

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)  
ANNEX A | APPENDIX 7  
**SERT PARTNERSHIP ENGAGEMENT**  
2023

**A. 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.

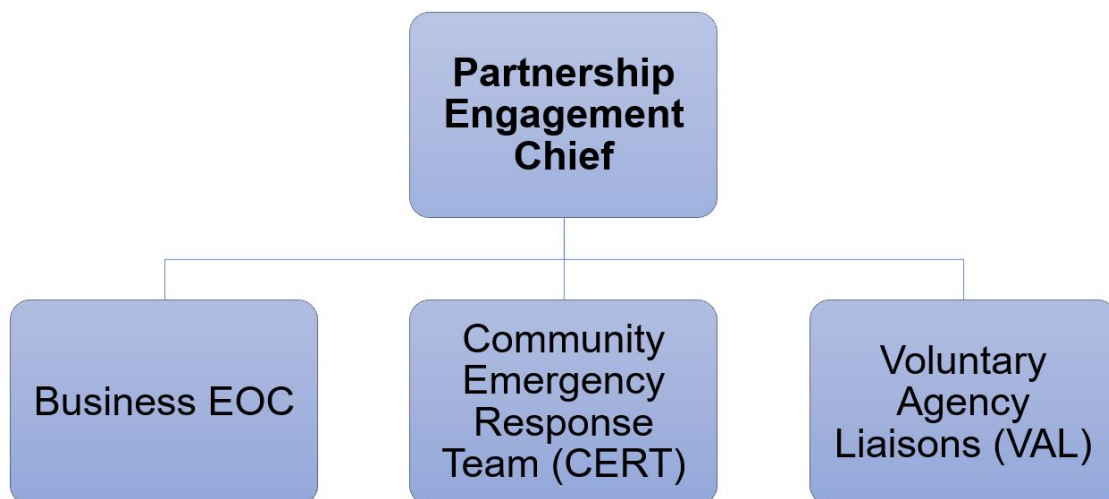
**B. MISSION**

The Office of Partnership Engagement (OPE) is responsible for identifying, coordinating and developing key local, state, federal, and national private sector business/industry partnerships and non-profits active in disaster (VOADS) in support of North Carolina Emergency Managements' public safety mission, the stability of NC communities and the state's infrastructure. OPE's function also extends to the inclusion of universities and the faith-based community. The section includes the Business EOC, Voluntary Agency Liaisons, the Community Emergency Response Team (CERT), and the Radiological Emergency Volunteer Corps (REVC).

**C. ORGANIZATION**

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

The core functions carried out by the Partnership Engagement Section include:



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**D. CONCEPT OF OPERATIONS**

**1. BUSINESS EMERGENCY OPERATIONS CENTER**

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 State Emergency Response Team (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.

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. VOLUNTARY AGENCY LIAISONS (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 Voluntary Organizations Active in Disaster (VOADS) across North Carolina. 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.

VOADS 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 and status reporting of these critical groups.

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**3. COMMUNITY EMERGENCY RESPONSE TEAM (CERT)**

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

- a. Assisting with sheltering and reception center operations.
- b. Conducting light search and rescue.
- c. Performing damage assessments.
- d. Assisting with sandbagging operations.
- e. Assisting in local/county/state Emergency Operations Centers.
- f. Assisting with Disaster Medical Operations.
- g. Assisting with animal rescue and sheltering.
- h. Providing communications support.
- i. Assisting with Points of Distribution.
- j. Assisting with call center operations.

**4. 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 WebEOC resource requests.