Table of Contents

From the Director ................................................................. 1
Why we are Here .............................................................. 2, 3
Emergency Management Performance Grant ................. 4
Emergency Preparedness Conference ......................... 5
Training & Exercise ............................................................ 5
Internship Program ............................................................ 5
Hazard Mitigation Grant Program ................................ 6
Public Assistance ............................................................... 7
Joint Information Center .................................................... 8
NH Alerts ........................................................................... 9
Faith Communities ............................................................. 9
Radiological Emergency Preparedness .................... 10
Radiological Instrumentation Maintenance and Calibration ................................................................. 10
Ready NH ........................................................................... 11
See Something Say Something ...................................... 11
State Emergency Operations Center .......................... 12
School Emergency Readiness Program ..................... 13
WebEOC ............................................................................ 13
COVID-19 Response .......................................................... 14, 15
NH Homeland Security and Emergency Management’s mission is to partner with the whole community to mitigate, prepare, respond and recover from all-hazards for the State of New Hampshire. Little did we know that in 2020 we would be challenged with what turned out to be the largest scale response operation in NH’s history as we worked to mitigate the global COVID-19 pandemic.

In January, no one knew that by the end of March, COVID-19 would change our daily routines. Many of our community partners – schools, hospitals, local and state emergency operations centers – turned to each other for support, resources and leadership.

On March 13, 2020, the State Emergency Operations Center was partially activated when Gov. Chris Sununu declared a state of emergency. Ten days later, on March 23, 2020, the activation was escalated to full. All ESFs were notified and the SEOC was fully staffed, and a year later, the SEOC remained activated. It was the first time in history that the SEOC operated at full for over a year.

In most years, the most prominent threat facing New Hampshire is weather-related events/disasters, but in 2020, the agency focused most of its resources on the state’s response to the COVID-19 pandemic. This response included securing PPE for state agencies, local municipalities, non-profits, schools and businesses as well as facilitating testing and vaccinations, by moving other activities.

We had many successes in the past year that are highlighted here in the Division of Homeland Security and Emergency Management’s 2020 Year End Report. In this report, you will see a snapshot of the great work done by the staff at HSEM as they juggled their day-to-day activities while also managing the pandemic.

As more of the population becomes vaccinated and operations return to normal, we look forward to returning to fostering and nurturing relationships with our local, state, federal, and private/non-profit partners to further the state’s mitigation, preparedness, response and recovery efforts.

The future is bright for the Division as we begin to recover from the COVID-19 pandemic.

Thank you for your continued support of HSEM.

Jennifer L. Harper
Director

Director Jennifer L. Harper


Director Harper started with the agency in 1991. She holds a Master’s Degree in Homeland Security and Defense from the Naval Postgraduate School and a Master’s Degree in Business Administration from Southern NH University.
Why we are Here

Vision:
A prepared, ready and informed New Hampshire.

Mission:
To partner with every community to prevent, mitigate, prepare for, respond to, and recover from all hazards that impact New Hampshire.

New Hampshire:
The state of New Hampshire is located in the northeastern section of the United States. The total area of the state is 9,304 square miles — composed of 9,027 sq. mi. of land, 277 sq. mi. of inland water, and an 18-mile coastline. NH is bordered on the north by the Canadian Province of Québec, on the east by Maine and the Atlantic Ocean, on the south by Massachusetts, and on the west by Vermont. The geographic center of the state is located in Belknap County, approximately 3 miles east of the Town of Ashland. The state capital is Concord, which is located in Merrimack County. New Hampshire is one of six New England states, the others being Maine, Massachusetts, Vermont, Rhode Island, and Connecticut.

The state’s Executive Branch is headed by a Governor and five administrative officers called Executive Councilors. The Governor is elected for a two-year term. The New Hampshire legislature (General Court), consists of 24 Senators and 400 Representatives, all elected for two years. The state elects two Senators and two Representatives to the U.S. Congress and has four electoral votes.

New Hampshire, like other New England states, is also unique for its tradition of local town meetings. In many towns, residents vote directly on municipal and school budgets and can propose and amend warrant articles. New Hampshire is among the few states in the nation that utilizes a strong, local government rather than a predominately county government structure.

Three industries drive the state’s economy: Smart Manufacturing/High Technology (SMHT), Tourism, and Health Care Fields. SHMT’s primary focus is using high-tech equipment to produce electronic components. There are a variety of biomedical research facilities in New Hampshire, along with numerous hospitals and other healthcare facilities. When it comes to tourism, many visitors and residents enjoy the state’s beaches, mountains, and lakes. The largest lake, Winnipesaukee, is dotted with 274 inhabitable islands and provides many opportunities for fishing and water recreation sports. Along the Atlantic shore, 18 mile (29 km) of curving coastline boasts beaches (many state-owned) which attract vacationers.

TOP THREE INDUSTRIES:
• Smart Manufacturing/High Technology (SMHT)
• Tourism
• Health Care Fields
Why we are Here

According to the US Census Bureau 2019 estimates, there are approximately 295,297 New Hampshire residents (21.7% of the population) under the age of 19 and 253,147 residents (18.6% of the population) over the age of 65.

According to the U.S. Census Bureau, the primary language spoken in New Hampshire is English. The other top ten most common languages are: French, Spanish, Portuguese, Chinese, German, Greek, Hindi, Italian, Russian, and Arabic. The US Census Bureau estimates that 2.5% of the population over five years old speaks English “less than very well.”

The University of New Hampshire Institute on Disability states that about one out of every eight New Hampshire residents report having a disability. Access and Functional Needs (AFN) need to be taken into consideration in accordance with the Public Health Service (PHS) Act and the American with Disabilities Act (ADA) for incident preparedness, mitigation, response, and recovery actions.

HIGHER EDUCATION:
University System of New Hampshire
• Five Colleges & Universities

Community College System of New Hampshire
• Seven Colleges & Institutes

Over a dozen additional private colleges, universities and institutes of higher education

EDUCATION:

<table>
<thead>
<tr>
<th>District Level School Administrative Units (SAU)</th>
<th>99</th>
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<tbody>
<tr>
<td>Public and Charter Schools</td>
<td>480</td>
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<tr>
<td>Non-Public Schools</td>
<td>139</td>
</tr>
</tbody>
</table>

HSEM Management Team

Administration
Jennifer L. Harper, Director
Grant M. Nichols, Assistant Director

Business Finance Office
Matthew Hotchkiss, Administrator

Community Outreach Office
Vanessa Palange, Community Outreach Coordinator

Field Services Section
David Vaillancourt, Section Chief
Kathy Partington, Assistant Section Chief
Gregory Kaylor, Assistant Section Chief
Kimberly Castle, Assistant Section Chief

Information and Analysis Center
Marilynn Burkowski, Deputy Director

Operations Section
Robert Christensen, Section Chief
Megan Hoskins, Assistant Section Chief

Planning and Grants Section
Fallon Reed, Section Chief
Olivia Barnhart, Assistant Section Chief
Vanessa Urango, Assistant Section Chief

School Readiness Program
Austin Brown, School Readiness Program Coordinator
The Emergency Management Performance Grant (EMPG) Program supports building and maintaining a comprehensive, all-hazards emergency preparedness system. This includes assisting state and local governments and other eligible agencies to build and sustain the core capabilities outlined in the National Preparedness Goal (NPG). New Hampshire’s EMPG Program focuses on planning, organization/administration (project-driven), equipment, and maintenance/sustainment.

New Hampshire Homeland Security and Emergency Management applies to FEMA for EMPG Program funds on behalf of the State of New Hampshire and its local emergency management agencies, as the eligible entity.

Title VI of the Stafford Act authorizes FEMA to make grants for the purpose of providing a system of emergency preparedness for the protection of life and property from hazards in the United States. The Act puts responsibility for emergency preparedness jointly in the federal government, and the states and their political subdivisions. Through the EMPG Program, the federal government provides direction, coordination, guidance, and necessary assistance to New Hampshire, as authorized by the Act, so that a comprehensive emergency preparedness system exists for all hazards.

**2020 Priority Projects included:**
- Equipment for 8 communities as well as the University of New Hampshire to support/enhance the capabilities of primary Emergency Operations Centers (EOCs)
- Addition of 2-1-1 call taker positions to handle increased volume of calls due to the COVID pandemic
- Development or update of Local Emergency Operations Plans (LEOPs) for 25 communities
- Enhancements to volunteer management (ESF 14)
- Improvements to the NH DES flood hazard program
The NH Emergency Preparedness Conference is an annual event that brings together emergency responders from across the state to explore a wide spectrum of emergency management topics using an all hazards approach.

The event is offered at no cost to participants thanks to funding from NH Homeland Security and Emergency Management and the NH Division of Public Health Services.

**Due to COVID-19 and the health and safety concerns for all event participants, the 2020 NH Emergency Preparedness Conference was canceled.**

We look forward to seeing everyone at the 2022 Emergency Preparedness Conference.

The NH Division of Homeland Security and Emergency Management offers an active and competitive internship program. Interns gain valuable professional experience in a fast-paced environment while working alongside various HSEM team members.

**All HSEM Internships are on hold until further notice due to the COVID-19 Pandemic.**

We look forward to welcoming our interns back in the near future.

The Training and Exercise Unit conducts emergency management and first responder training for individuals in federal, state and local government or the private sector having responsibilities related to emergency management. Our training courses assist the public and private sector with increasing their ability to mitigate, plan for, respond to, and recover from natural and human-caused emergencies. All training is consistent with federal initiatives, and is designed to create a comprehensive and integrated system addressing all hazards at the local and state levels.

**Due to COVID-19 and the health and safety concerns for all participants Training & Exercise activities were postponed.**
The Hazard Mitigation Grant Program (HMGP) provides grants to state and local governments to implement long-term hazard mitigation measures following a major presidential disaster declaration. The purpose of HMGP is to reduce the loss of life and property due to disasters and enable mitigation to be completed immediately following a disaster event. The program’s objectives are:

- To prevent future loss of life and property due to disasters;
- To implement state or local hazard mitigation planning;
- To enable mitigation measures to be implemented during immediate recovery from a disaster;
- To provide funding for previously identified mitigation measures that benefit the disaster area.

**Hazardous Materials Emergency Preparedness Grant**

The purpose of the Hazardous Materials Emergency Preparedness (HMEP) Grant Program is to increase state and local effectiveness in safely and efficiently handling hazardous materials accidents and incidents; enhance implementation of the Emergency Planning and Community Right-to-Know Act of 1986 (EPCRA); and encourage a comprehensive approach to emergency planning and training by incorporating the unique challenges of responses to transportation situations. The HMEP Grant Program is intended to provide financial and technical assistance, as well as national direction and guidance to enhance state, territorial, tribal, and local hazardous materials emergency planning and training. The program distributes fees collected from shippers and carriers of hazardous materials to emergency responders for Hazardous Material (Hazmat) training and to Local Emergency Planning Committees (LEPCs) for Hazmat planning and training. HMEP Grant objectives include:

- Developing and enhancing hazmat emergency response plans (ERPs);
- Determining flow patterns of hazardous materials;
- Conducting hazard analysis;
- Conducting emergency response drills and exercises of Hazmat ERPs;
- Assessing local response capabilities.

### HMGP

**Photo: Olivia Banhart, Assistant Chief of Grants**

8 subrecipient awards

$98,206.50

### Hazardous Materials Emergency Preparedness Grant

1 subrecipient award

$23,605
The DR 4516 COVID-19 disaster was declared on April 3, 2020. Unlike most disasters, this one has an incident period that began on January 20, 2020, and is ongoing. At this time, FEMA has not announced an anticipated incident period end date. This disaster is being funded by FEMA at a 100% cost share from January 20, 2020, through September 30, 2021, per the current policy guidance. There are 281 eligible applicants in New Hampshire and 117 projects have been obligated by FEMA as of December 31, 2020. This disaster has surpassed $115,000,000 in funding provided to state and local government entities and eligible private non-profits to date.
On March 9, 2020, Governor Christopher Sununu activated the NH Joint Information Center to support the coordination of timely, accurate and accessible public information in the state’s response to the ongoing COVID-19 outbreak.

In order to streamline and coordinate communications, the Joint Information Center handles media inquiries for all state agencies related to COVID-19, which includes state-level response inquiries and interview requests. The Joint Information Center brings together public information resources from NH state agencies and provides a single point of contact for media inquiries.

At the height of the pandemic response, the Joint Information Center handled 124 inquiries in a single day and had staff for 15 positions. The Joint Information Center continues to respond to inquiries from media outlets around the country. By the end of December 2020, the JIC had handled 3,618 calls and requests for information or assistance.

**JIC Resources Include:**
- 3 Laptops with Power Supplies
- 2 Wireless Air Cards
- 1 Mobile Router/Hotspot
- Portable PA System
- Mobile Podium
- Portable Backdrop
- 1 B&W Printer
- 1 Color Printer
- 2 Projectors
- Office supplies
NH Alerts is a mass emergency notification tool, powered by Code Red. The Department of Safety uses NH Alerts to provide residents and visitors with targeted public safety notices during emergencies through text messaging, email, smartphone app notifications, and telephone calling. Additionally, State of NH agencies utilize NH Alerts to send important notifications to state employees.

**How to Sign-up for NH Alerts**

Sign up for NH Alerts at nh.gov/nhalerts or download the NH Alerts mobile app on the iOS and Google Play store.

**2020 Sign-Ups** 4,188

**2020 Notifications** 424* (Emergency & General Use) *non-state employee notifications

Across New Hampshire, citizens and visitors congregate in faith-based venues to worship, learn, play, and bond as a community. The NH Division of Homeland Security and Emergency Management works with houses of worship and faith communities, regardless of religion, to prepare for natural and human-caused disasters.

The faith communities and houses of worship emergency preparedness efforts focus on providing seminars and workshops to community leaders and venue safety teams, while sharing important information to plan, develop, and exercise effective emergency operations plans and response actions.

**Due to COVID-19** and the health and safety concerns for all participants, activities were postponed.

**Photography Credit:**
- Photo source: Pixabay
- Houses of Worship Resources Available online at https://prd.blogs.nh.gov/dos/hsem/?page_id=5994
The Radiological Emergency Preparedness (REP) program coordinates the efforts of federal, state, and local governments with planning, implementing, and guiding exercises regarding radiological emergencies in New Hampshire while maintaining strong relationships with the NextEra Energy Seabrook Station nuclear power plant, the Portsmouth Naval Shipyard (PNSY), the Federal Emergency Management Agency (FEMA), and the Nuclear Regulatory Commission (NRC). The State of New Hampshire has one nuclear power plant within its borders — NextEra Energy Seabrook Station in Seabrook, NH. This plant generates 1,244 million watts of electricity per year, enough power to supply the annual needs of approximately 1.2 million families.

In January, NextEra Energy released the new Seabrook Station nuclear power plant brochure. The new design is a more modern and efficient way of sharing information with residents. The purpose of the brochure is to help families, visitors and businesses within the Seabrook Station Emergency Planning Zone have the information they need to react appropriately in the unlikely event of an emergency at the power plant. Seabrook Station preparedness information is available online at ReadyNH.gov/rep.

The Department of Safety Homeland Security and Emergency Management Field Services Section supports the Radiological Instrumentation Maintenance and Calibration Facility (RIMC). This facility is where all state-owned radiological instruments are maintained and distributed to local first responders throughout the State of NH, with a focus on communities located in the Seabrook Emergency Planning Zone (EPZ). The RIMC Facility is licensed through the Department of Health and Human Services (DHHS) for possession of radiological material used for the calibration of the radiological instruments that are serviced and maintained. Due to the activity of the radiological material, the RIMC Facility is a secured facility as required by the Nuclear Regulatory Commission (NRC).
Ready the Prepared Puppy is NH Homeland Security and Emergency Management’s mascot. He is always ready for an emergency because he always has his bright orange emergency kit on his back. Ready wants kids everywhere to know that they can help their families be ready for emergencies too.

ReadyNH.gov is New Hampshire’s official planning and preparedness website. In order to increase the preparedness of individuals and households in the State of New Hampshire, the Division of Homeland Security and Emergency Management created the ReadyNH campaign.

The ReadyNH campaign reminds visitors and residents of NH to take action and be safe! Three steps you can take to be prepared include:

- Stay Informed
- Have a Plan
- Make a Kit
- Get Involved

Learn what to do before, during, and after a disaster at

See Something, Say Something®

is a national campaign that raises public awareness of the indicators of terrorism and terrorism-related crime, as well as the importance of reporting suspicious activity to state and local law enforcement. Through a Homeland Security Grant, NH Homeland Security and Emergency Management provides See Something Say Something® resources and materials at no cost to NH schools, businesses, organizations, nonprofits, and state agencies. These resources and materials include: posters, social media toolkits, talking points, PSA videos, window clings, and brochures.

Whether you are on your way to work, walking in your neighborhood, or out and about in your community, remember: We all play a role in keeping our communities safe. Remember to stay vigilant and say something when you see signs of suspicious activity.

See Something, Say Something materials are available online at NH.gov/HSEM

ReadyNH.gov
TAKEN ACTION.
BE SAFE.
The SEOC serves as the central point of coordination for state-level emergency management and response activities. The SEOC is managed by HSEM as the lead agency for Emergency Support Function (ESF) 5. The Director of HSEM (or designee) determines the appropriate activation level for the SEOC. The SEOC may be activated to coordinate state-level response to an emergency or in response to a large-scale planned event where state resources must be mobilized to ensure health and safety. The SEOC coordinates with the Governor’s Office, FEMA Region I, and local emergency operations centers. The SEOC is located at the Incident Planning and Operations Center (IPOC) in Concord, New Hampshire. HSEM has identified alternate locations for the SEOC should the primary location become inoperable.

The State Emergency Operations Center transitioned from partial to full activation on March 23rd as the state response to the COVID-19 pandemic ramped up to all hands on deck for this unprecedented emergency. The SEOC has been fully staffed to support those on the front lines, working tirelessly to procure needed supplies and support mechanisms for NH communities.

Throughout the state response to the COVID crisis, the IPOC campus hosted multiple call centers to answer the concerns and questions of New Hampshire citizens. Some 2-1-1 (for COVID-19 related questions) and NH Employment Security calls are being routed through centers set up within the Smokey Bear campus. HSEM also has the local liaison call center to assist emergency response requests for NH’s 234 communities.

### 2020 SEOC Activations

<table>
<thead>
<tr>
<th>DATE</th>
<th>EVENT</th>
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</thead>
<tbody>
<tr>
<td>1/30/2020</td>
<td>Hudson Thyne Memorial</td>
</tr>
<tr>
<td>2/7/2020</td>
<td>Democratic Debates</td>
</tr>
<tr>
<td>2/10/2020</td>
<td>Presidential Visit</td>
</tr>
<tr>
<td>2/28/2020</td>
<td>Hudson Special Event</td>
</tr>
<tr>
<td>3/13/2020</td>
<td>COVID-19 Outbreak</td>
</tr>
<tr>
<td>06/2-5, 27, 29/2020</td>
<td>Rallies/Protests</td>
</tr>
<tr>
<td>8/2/2020</td>
<td>NASCAR Event</td>
</tr>
<tr>
<td>8/28/2020</td>
<td>Presidential Visit</td>
</tr>
<tr>
<td>10/25/2020</td>
<td>Presidential Visit</td>
</tr>
<tr>
<td>11/3/2020</td>
<td>General Election</td>
</tr>
</tbody>
</table>
School Emergency Readiness Program

The HSEM School Readiness Program provides free physical security assessments for kindergarten through grade 12 public (including charter) and non-public (non-boarding) schools in New Hampshire. The assessments and reassessments are conducted by subject matter experts. These experts look at the physical building(s) and grounds and make observations and recommendations based on three physical security capabilities: surveillance, access control, and emergency alerting. Additionally, the program works with the schools and their communities to develop Emergency Operations Plans so they may be best prepared for dealing with potential emergency events.

Although COVID put off many visits to the schools in 2020, it gave the program time to review 323 School Emergency Operations Plans.

WebEOC

The Division of Homeland Security and Emergency Management maintains the state's crisis-disaster management system, WebEOC. WebEOC is used to manage multi-agency coordination or large-scale events and disasters with a focus on increasing public safety information sharing. Providing real-time situational awareness allows Incident Commanders, community leaders, and incident personnel to make informed decisions through a shared common situation picture of the event or incident. WebEOC is a gateway to share information between the State Emergency Operations Center (SEOC) and federal, state, and local public safety entities, as well as critical infrastructure partners.
On March 13, Governor Christopher Sununu directed the state Division of Homeland Security and Emergency Management, in coordination with the Department of Health and Human Services, to open the State Emergency Operations Center to coordinate the state's response to the novel coronavirus disease 2019, officially named COVID-19.

The State Emergency Operations Center has remained at a full activation since March 23, 2020, in response to the COVID-19 global pandemic. This activation, unprecedented in its scope, scale, and length, is the first full activation since the 2008 ice storm. The State’s response is a team effort led by Unified Command, including representation from the NH Department of Health and Human Services, the

**BY the NUMBERS**

<table>
<thead>
<tr>
<th>Cases</th>
<th>6,908 current</th>
<th>36,542 cumulative</th>
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</thead>
<tbody>
<tr>
<td>Hospitalizations</td>
<td>261 current</td>
<td>889 cumulative</td>
</tr>
<tr>
<td>PCR Tests</td>
<td>484,956</td>
<td></td>
</tr>
<tr>
<td>Deaths</td>
<td>656</td>
<td></td>
</tr>
</tbody>
</table>

**MISSION Tasks**

(as of 12/21/20)

Total = 5,923

**PLANNING**

(as of 12/21/20)

163 Situation Reports
NH Department of Safety, and the NH Department of Military Affairs and Veterans Services.

At the height of the response, the Joint Information Center handled 124 inquiries in a single day and was staffed by 15 positions. The Joint Information Center continues to respond to inquiries from media outlets around the country.

On December 15, the first dose of the Pfizer vaccine was administered to Elliot Hospital ICU Nurse Heidi Kukla, photo below, during a historic press conference held outside the hospital in Manchester.

By December 29, the State had distributed 31,805 doses of vaccine to front-line responders and long-term health care facilities around the state. Of those doses, 12,690 had been administered.

FEMA Disaster Declaration
(as of 12/21/20)

303 applicants
145 projects under review

PPE Warehouse/Distribution

55,269,815 PPE items distributed

joint Information Center
(as of 12/21/20)

3,618 calls/requests
PARTNERING with the WHOLE COMMUNITY to RESPOND and RECOVER from DISASTERS
Together we are Granite Strong

A prepared, ready and informed New Hampshire.