



## STATE HEALTH OPERATIONS CENTER (SHOC)

**What is the STATE HEALTH OPERATIONS CENTER (SHOC)?**

The State Health Operations Center (SHOC) provides command and control for all public health and medical response and recovery functions, Emergency Support Function (ESF) 8, in a statewide or local emergency or disaster. The SHOC oversees and coordinates health and medical response operations including the operation of Points of Dispensing (PODs), Alternate Care Sites, Shelter Medical Stations, and hospital coordination.

**Organizational Structure:**

The organization and structure of the SHOC follows the Incident Command System (ICS) and is National Incident Management System (NIMS) compliant. **The State Health Officer (SHO) serves as the Incident Commander (IC)** for whom the members of the Command staff work to provide legal and policy support as well as maintain communications with the media and the public. Four Section Chiefs report to the IC during a SHOC:

1. The Finance & Administration Section handles human resources, procurement, and other administrative services.
2. The Planning Section gathers and analyzes information and helps to formulate the Incident Action Plan (IAP).
3. The Operations Section implements the IAP and manages the SHOC's tactical response to the event.
4. The Logistics Section maintains all supply, transportation, communications, and other such support to SHOC operations.

**SHOC levels:**

SHOC can be activated at one of three levels, depending on the type and complexity of the event. The Division of Public Health (DPH) Director or their designee determines the level of SHOC activation.

**SHOC Level 1** activation indicates heightened assessment and is used for events such as a mass public gathering requiring the deployment of DPH resources or the presentation of a suspicious substance associated with a credible threat.

**SHOC Level 2** activation is the result of a localized event with a potential statewide impact, such as a severe weather warning or a confirmed regional or Delaware case of a disease with potentially urgent public health implications and/or widespread impact.

**SHOC Level 3** is activated during a statewide emergency, such as a pandemic disease or illness or a credible threat of or an actual terrorist attack in the state or region.

**Emergency Medical Services and Preparedness Section**  
**24/7 Emergency Contact Number: 1-888-295-5156**  
**Contact Number: 302-223-2999**