



PHOENIX INFRAGARD

Partnership for Protection



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APRIL 2009

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WELCOME NEW SAC NATHAN T. GRAY

Nathan T. Gray has been selected by Director Mueller to head the Phoenix Division upon the retirement of SAC John Lewis. Nathan Gray has been in law enforcement for over 26 years. He joined the FBI as a Special Agent in 1990, had previously served in Phoenix and most recently was SAC of the Charlotte Field Office.

Congratulations to SAC Nathan T. Gray on your selection and welcome back to the Phoenix Division and our state of Arizona.

MEETING ANNOUNCEMENT

PHOENIX INFRAGARD MEETING

(this is scheduled as an OPEN meeting)

Please RSVP at least 24 hours in advanced

<http://www.evite.com/app/publicUrl/UGNUUDWYXJ BXQALCBYSG/IGQ2>

SPEAKERS

The focus of our first quarterly meeting of 2009 is the Healthcare/Public Health sector. Are you aware of how intertwined the Healthcare and Public Health sectors are with other area industries? The recent Coyote Crisis Campaign demonstrated this relationship vividly. Join us on April 27th to learn more about key elements of this important infrastructure and post-event details about the CCC exercise.

Ken Komatsu, State Epidemiologist, AZ
Department of Health Services

- Komatsu will present a topic regarding surveillance and outbreak investigation related to dangerous diseases.

Bo Saxberg, MD, PhD, President, DDO Strategic Services

- Dr. Saxberg is a consultant in the area of electronic medical records and the tasks needed to secure and control access to those records. He will inform us regarding some of the challenges associated with the task of expanding the use of electronic medical records, a task supported by the recently passed stimulus package.

Scott Voss, MPH, Planning Section Chief, AZ Department of Health Services
Beth Heinrich, RN, Director, Occupational Medicine and Environmental Safety, Mayo Clinic Arizona

- Voss was the exercise commander for the recent Coyote Crisis Campaign, a comprehensive exercise designed to test the emergency crisis response of various infrastructure elements, public and private (healthcare systems and government organizations, among others). Scott will present a summary of the CCC event from a public health services perspective.

PARKING: Please park in the Arizona Center Garage and bring your ticket into the APS building for validation.

NOTE: This garage does get busy, so please allow for time to find a parking spot and to get checked in with APS security. Check-in will be open starting at 12:30. The program will begin promptly at 1:00.

Date/Time:
Monday, April 27, 2009
1:00pm - 5:00pm

Location:
APS Corporate
Headquarters
400 N. 5th Street,
Phoenix, Arizona

Once inside APS, you will be directed to the meeting room.



PRESIDENT'S CORNER



Frank J. Grimmelmann
President Board of Directors
Phoenix Infragard Members Association

On behalf of Phoenix Infragard's Board of Directors, it's my pleasure to share our success

over the past year and our 2009 Strategic Priorities with you. First of all, one brief administrative update, your 2009 Board of Directors and Officers are listed on the newsletter's banner, and we all welcome open communication, so don't hesitate to contact any of us. You can also visit www.phoenixinfragard.net.

Please take a minute to review this newsletter in its entirety; hopefully it will leave you with a reinvigorated perspective of Infragard, and a realization of what we can accomplish together.



The Board of Directors is highly motivated going into the new year, and moving forward with some aggressive plans

that will evidence themselves as the year progresses. It's definitely not business as usual. Rather, we are committed to building on our existing foundation, and taking Phoenix Infragard to the next level. The vision for realizing this metamorphosis is capsulated in the 2009 Strategic Priorities adopted by your Board in early February 2009, with the following excerpts highlighting our focus (the 2009 Phoenix Infragard Strategic Priorities appear in their entirety on the last page of this newsletter):

- Focus on Growth in target Critical Infrastructure Sectors to diversify sector representation;
- Stimulate membership interest through

expanding on already strong educational programs;

- Broaden collaborative outreach to partner Agencies (USDHS, ADHS, ADEM, ACTIC...) to stimulate cross-communication and information exchange;
- Partner with other private industry AZ organizations/Associations, co-hosting educational programs to expose their members to the benefits of Infragard Membership, and;
- Encourage bi-directional information exchange between strategic partners and members, through mapping the communications flow and identifying expanded information sources.

This is an aggressive agenda, but there are specific agreed upon actions identified for each of these areas already assigned to the appropriate resource, and plans in several areas are well underway!

Fortunately, we are coming off of a strong 2008 year that provides a strong foundation:

- Membership grew 13% to for a total of 557 Arizona members.
- Successful Creation of Infragard's Critical Sector Council (focus of the next newsletter)
- Continued Critical Sector diversification, with diversified representation in all 18 Sectors.
- Educational Program excellence, moving to half-day quarterly meetings, focusing on joint programs with specific private sector associations that appeal to the entire membership.
- An updated and fresh web presence.
- Anthony D. Farinacci, FBI Agent, being appointed as full time Infragard FBI Coordinator.



PRESIDENT'S CORNER *(continued)*

Briefly highlighting the creation of the Critical Sector Council ("CSC"): This 'invitation only' Council, recruited solely from Infragard Membership, responds to the need for 'Subject Matter Experts' ('domain expertise') for intelligence, significantly expanding Infragard's value proposition. The CSC brings these experts together for several 'tabletop exercises' a year to specifically map the interdependencies among the Critical Sectors. This is accomplished through having the CSC members participate in targeted exercises identified by the FBI's Field Intelligence Group ("FIG"), and our AZ PASS Advisory Board. The Partnership for Arizona's Safety and Security ("AZ PASS") includes the Arizona Counter Terrorism Information Center ("ACTIC"), the Arizona Department of Emergency Management ("ADEM"), the US Department of Homeland Security ("USDHS"), the Arizona Department of Homeland Security ("ADHS"), and Phoenix Infragard. Essentially, we presently have assembled a group of 21 hand selected 'Sector Leaders'. These Sector Leaders provide domain expertise through sharing dialogue during exercises directly with our AZ PASS Advisory Board Agencies and the FBI representatives in attendance. Allowing a rich, open exchange through the evolving CSC processes and methodologies allows those present to understand far more than the individual sector silos. Rather, those participating map the cause and effect that occurs between the respective sectors in response to specific incidents, and establishes actionable response supported by a private sector peer group empowered to respond. CSC members build working relationships with their peers, and

direct participation in understanding these critical sector interdependencies through participation in this unique process across all agencies. Remarkable!

Leaving you with a final thought, here's a quote from Ralph Waldo Emerson:

"Don't be too timid and squeamish about your actions.

All life is an experiment.

The more experiments you make the better."

Infragard is not a spectator sport, it is a participant support and the participants are provided solely by our volunteer membership. Each of you is the magic and the strength of the FBI/private sector partnership that is Infragard, designed to protect our national infrastructure! Whether your

contribution is identifying potential threats by being the FBI's eyes on the street; recognizing these threats through participating in the quarterly educational programs, and; staying informed with informational reports shared with vetted members, or serving on the CSC, your individual contribution is invaluable to protecting our national infrastructure.

"Each of you is the magic and the strength of the FBI/private sector partnership that is Infragard, designed to protect our national infrastructure!"

Your Board challenges each of you in 2009 to join us, "Get up and make it happen"! Get to know your board and membership through attending events, volunteer to participate on our active ad hoc and standing committees, or communicate any knowledge that comes to your attention through the established channels. Beyond this, as with the CSC's development, all ideas are worth considering and when properly executed they can make a significant difference.

We are Phoenix Infragard. Everyone's contribution is important, and by working together we can make a difference. Join us, together we can make a difference!



National Infrastructure Protection Plan Healthcare and Public Health Sector

Homeland Security Presidential Directive 7 (HSPD-7) identified 17 critical infrastructure and key resources (CIKR) sectors and designated Federal Government Sector-Specific Agencies (SSA) to facilitate safeguarding each. The National Infrastructure Protection Plan (NIPP) established a public-private partnership model for critical infrastructure protection (CIP) efforts that includes Federal, State, local and tribal governments, and the private sector. Each CIKR sector is responsible for developing and implementing a Sector-Specific Plan (SSP) and reporting annually to the Department of Homeland Security (DHS) on CIKR protection progress and gap assessments. SSAs collaborate on risk management with public and private sector security partners. The SSA for the Healthcare and Public Health (HPH) Sector is the Department of Health and Human Services (HHS).

Sector Overview

The HPH Sector constitutes approximately 15 percent of the gross national product with roughly 85 percent of the sector's assets privately owned and operated. Operating in all U.S. States, Territories, and tribal areas, the HPH Sector plays a significant role in response and recovery across all other sectors in the event of a natural or manmade disaster. While healthcare tends to be delivered and managed locally, the public-health component of the sector, focused primarily on population health, is managed across all levels of government—local, tribal, territorial, State, regional, and national.

The HPH Sector is highly dependent on fellow sectors for continuity of operations and service delivery including: the Energy, Water, Transportation, Emergency Services, Food & Agriculture, Information Technology, and Communications Sectors.

Sector Vision

The HPH Sector's vision is to achieve overall resiliency against all threats—natural and man-made. Implementing this vision will prevent or minimize damage to, or destruction of, the Nation's healthcare and public health infrastructure. It will also preserve the sector's ability to mount timely and effective responses to both routine and emergency situations as it strives to protect its critical workforce from harm resulting from terrorist or criminal activities, natural disasters, and serious infectious disease outbreaks, including those originating outside the United States.

Sector Partnerships

HHS partners with DHS to implement the NIPP sector partnership model and risk management framework. HHS supported the formation of a Health Sector Coordinating



Healthcare and Public Health Sector *(continued)*

Council (HSCC) that comprises sub-councils representing private sector industries and interest areas within the sector. HHS also established a Government Coordinating Council (GCC) including representatives from all levels of government. As the partnership has matured, the SCC and GCC have established a series of collaborative workgroups and invited subject matter experts to assist in achieving specific CIP goals and objectives. One such workgroup is addressing HPH CIP Research and Development needs and capability gaps, specifically in the areas of medical surge and workforce sustainability in the face of a disaster or public health emergency. Another workgroup's focus is on establishing measures and metrics that will allow the sector to assess progress in reaching infrastructure protection goals, taking into account challenges and impacts. Additional workgroups will be formed to focus on various objectives identified to enhance protection, security and resiliency within the sector.

An essential component for the success of the public-private partnership is effective and timely information sharing. The sector is working closely with DHS and its sector partners to establish a communications mechanism that will address a wide range of collaboration needs and will serve as an information repository as well as a conduit for sharing with sector partners specific information on threats and alerts.

CIKR Protection Focus

Given the relatively large number of sector assets, particularly hospitals and clinics, protecting and preventing damage to any one asset is less vital than the ability to continue to deliver care. The focus is more on the sector as a system that must remain resilient in the face of all hazards. The HPH Sector focuses on consequence management as a form of risk reduction, integrating CIP principles with surge planning, response and recovery operations.

Priority Programs

Within the HPH Sector, protective programs have evolved as a result of the changing regulatory landscape, emergency response and recovery requirements, and rapid advancements in technology. Some of these programs include:

- **Biological Advanced Research and Development Authority (BARDA)** performs vulnerability assessments and manages the procurement and advanced development of medical countermeasures under Project BioShield.
- **National Public Health Information Systems.** The Public Health Information Network (PHIN) is an initiative to develop interoperable public health information systems; the Early Warning Infectious Disease Program (EWIDS) focuses on early detection, identification, and reporting of infectious diseases associated with bioterrorism agents and other major threats to public health.
- **Various Grants Programs** focus on enhancing and encouraging sector facility protection and preparedness, such as the HHS Hospital Preparedness Program (HPP) and Public Health Emergency Preparedness (PHEP) Cooperative Agreement, the DHS Urban Area Security Initiative (UASI), the Metropolitan Medical Response System (MMRS), and the Buffer Zone Protection Program (BZPP).
- **Vulnerability Assessments** are conducted on critical assets within the HPH Sector through various programs such as BARDA and the DHS Protective Security Advisor (PSA) program.
- **Medical Facility and Clinical Laboratory Accreditation** promotes effective protective programs within healthcare facilities through the Joint Commission and other accreditation and clinical laboratory certification organizations.
- **Information Security.** The sector participates in the National Cyber Security Division's Cross-Sector Cyber Security initiative, a public-private partnership to further collaboration and information sharing related to cyber threats.



Homeland
Security

For questions or more information, please
contact NIPP@dhs.gov or CIP@hhs.gov or visit
www.dhs.gov/nipp.



Water Security and the Healthcare & Public Health Sector: Cross-Sector Support

Richard F. Barror, Ph.D., MPH, P.E. RADM, USPHS, Chief Engineer Officer

Water and Health

- Water - major contributor to U.S. Health status
- Healthcare and Public Health Sector - \$2 trillion and 4.3 million workers in U.S.
- Current public perceptions and preparedness status
- Global Warming – increase in waterborne diseases
- Future of water – national and global security
- “By 2025, more than half the global population will live under water stressed or water scarce conditions.” *Marine Corps Vision & Strategy 2025*

Healthcare & Public Health Infrastructure

- 6,600 hospitals
- 492,000 ambulatory facilities
- 70,000 nursing and residential facilities
- 40,000 pharmacies
- 2,500 pharmaceutical manufacturers;
- 500 blood and organ bank establishments
- 2,000 public health labs – including BSL 3 & 4
- Med-evac transportation assets
- Federal health care (DoD, VA, IHS)

Public Health Sector

- Federal Level – CDC, ATSDR, EPA
- 57 State and Territorial Health Departments
- 3,000 local health departments

Three-fold Impact of Water Service Disruption on HPH Sector

- Reduce or stop health facility operations – physical plants; supply chain; labs
- Adversely affect the health of the health sector workforce (including first responders)
- Create a patient surge (sick and/or worried)
- Any two or all three
- HPH can be both victim and responder
- Create a patient surge (sick and/or worried)
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Adverse Health Event Universal Questions

- What is making people sick?
- Have I been exposed?
- Is my family safe?
- What is being done to protect us?
- I think my children have been exposed. Where can they get treatment?
- How can I protect my family?
- Who is in charge?
- When will it be over?





Water Security and the Healthcare & Public Health Sector: Cross-Sector Support *(continued)*

Mutual Reliance – Water and Public Health Sectors

- Simple predictable questions; difficult answers
- Complex prevention and response systems
 - Reliance on technology – costly and will take time
 - Reliance on a single sector – can't be event specific
- Water security: multi-disciplinary team approach
 - Preparedness and Prevention
 - Threat/Consequence Management
 - Remediation/ Recovery Healthcare & Public

Multi-Disciplinary Approach to Consequence Management

A systematic multi-disciplinary team approach to timely threat evaluations and response decisions

- Validating & de-conflicting information – possible, credible, confirmed
- Situational awareness - common operating picture – is the water the source of contamination?
- Risk determinations
- Determine cascading consequences - prolonged or long-term disruptions
- Appropriate response actions - due diligence
- Have one message – e.g., advisories and instructions (e.g. boil water)

Prevention and Preparedness HPH Sector Support

- Pre-established coordination and collaboration agreements
- Public education outreach
 - Preparing public for surviving service disruptions; recognizing and reacting to contamination

Consequence Management HPH Sector Support

- Set up syndromic surveillance/monitoring programs.
- Environmental epidemiologists can help sort out whether or not a sickness is water related.
- Can provide laboratory analyses – identify/assess toxic contaminants and health effects associated with exposure; determine antidote, vaccine, prophylaxis,
- Interpret symptoms – alert and inform medical community
- Monitor safety of alternative temporary water supplies – tanker trucks – prevent the use of unsafe water sources
- Limit public exposures - swimming ban
- Prepare and post health advisories through horizontal and vertical networking - CDC Health Alert Network

Remediation/Recovery HPH Sector support

- Restoring public confidence
 - Public perceptions of “safe”, “clean”
- Chronic physical and mental health issues
 - Psychological impact – deal with fear and panic which undermine public confidence

Summary

Water security involves more than physical infrastructure protection, real time online monitoring, and other expensive to buy and maintain technology. Multi-disciplinary team approach; cross-sector collaboration; information management; better decision support tools for vulnerability and risk assessments.

PHOENIX INFRAGARD



MISSION STATEMENT: Phoenix InfraGard protects the nation's infrastructure and people through information sharing in partnership with the FBI.

WHAT WE DO: Because our members are vetted by the FBI, we can do information sharing: member to member, FBI to and from members, Intelligence bulletins to and from members, the Department of Homeland Security to members.

ABOUT INFRAGARD: Phoenix InfraGard is an alliance between the Phoenix Office of the Federal Bureau of Investigation and individuals committed to protecting the nation's infrastructure and its people. The members, who are representative of all infrastructure sectors, public and private, identify and mitigate physical and cyber threats through information sharing. Phoenix InfraGard promotes best practices, security awareness and training, community outreach, and the exchange of information between law enforcement and infrastructure owners and operators. Currently 86 InfraGard chapters throughout the United States interact with each other and through a national board with organizations such as the U.S. Department of Homeland Security, the National Institute of Standards and Technology, the U.S. Small Business Administration, and others. More detailed information on the National InfraGard effort may be found at www.infragard.net.

PHOENIX INFRAGARD ACTIVITIES: The Phoenix chapter coordinates quarterly meetings on security issues. Some meetings are open to the public and some are closed to Members only. Past events have featured presentations by security and information technology experts on a variety of physical and cyber security issues. In addition the FBI and other law enforcement agencies have given presentations on various programs and operations. More details on InfraGard activities can be found at www.phoenixinfragard.net.

WHY WE WANT TO ENGAGE YOU: The key to protecting the nation's infrastructure and people through information sharing is by involving as many individuals and organizations in the information sharing process as possible. So the more people sharing information on sound security practices, on threats and vulnerabilities, the safer our country will be.

APPLY NOW!

The InfraGard application is available at www.infragard.net and www.phoenixinfragard.net.



Guarding the Nation's Infrastructure

BOARD MEMBERS

Frank J. Grimmelmann <i>President</i>	Steve Simpson
Kristy Westphal <i>Vice President</i>	Robert Parrish
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Bill Kalaf <i>Treasurer</i>	Tom Liffiton <i>Advisory Committee</i>

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