

SERC Facilitation Guide

Approach to Learning Session

Purpose: The purpose of this learning session is to identify areas of improvement and support of the Repatriation Program from the State Emergency Repatriation Coordinators (SERCs)—a major stakeholder involved in the repatriation process. This learning will also be used to create OHSEPR’s State Emergency Repatriation Capabilities.

Desired Outcome: This engagement activity will support the identification of opportunities for improvement, strengthen stakeholder relationships, enhance coordination, and provide opportunities to streamline and clarify program roles and responsibilities. Further, this activity will assist the team to fill knowledge gaps related to the capabilities required of states to support emergency repatriation.

Method: Deloitte will conduct three learning sessions with three groups of SERCs (Regions 1-3, 4-6, and 7-10), for 90 minutes each. The learning sessions will be held using the Zoom platform. Participants will engage in the session through polling questions, chat box, and the Zoom annotation features. In addition, meeting facilitators will encourage candid discussion re: SERC repatriation experiences through the use of discussion questions (outlined below). All responses will be anonymous and will not be attributable to a specific individual. Categorical responses will be aggregated.

Agenda

Introduction: 5 mins

SERC Roll Call (by state, agency):

“Good morning/afternoon everyone. Thank you so much for joining us today. Before we begin our learning session, we would like to do a quick roll call. When we call your state, please come off mute and confirm your attendance, by stating your name and the agency you are representing. Thank you.”

Deloitte Team Intro:

“Deloitte is currently supporting OHSEPR by reviewing current protocols, procedures, and processes involving the implementation, administration, and operations of the repatriation program. We are also assisting with programmatic, administrative, and technical support to OHSEPR’s stakeholders.

The purpose of today’s learning session is to receive feedback from you on your experience as a SERC, any challenges you have encountered as a SERC when preparing for or responding to an emergency repatriation, and any potential recommendations you would like to share to improve your overall experience. The experiences that you share and the feedback that you provide will contribute to the outcomes of our evaluation. So, we thank you for your participation today and we look forward to hearing your thoughts.”

PRA Statement:

“OHSEPR is collecting this information to identify areas of improvement and support for the U.S. Repatriation Program operations. This discussion will last approximately an hour. Your participation is voluntary. All information will be kept private. A Federal agency may not conduct or sponsor, and no individual or entity is required to respond to, nor shall an individual or entity be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless that collection of information displays a currently valid OMB Control Number. The OMB # is 0970-0531 and the expiration date is 7/31/2022.”

Setting the Stage: 10 mins

Review focus and schedule of the learning session

“Today’s session will focus on learning about your experiences as a SERC, what challenges, if any, impact your ability to do your duties as a SERC, and how we can help OHSEPR improve the overall implementation of the Repatriation Program. We will start off by going through the zoom platform and the various functions we would like for you all to explore using throughout today’s session, and then give you all the opportunity to ask any clarifying questions you may have before we begin with the pre-learning session. There will be an opportunity to take a scheduled break during the session and we will notify you all of that when the time approaches.”

Overview of Zoom platform and functions

Pre-learning Outcome Statement

Complete the sentence: As an outcome/result of this program, Repatriates are able to...

Zoom Poll Questions:

1. How long have you been in your position as a SERC?
 - a. Less than 1 year
 - b. 1-3 years
 - c. 3+ years
2. Please list the state agency you represent, and the lead state agency for emergency repatriation if different
 - a. Short Answer
3. Does your state receive assistance from any additional state agencies or NGOs? If so, please provide a list:
 - a. Short Answer

General: 10 min

Zoom Poll Questions

4. Please choose the option that best applies to the statement below:
I have knowledge of the protocols, procedures, and processes of the Repatriation program as it relates to my roles as a SERC.
 - a. Strongly disagree

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- b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree
5. Please choose the option(s) that best applies to the statement below:
I have received the following trainings related to my role as SERC:
- a. Introductory
 - b. Onboarding
 - c. Refresher
 - d. Other (write in)
6. Please choose the option that best applies to the statement below:
I feel that the emergency repatriation program is executed effectively and efficiently
- a. Strongly disagree
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly agree
7. Have you encountered any challenges during an emergency repatriation?
- a. Yes
 - b. No

Annotate

8. If yes, please indicate which areas you have experienced challenges by placing a check mark over the following areas:
- a. Communication
 - b. Coordination
 - c. Situational awareness
 - d. Mobilizing staff
 - e. Clarity in roles and responsibilities
 - f. Policies and procedures
 - g. Supplies and equipment
 - h. Port of Entry infrastructure/space
 - i. Repatriate services in the ERC
 - j. Repatriate services outside the ERC (e.g., on-going travel, health care, etc.)
 - k. Other (separate column to write in text answers)

Planning Phase - Steady State Operations: 10 min

Zoom Poll Questions

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9. What type of technical assistance has OHSEPR provided to your state, and has it been beneficial to state emergency repatriation readiness?
- SERP development and review
 - Table-top exercises
 - Repatriation trainings
 - Q&A sessions
 - Port of entry walkthroughs
 - Documents or written guidance
 - Other (write in)

Annotate

10. What additional types of technical assistance can OHSEPR provide to improve readiness and understanding of the program?

Discussion Questions

11. What, if any, challenges have you encountered when developing your state's SERP?

SERC Role During an Emergency Repatriation Incident: 20 mins

12. Do you, as the state SERC, have a specific role during an emergency repatriation incident?
- Yes
 - No
 - I don't know
 - Not applicable

13. Please choose the option that best applies to the statement below:
I feel that coordination is conducted effectively between federal and state agencies involved in a repatriation incident
- Very ineffectively
 - Somewhat ineffectively
 - Neutral
 - Somewhat effectively
 - Very effectively

Discussion Questions

14. If you answered very or somewhat ineffectively, what are some instances where you've seen coordination break down during a repatriation incident?
15. How does your role as SERC change during emergency repatriation incident?
16. How does your state coordinate the setup of an ERC once notified your SERP has been activated?
17. What additional stakeholders do you consistently coordinate with during an emergency repatriation incident?

Break: 5 mins

SERC Role After an Incident: 10 mins

Discussion Questions

18. What is your state's closeout process upon the conclusion of an emergency repatriation incident?
19. What documents does your state submit to OHSEPR upon the conclusion of an emergency repatriation incident?
20. What, if any, challenges have you experienced regarding the processing of administrative documentation upon the conclusion of an emergency repatriation incident?

Zoom Polling

21. To what extent do you understand the expense reimbursement process, and which expenses incurred by the state qualify for reimbursement by OHSEPR?

Rating Scale

1) No understanding	2)	3)	4)	5) Thorough understanding
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22. Please list any state services that you are unsure would be reimbursed if provided
 - a. Short Answer

Annotation

23. Are there any additional services that you would like to provide to repatriates that you cannot be reimbursed for?

State Capabilities: 15 mins

Annotation

“As part of our evaluation, we are assisting OHSPER with building a tool to compare and validate states’ capabilities to support an emergency repatriation. As part of the tool, we are identifying measurable functions and state infrastructure needs to support emergency repatriation incidents. The below categories are the main capability domains identified, and we would like to get your feedback of these domains through the following questions:”

State Capability Categories

- Authority, Policy, Governance
- Preparedness
- Organization, Resources, Staffing
- Communications
- Evaluation and Learning
- Infrastructure and Space (POE)
- On-site Repatriate Services (POE)
- Proximity to Supplemental Repatriate Services (POE)

24. Do you feel that the state has sufficient documentation and guidance to plan for and implement these emergency repatriation capabilities?

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25. Mark the categories you consider most important for the state when preparing for and responding to an emergency repatriation incident
26. Mark the categories you feel the state is the most prepared
27. Mark the categories you feel the state needs to improve and refine

Closing: 5 mins