

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)

ANNEX A | APPENDIX 7

SERT PARTNERSHIP ENGAGEMENT SECTION (ESF-14)

2025

I. PURPOSE

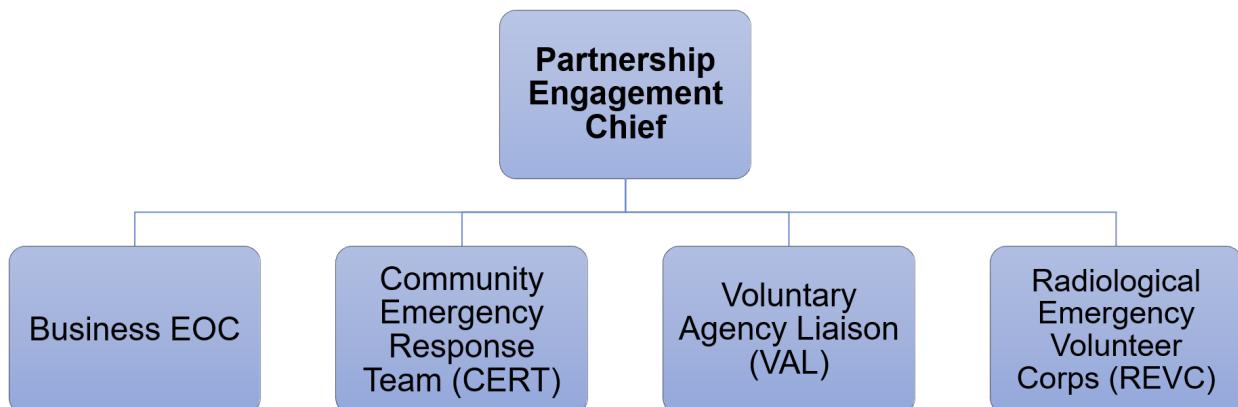
This appendix describes the Partnership Engagement Section of the State Emergency Response Team (SERT) during disasters, emergencies, and significant planned events. The core functions performed by the Partnership Engagement Section are consistent for all hazards, regardless of impact or geographical area.

II. MISSION

The Office of Partnership Engagement (OPE) is responsible for identifying, coordinating, operationalizing and developing key local, state, federal, and national partnerships in support of North Carolina Emergency Management's public safety mission, the stability of NC Communities and the state's infrastructure. Focus areas include; private sector business/industry, volunteers, community, faith-based, and non-profit organizations, colleges and universities. The section includes the Business EOC, the Community Emergency Response Team (CERT), Voluntary Agency Liaisons (VAL) and the Radiological Emergency Volunteer Corps (REVC).

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The Partnership Engagement Chief reports directly to the SERT Leader and will continually assess staff resources during events requesting additional staff from the SERT Leader as necessary.



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A. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)

NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)

PARTNERSHIP ENGAGEMENT SECTION

1. BUSINESS EMERGENCY OPERATIONS CENTER (BEOC)

The mission of the BEOC is to provide situational awareness and information sharing to the private sector during times of disaster and gather the same support of the SERT. To enhance the common operating picture, liaise, and foster the collaboration of efforts between the public and private sectors in all phases of emergency management, and to support the stabilization and recovery of communities after any event. The NC BEOC is the first operational BEOC with the capability to mobilize private sector resources, force packages and to manage the coordination and delivery of private sector supplies and donations. The continuation of business operations in communities supports the overall NCEM mission.

Resource requests are tasked out to private sector partners and coordinated through the BEOC to speed support to the need whenever North Carolina Emergency Management is activated. Private Sector offers for rental, for lease, at cost or for donation are coordinated here. Mutual aid between businesses is encouraged and the common operating picture is greatly enhanced. The Private-Public Partnerships in our state support public safety and help protect North Carolina's economic strength by fostering collaboration, communication and cooperation between businesses and the communities they serve.

2. COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

Community Emergency Response Teams across the state are available through NCSPARTA resource requests for a myriad of tasks, including but not limited to:

- Assisting with sheltering and reception center operations.
- Conducting light search and rescue.
- Performing damage assessments.
- Assisting with sandbagging operations.
- Assisting in local/county/state Emergency Operations Centers.
- Assisting with Disaster Medical Operations.
- Assisting with animal rescue and sheltering.
- Providing communications support.

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- Assisting with Points of Distribution.
- Assisting with call center operations.
- Manage, organize and maintain control of unsolicited volunteers.
- Call center support.

3. RADIOLOGICAL EMERGENCY VOLUNTEER CORPS (REVC)

These volunteers are specially trained to respond to radiological incidents and can assist with radiological surveys and shelter staffing. The REVC team is requested through NCSPARTA.

4. VOLUNTARY AGENCY LIAISON (VAL)

The Voluntary Agency Liaison (VAL) mission is to establish, foster, and maintain relationships among government, voluntary, faith based, and community partners to strengthen capabilities and support the delivery of inclusive, equitable services by empowering communities to address disaster related unmet needs. The VAL works directly with Long Term Recovery Groups (LTRGs) and North Carolina Voluntary Organizations Active in Disaster (North Carolina VOADS). These groups aid survivors of disasters with home repair, rebuilding, the provision of furniture and appliances, as well as provide financial and legal advice and counsel.

North Carolina VOADS, to include faith-based and Community Organizations Active in Disaster (COADS), provide a coordination of services to ensure that unmet needs are addressed, provide financial assistance, supplies and share knowledge and resources with residents of North Carolina before, during and after disasters. The VAL supports the coordination, training, preparedness, organization and status reporting of these critical groups.

IV. TABS

A. Volunteer and Donations Management