

Whatcom County COVID After Action Report

Work Plan

This brief document is intended to outline the scope of review and process steps for the COVID After Action Report. The review will be limited to the period January 1, 2020, to July 30, 2021. After initial interviews, this period may be refined. The issues identified by the County Council align well with several of the Core Capabilities in FEMA's National Preparedness Goal. The Core Capabilities are listed below with the general areas of focus for Whatcom County and key questions we will strive to answer.

Core Capability	Areas of Focus for Whatcom County	Key Questions
Planning	County Comprehensive Emergency Management Plan, Pandemic Flu Plan, Continuity of Operations Plan	<i>Did existing plans provide sufficient guidance for the pandemic? Were the plans followed?</i>
Situational Awareness	Essential elements of key information	<i>Did decision makers receive sufficient information to make decisions?</i>
Public Information and Warning	Policies related to public communication Alternative communication plans	<i>Were existing communications policies followed? Was the communication timely and appropriate for those impacted?</i>
Operational Coordination	Roles and responsibilities of County Health Board and Unified Command Staff capacity and ability to augment existing resources Designated senior county emergency advisory positions and the community sectors represented Communications within emergency management	<i>Were the roles and responsibilities of different players clear? Did the existing roles and responsibilities ensure continuity of operations? Were services impacted by resource constraints? Were volunteers used effectively? Was time critical or significant information communicated effectively with other agencies and internal organizations?</i>
Logistics and Supply Chain Management	Procurement of PPE Modification of work assignments for staff	<i>Were systems in place to ensure that appropriate staff and responders received personal protective equipment and supplies? Could re-assignment of some staff provide a more effective response to essential functions?</i>

Work Schedule (items in bold include County Council)

Timeline	Item	Objective(s)
January 27	Project Kickoff Meeting	Introduce consultant team members, discuss scope of project and key areas of focus
Early February	Finalize workplan, share with County Council Identify interviewees and schedule interviews Request documents	Identify areas of research to inform document request and interviewee list
February to Early April	Document Review Research Interviews	Identify opportunities for improvement and areas of success
April	Development of Phase 1 Report	Prepare a summary of findings from document review and interviews
Late April	Presentation to County Council	Present findings to County Council, respond to questions, issue Phase 1 final report
May to June	Development of Preliminary Recommendations	Document what happened, celebrate successes, recommend improvement strategies
Late June	Presentation to County Council	Present draft preliminary recommendations to County Council, respond to questions and take feedback
Late June to July	Development of Final Report and Summary Presentation	Identify successes and recommendations, including recommended next steps
Late July	Presentation to County Council	Present final report to County Council