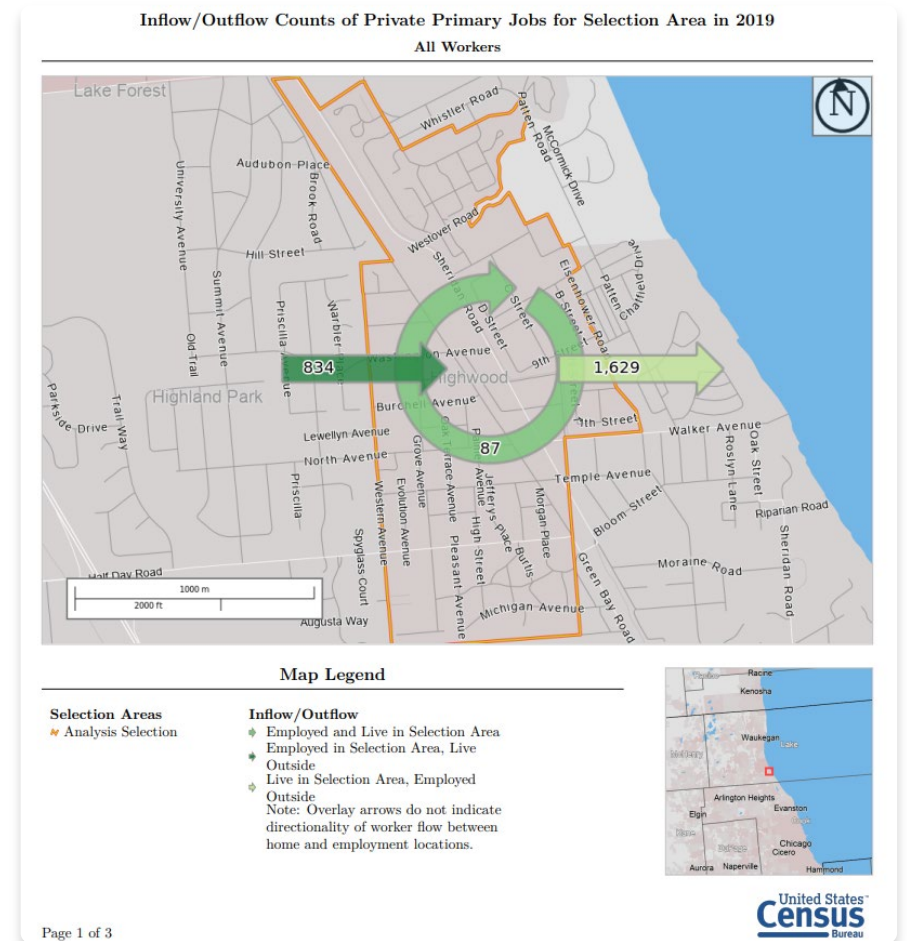
# After Action Item: Emergency Communication

- The use of Wireless Emergency Alerts (WEA) for events like this was brought up as an area for improvement
- Regional work (Cook, Lake, Glenview Dispatch, and surrounding areas) on policies, procedures, and coordination
- Workshop conducted on March 27<sup>th</sup> with a Lake and Cook County municipality to walk through how usage and coordination would work



# After Action Item: Community Profiles

- State and Feds didn't always have a detailed understanding on demographics and needs of community
- Profiles done in collaboration with villages and include info such as...
  - Demographic Info (language, disability info, vehicle access)
  - Historic and cultural background
- To date, 33 Community Profiles have been created



# After Action Item: Finances and Funding

It was recognized during the event that there was not a direct funding mechanism set up and ready to go. Lake County EMA, LC Administration, and the LC Community Foundation (LCCF) identified the need and are working together to ensure that there is a local Crisis Relief Fund ready for future incidents or events. LCCF will be the host and distributor of these funds.

Lake County Community Crisis Relief Fund



**LAKE COUNTY COMMUNITY  
CRISIS RELIEF FUND**

[lccfil.fcsuite.com/erp/donate](https://lccfil.fcsuite.com/erp/donate)

# After Action Item: Education and Outreach

- 2022 IEMA Annual Summit
- DuPage Public Safety Committee
- Cook County Public Safety Committee
- Lunch and Learn webinar event
- FEMA Region 5
- 2023 Homeland Security Conference (July 2023)
- Today!





# Some Lessons Learned Along the Way

- The little things go a long way!
  - Meet your partners well before an incident ever occurs
  - Take the time to say thanks, and say it often
  - Let them know you are there for them
  - In busy times, don't forget about your family
  - Don't forget to take care of yourself

# Some Lessons Learned Along the Way

- Document, Document, Document!
- Word choice is important!  
*“Let’s pull the trigger on this”*
- Interpreters can be a vital asset!  
(Understand you community profiles)
- Volunteers and staff need counseling too
- Continuous assessment is important (the needs can change)
- Having an active and engaged Long-Term Recovery Committee or network, especially before an event, is a key to success



PLEASE DON'T  
FORGET!

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