

The Community Preparedness Webinar Series Presents...

Ready Rating—How Prepared is Your Business or School?

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Presenters:

Thomas C. Heneghan
Manager- Preparedness
Preparedness and Health & Safety Services
American Red Cross, National Headquarters

Mark P. Bagby, M.S.
Emergency Management Coordinator
Washington University in St. Louis, Campus Operations/Emergency Management

Transcript:

>>Good afternoon. This is Jackie, from the Individual Community Preparedness Division. I want to thank you for joining the Community Preparedness Webinar Series. Today's presentation is entitled Ready Rating, How Prepared is Your Business or School? Today we'll hear from Tom Heneghan, from the American Red Cross. And Mark Bagby, the emergency management coordinator at the Washington University in St. Louis. Please keep your speaker volume turned out so you can hear the presentation. There will be a question and answer period after the presentation during which you will use your keyboard to type in questions of the presenters and they will respond. This webinar it is being offered in closed captioning and they will be recorded and posted to the Citizen Corps community preparedness webpage. We will also post a transcript of the presentation. The recording and a transcript will be available at citizencorps.gov/news/webcasts.shtm. Now I would like to take the opportunity to introduce our speakers. Mark Bagby and Tom Heneghan. Mark earned his master's degree in biology. he is currently a management coordinator at Washington University. He serves as the chair of the campus safety and health and environmental management Association of the emergency management committee. In 2011, he had formed the St. Louis emergency management University Consortium that helps institutions of higher education and emergency management with disaster preparedness planning. For those of you who are not familiar with these consortia across the country, you may want to look them up. He is also very active as an assistant chief with the numerous emergency response teams serving as a firefighter, hazardous materials and weapons of mass destruction technician, urban search and rescue, specialist in commercial class technician. He has been involved in disaster exercises and response and planning throughout the St. Louis metro area. Tom Heneghan has worked for the American Red Cross for over 18 years, primarily in the implementation and delivery of national preparedness health and safety training programs through the network of Red Cross chapters. The training of these chapters reach is about 14 million individuals each year. In addition to his work on individual community and business preparedness, he's also worked in the field of water safety, lifeguarding, CPR and first aid. Tom is currently working on the preparedness unit in the propose chapter

in the American public education program on how to prepare in disasters and life-threatening emergencies at home, in school and in the work place. In this position he had stopped to be involved in this nationwide launch of the Ready Rating program that he will talk about today. Tom continues to pursue his passion with the education and the individual in communities for the Red Cross. Without further explanation, I would like to turn this over to Tom and to Mark who are going to talk to us about the Red Cross Ready Rating program.

>> Thank you very much, Jackie. I would like to thank you, your team and all of FEMA for all their -- the opportunity to educate more people about the Ready Rating program and thank you also for your continued support of the Ready Rating program.

Has always been a great partner with the Red Cross in helping the communities we serve become better prepared for [audio not understandable] With that, what we are going to do is walk through some of the Ready Rating program so the -- you have a better understanding of what the program is and how it can be applied in your lives and schools, in your organizations, businesses, workplaces and a lot of different aspects. We will be talking about that. In the end, Mark will be talking about his experience as a Ready Rating member. And then we will go over any questions that you might have. The text box for questions, we will be able as much time around to go through. Why are we preparing? This has been a very active spring and summer, hurricane, tornado, floods, season and this is one example out of Tuscaloosa. This person worked out of the auto service center and they now have problems post-tornado. The reason that we want to prepare, get people prepared is so that people can get back on their feet and recover and continue with their mission. Surveys have gone all over the place. There have been a lot of surveys. We figure about 15 to 40% of businesses fail following a natural or man-made disaster. When you pull people, they say it can happen to me. 94% small businesses believe they can be disrupting -- disaster could disrupt their business. People realize there's a problem. Not just organizations. Close to 60% of people are unprepared for any disaster. You may say that I am prepared, but when we start probing, do you have these kinds of supplies, communication plan, the different elements it takes to be prepared? We find 60% are not prepared in have taken almost no actions and hopefully those on the line are very aware of preparedness and its importance. And we continually at the Red Cross and the FEMA pushing to bring more exposure. One third of businesses have no business continuity plan. 82% agreed that they ought to have one and if they could make it easier, it would take that kind of action. That is the important part, taking action and that is what we struggle with. Preparedness makes good business sense. One of the results of the nine/11 commission was one, to come up with voluntary certifications for the private sector called PS prep. And FEMA and -- have done a good job coming up with those certification guidelines and the standards that fit them just wanted to point out that these are these assessments and we filled the Ready Rating is a good accompaniment for those who decide to take those certifications and get those. If you do want to do that and you look at the certification and you see that it is a bigger step than you are ready for, Ready Rating is an excellent bridge to get you to the step where you can analyze, measure your organizational preparedness. Realize what steps you want to take and if you decide that you want to go for the PS prep for us -- the certification, that is a good launching pad for that.

Here we have a Ready Rating program. It is an online tool. First program of its kind. This is a screenshot from the Ready Rating.org website when you first log in. This is one of the things that you will see. We will be showing you various shots as you get a feel for it. The program is free. It is a self-paced web tool that using 120-point assessment broken up in to the 84 questions and you can take and give yourself the score. It is not pass or fail, we all know that readiness and preparedness is an ongoing progression and that is what Ready Rating is for. You go in and you measure it and you start taking steps to improve that score. It is free. It is member based. Part of the requirement of the membership is that every single year, you need to get better in your preparedness and that will be measured in your Ready Rating score. Five simple steps will go into this. A little more in detail in the coming slides. Make a commitment to preparedness. You conduct a hazard vulnerability assessment. Develop or enhance an emergency response plan. Implement your response plan. The first for our basic of business planning and business cycle for preparing. We have a special step. I think this is what makes it really another great feature in helping others because if you know a lot about preparedness, you realize no one can do it alone. It takes a lot of different sectors in our communities and helping and working together. We will break this down a little bit. In order to join the program, you -- there is an agreement, it is a click on agreement that says you understand it. Part of the agreement is that we keep all the information about your assessment and your scores. It is completely included in private. We will not share that with anyone. We can talk to our individual clients about the preparedness level, but that is also clear. You also need to have a CEO or higher level executive at the organization. Big or small organizations, we need to have that I in -- buy-in, from the senior level because we all know preparedness is going to take resources and take some time and we want to make sure there is a commitment that the decision-makers level that they are going to get behind the preparedness and help support the actions that are needed. We will also point the preparedness coordinator. A point of preparedness coordinator that works as a liaison with the Red Cross and reach out and ask questions if we can do communications about updates to the program, new features that are available, reminders about the things that your assessment shows you that actions that are needed to take, maybe a one-year reminder coming up to go in and complete a certain assessment, that is who we communicate with.

And then you conduct a hazard vulnerability assessment. As you determine what is out there that can get me. What are the things I need to worry about. It can be as simple as going and getting your community hazard plan and those types of details and then you can find out, okay I am in a flood zone. Different things that can happen. There are also micro level, what are my resources, hazards around me. Is my organization next to another organization that has chemicals, for instance. That is another hazard to think about and build into your plan. What are my vulnerabilities and things that will happen to me and how is it going to impact my business. What are my resources, not just my vulnerabilities, what are my resources, so you may also have a relationship or set up a relationship that you can count on them for manpower resources. It is figuring out what is out there that can get me, what are my resources that I can use to [audio not understandable]

The next is develop or enhance an emergency response plan. There are different levels of people in emergency response plan and the detail they can go into. You will create an action plan for what you are going to do before, during and after emergency. You can always, how we break it down is we start to

wonder emergency response plan, what are the things you are going to do it immediately, before and during the disaster, to protect lives and property. And then also part of your plan becomes your continuity of operations plan where you will say how you are going to get back on your feet, continued through the disaster providing service or get back on our feet as quickly as possible after and get back to serving our mission. Whether that would be a business , commercial retail, charity, house of worship, we are all there with missions and goals and part of our need is to get back up and start providing those services to our customers and membership.

Also you will have to start documenting the records that are needed and having backup plans so you have all the resources you need to go ahead and implement the plan.

After that, once you have done all this planning, we don't want to set it up in the shelf and say what a great plan. You need to implement the plan. That involves training. It involves letting your employees know what is their role in the emergency plan. My role simply during this type is to evacuate and go to a safe spot or report in. Do I have an enhanced role where I take on the responder role? That requires training. Simple is better but -- and evacuation chart on the wall, or it could be more like training or if you have an emergency response team in the workplace, more advanced training for those people so they have the skill set to be able to help. It goes beyond the workplace. You want to educate employees on preparedness both of workplace and at home. We need our employees to feel comfortable in their own personal and family preparedness skills and plans and they know what will happen and they know how the family and relatives are up to speed and know what actions to take. Because of our employees aren't -- are not prepared at home, it will be hard for us -- for them to contribute in the organization. It goes beyond just -- they're just creating a plan of business, you need to create a culture that goes way beyond the business. It also involves drill and table tops. Can we actually pull up the drill? So I have all the plan and backup data possibly that I need to access in order to implement the plan? Those things need to be tested. Only when we test things through drills and tabletops and different scenario action on a large and small-scale basis, my plan works, it doesn't work, I see a problem and I need to make changes based on that. Also you need to have the right supplies and shelter, -- on the wall and that your employees also have their own preparedness at home and at work so they can worry about their individual preparedness at work. And in the last step, this is a step that makes the Red Cross really unique and brings another asset to the program is part of being a prepared community is people working together and there are a number of ways. Probably the easiest ways to get points in all the five steps is if you help other section. There's a lot of actions way more than we have shown here as examples. It is the whole community. In order for me for my organization to be successful, I need my customers to be successful, I need my membership to be successful, to make sure my congregation is successful because I am here to serve them. I need the community to be successful. For instance, the economic engine, your business might be the economic engine and you and the businesses might be the economic engine in the community, if they all failed, even if your organization survives, in your quality of survival is not going to be high level. Working together and creating the links to work as a community, the whole community is a preparedness concept. Here are a few examples. You can host blood drives, work with the Red Cross to become a facility appropriate, become a shelter in time of emergencies, you can bring in families. Or if you have a member who bought AEPs, at the school across the streets from

them, we can pick up an extra 80 D., we will help them get better prepared by doing something like that. Or providing training and volunteering to help people get prepared.

So the heart of their Ready Rating program is the 123-point assessment. The assessment is weighted. Some, about 83 lines that you check and some of them are weighted a little heavier than others based on how important they are. And how valuable they are to the becoming better prepared. This is all demonstrated and shown once you finish your assessment on your report card. This is just one slide of the report card that shows a very visual tool. It says on this section on so-and-so, you have a green, that's great, you are doing pretty darn good. On the section below, it is yellow, we need some work here. There is one more color, that is red. Which means we have not taken a whole lot of action on this section. One of the ways people are using this is it is a visual tool to communicate to the stakeholders, both management and the decision-makers, say that you are an emergency manager and you need to work with your facility services on certain issues identified during the assessment. You can go to them and show them their Ready Rating report card on the section that applies to them and it is written in straightforward, very detailed high-level, you can get training in emergency management, on a late laypersons level. We need to get this back up to green and work in this section. Every single line in the assessment, self-assessment has a program guide match to it. If there is it document linked to the assessment and when it says have you done continuity of operations plan and in step one is look at the resources to find out what are the pure businesses and peer organizations I can work with and you go to the program guide and it will detail the ideas on how to get that started to keep you in the process. Realize the one, two, three assessment and there's the program guide that matches every line. This is a self-assessment. Keep that in mind. You coming in, assessing yourself. Only belongs to you and no one else can see it unless you decide to share with them. The Red Cross will keep it confidential. It is your self-assessment.

This is only available to members. You have to be a member to get to the assessment.

There are two tracks. We have broken them down because we thought that the businesses can be categorized in the same issues. A lot of the schools and business, assessment lines are very similar and some are the same. There are some special changes we needed to make in order to fit schools. They have different concerns specially around pre- unification and that did not apply in those areas. We had broken them down and to track, this is an organization and school site. I would like to expand on business and organizations. Specially during and after the disaster, keep in mind that this is not just for businesses of making money order -- this isn't just for organization that provide any kind of service. It might be a nonprofit, place of worship. Things that really start to rely on even more during an emergency. These organizations are just as important as the economic engines and the government side to be able to get back up to speed and start providing their service and fulfilling their mission. Realize that and organizations also need to have -- nonprofit, -- groups and can -- they can use this as a sign of this ready greeting members. Preparedness beyond your organization is one of the aspects you it applies to your staff. Employees who worry about what the status of their families and loved ones, they often cannot come to work. They are dealing with the emergency at home. If they are not able to come to work, but they are unsecure about the safety of their family, they will not be efficient workers. We all

have vested interest in this community and staff preparedness. The whole of the community, as I was saying before.

We are taking preparedness to the next level. A couple features of Ready Rating, not sure if a lot of people knew about, is we found that if you have an organization who may be, has a very high level of understanding of the business, maybe a professional management or emergency type stuff in your organization, we found that Ready Rating is a great tool to cycle out to the different parts of the organization and have them do it individually. Recall that the organizational ID function. What you can do is sign up as one master account, maybe your emergency manager at the national headquarters office of your building can then ask the different facilities you have maybe your chain, facilities across the community or the nation, you can ask each one to sign up individually, but when they login, there's a special field that they can put in an @ the national officer or manager of the whole organization for the program that can see across the entire organization all the different Ready Ratings for all the different places. These could be for different facilities, or you can say for different department. Those are some of the ways that you can use that. It also works as a communication tool because maybe they don't speak. At the level of the office that are overseeing the preparedness programs, because Ready Rating is done in a simple ready to understand language, it is a way to communicate down at a level that are maybe preparedness or don't have that expertise, they can do the reading, pretty simple, it takes one hour or so. That can be rolled up to their head office and the head office can look at it and see what is going on and they can help them with improving discourse. This is a great tool and the -- it is available now. We found that bigger businesses have been using Ready Rating for a lot of -- even moderate, some of your supply chain, or small businesses, just like when we pull everyone else, we say, are you prepared, maybe you have that in your agreement that they have level of preparedness, a level of preparedness, if it is not measured in check, then it is up for discussion. You can also say you can try to Ready Rating and you can see what the scores are then you can help mentor them into the level or fitness you want. That is one place we have been seeing that people do this.

Some of the membership benefits is again, it is tracked to the preparedness standards. Not an exact match. We don't think that is the intent. The PS prep standards are thorough. But because there is the detailed, that takes away what the Ready Rating was, there are features where we chose not to exactly parallel PS prep standards, but we think it is a great companion. This is a great launching point. Am I ready to take that step, Ready Rating will give you the idea because you will have a score.

There will be a future access form. You can share ideas, questions, best practices with your peers in the Ready Rating and this will be a great tool to help build on if you have a special problem, you can post it on your help your community do better and that is another way to get listed. When you sign-up you are on an annual basis and you can use that members you in your communication on the online website. And the numbers of ways that the American Red Cross is one of the most well known and most respected organizations and you should be proud and you can leverage that by letting the people use of know that Ready Rating is something I take seriously. I care about my preparedness, my communities preparedness. My customers, employees preparedness and I want people to know. It is a very good tool. We have a couple private schools that used it and they came back as a feedback, they thought they actually brought the more business, letting them people know and leveraging the Red Cross recognition,

letting the parents making decisions about where their children go to school, we take preparedness seriously and we participate in the program and constantly making it better. Again, this is one of the options. You can have your member listing on Ready Rating, completely optional. If you don't want to be listed that is fine. No one will ever know that you are not a member. If you choose to, you can click the box and the name of the organization will show up.

Again, the easy to use self-guided tool through the self-assessment. You will get immediate customized feedback in the program guide as well as in the one report I will talk about. I know my Ready Rating Square, what will I do to improve, how will I make the choices. This is another benefit of the program.

Right now we have over 3000 or 1300 members and we are growing and getting ready to go really fast. Starting to really take off. This option this -- is optional to be listed. Like these companies are. You will notice most companies are up here and organizations are pretty good-sized. That is not the normal rate a rating member. We have many, many small business organizations. It is perfect for small business and also very useful for middle and larger businesses. Keep that in mind. Small businesses we feel that it is a prime fit. And schools.

The next report that will be released this month, a new tool that you will have to have you can have this month. The next steps report. This will come after you finish your assessment. You will get the next steps report. It uses -- it helps you make decisions. They will list the things by the amount of effort and resources that they are required to achieve. When you get your next steps report, you will be able to say, here are some low hanging fruit, I can do quickly not take a lot of time or resources, it ranks it that way and lets you make decisions. These are things that are easy to get, here are things that will take more time and resources, more money. I need to plan for that. Maybe I can tackle a couple now and I have my eye out on this one, it will take me a while. It helps you create your plan for improvement. Another one of the reports you will be able to run is you can compare your assessment score. The especially when membership grows, you will be able to take your score them compared to the peer group. Right now you will be able to say, in my business sector, that is one of the things you put in your profile, how do I do it compared to Mike peters. How do I compare with the people in my state? According to the norm of the rest of your members. If you put, I have 123 points, I have 79. What does that mean? Other businesses like mine, are doing better or worse, it helps you keep yourself -- give yourself an idea of what your ranking and what is your level of preparedness and what you need to do next.

Our member survey results, I went through a two years pilot phase, we are out of the pilot it has been released and available in nationwide since May, anyone with computer can go to it. We did very well. It is making a difference. People are using Ready Rating and realizing that they need to make changes, if they are completely unprepared, they are making changes to solve a problem. Improving your scores by 47% after two years is really impressive. This is what Ready Rating is great at. Not pass, not killed because you are never done. It gives you a score to measure your preparedness level. You coming back to you year after year. With that, I would like to do is Mark Bagby who is one of our original started in the pilot with Washington University in St. Louis as one of our members. Mark, I would like to invite you to come in and talk to folks about your experiences with Ready Rating.

>> Thank you, Tom. I am from St. Louis. The heart of the Midwest. We are one of the first, we were the first university to join Ready Rating. We looked long and hard at this tool before deciding to use it. What it came down to was Ready Rating is a really super easy to use tool. It is very dynamic for the starter organization that has not done any disaster planning or even for the more experienced folks out there. Hey, we've got a disaster plan and this and that in place, but this is an easy assessment tool where you're at. In track your progress from year to year. At least for us, after taking the assessment, you have a comprehensive scorecard that is basically a report or grade that you can turn into your management on how well you are doing. We use it as here is what we have done right this year. The end-of-the-year accomplishment, and then I use it also as, what we need to work on. In other words, what are my goals for next year for improvement for our program. The tool is very adaptable, dynamic. You can access your business or university as a whole. Or you can break it down to more intimate level like a business unit or campus or a school. That is a change from the original tool which will help us out greatly because now I can do one assessment of how we think the university as a whole look like -- looks like and we have six campuses throughout the St. Louis region I can do each individual campus as well. Really get down to is this campus lacking in certain areas. I can make sure we put the resources in that area to boost that up. From campus to campus. Why did we join all of this? In 2007, we hired a consultant to come in and grade us. Our executive team looked at putting for the big-budget, this is what we need to be prepared to protect our faculty, staff and students. They did not really have the buy-in necessary. Here, go out and get a consultant, we want to hear what their evaluation of what we are doing and what we should be doing. We did that. We spent \$25,000 to bring in a consulting company. In the end, she told us what we already knew. We knew what we were doing and we knew what we needed to do, we just did not have the resources to do it. It provided the validation with our executives and that got the ball rolling. From that, the consulting firm said, for another eight to \$10,000, we will continue to assess you an update our report. We asked the executive and said, there is a tool with the Red Cross that we can self evaluate ourselves without spending the money on continued consulting fees and we can use those consulting fees that can improve the program. After looking hard and fast at it, we decided that the Ready Rating tool was a good tool for us to use. To reiterate what Tom said, you really get the value out of the Red Cross logo. Also the Red Cross is a partner. Any major disaster happens, you see the Red Cross there comp urging people, providing services -- comforting people, providing services. I put the Ready Rating logo at the end of my e-mail. As we get parents and students coming in, they will see my presentation and e-mail me about more information and see that logo and they are like, what is this all about. I talked to them and, we partner with the Red Cross. In a sense, they are kind of like the Red Cross is helping grade us to see that we are doing stuff right. And allow us to use that brand. It turns into a very powerful marketing tool. It helps comfort the parents and we are doing the right thing with partnering with the Red Cross.

Did that, I will give it back to Tom.

>> I think we can move -- unless Tom has anything more to say.

I think we can go to the question-and-answer.

>> I would like to thank our sponsor that made it all possible. This is a very comprehensive program and they are Reese -- there are resources to help the Red Cross of this -- get this done. Anheuser-Busch, they are a sponsor, they were part of the concept. And a national sponsor that came in last year and helped us tremendously also is Sam's Club. I want a shot out and thank them for the continued support.

>> Now, for questions.

We are going to switch layouts. The question bubble is in the middle. Participants put their questions in there and we will call them out as we they come in. This will take a second you bear with us as we filter questions and say them out loud so they can be answered.

>> Thank you.

>> This is a long question from Mark -- -- his question is, how can it be used to help the students demonstrate their knowledge and emergency preparedness and promote the Ready Rating program so that schools can do their own assessments etc.

>> That's a very good question. So you have an audience through your teen CERT program and showing them about the Ready Rating program, it starts to show them, here is a tool that is free and available to any school and I think I them and we have had Red Cross club in schools that have been the same thing and talk to the administration and show them, it is not really that intimidating, everything is confidential. We would like to help with the Ready Rating. And then there are certain things, administration or the leadership of the school goes in and does the Ready Rating assessment and they will find vulnerabilities. I think the teen CERT group, they can go back to them and say, we are having an issue with training, we want to get more people trained. Can the group -- they may even have access to and maybe provide or stage CPR training things like that. They can be part of the drill group that can come in and say we are going to do this drill and that youths themselves can be part of the people that can facilitate that. Whether it is taking notes and checking things, being a pretend victim or person being involved in an accident or been hurt. They can take care of that in a lot of different things. They can identify, go check and see what the status of the first aid kits. Report back on certain things like that. I am not sure if they use of all levels would like to, if it would be appropriate to do some of the assessments because it is an administrative tool. But they can lay at pride in being part of the solution. -- they can play a part in being part of this ocean.

>> Great. The next question is from Denise. Can an individual view the assessment to understand it best and then be able to talk with businesses to use this tool?

>> In order to be -- to have access to our proprietary 123-point assessment, you do need to have -- to be a member to get to it. But it is free, it is very simple to take a look, if someone decides that they want to check it out and become a member, the only requirement is that you continue to improve your score and look at it you and the tool is not freely available, but access to it is for those who want to take steps to become more better prepared.

There are clips also. There are samples of the report card into how it works section on the Ready Rating site. You don't have to be a member to get into that.

>> I want to note that we did lose connection for about 20 seconds or so. It did not affect the recording of the webinar itself. But you will be able to hear it in its final form on the recorded version. That will be posted on the Citizen Corps website. It looks that we are losing connection again. I will have to repeat that in one minute.

>> Sorry about that. From time to time we have technical issues.

>> The next question can people hear me?

>> Standby. One second. I think we are reconnecting the audio.

>> Folks, I don't know if we are connected. I will go ahead and work on this question.

>> Sorry about that.

>> Is there a cost for membership in the program?

>> It is actually a free service. Provided by the American Red Cross with the generous support of our sponsors. No cost for membership, it is free. All you need is to make the commitment to being prepared and continually improve your score every year even if it is just one point. If your score -- your score continuously needs to get better. It is not a pass and fail, it is progression, you can always make it better.

>> Do we have any medical facilities involved, not required by the joint commission to have any emergency management program? Do volunteer standards are voluntary. I don't know if there is through the joint commission if there was any requirements on any organization, but we do have some facilities that have participated as a medical groups and it works very well for them. They signed up for the business and urbanization the Ready Rating. We have had some medical facilities participate.

>> If I can add on, Tom, part of the medical school, we have student health clinics and stuff like that, some of those are not covered by joint commission, under our assessment tool, we are covering them.

>> Great. Thanks, Mark.

>> Another question on the board. For Tom and Mark. Do you cross reference with state and local preparedness tools to make sure there's a holistic effort towards preparedness? How is the Ready Rating program Inc. or used in a variety of ways?

>> I hope the question means how we are making connection with state and local resources including tools that might be appropriate you in the program guide, we have shared links to other tools and other sources and organizations such as FEMA sites that does certain elements. A lot of the questions that people have when they are checking out whether their vulnerability to hazards probably has been answered by the local emergency management office released on the community level. One of the first things we do is we encourage them to reach out to the local managers and later on, even develop

partnerships and suggestions during the drills and things may be getting the emergency management offices involved and those types of things as well as peer groups. If more than just government organizations, so another like business or next-door business wants to participate in a drill or joint agreement, or how they can support each other in an emergency, those types of things. We are there for pushing people in a lot of different direction part of step five, one of the options you can do is go out and provide education or work with any kind of group, one of the options be suggested to work with their emergency management office to try to help community, become part of the emergency engine community.

I hope that answered it.

>> Great. Thank you. So we don't have to have you repeat it entirely, I know we are losing our, missing a connection for a couple minutes. I want to reiterate that this webinar will be posted online for whatever reason it does not cut out on the recorded version. If you did miss a couple minutes, feel free to see the recorded version that will be posted online within a few hours after this presentation. We do apologize for the technical and corruption. We will continue to answer a question or two before we have our closing. These hang around and stick with this well the answer another question or two.

>> Yes, there is a question here. That asked, will a copy of the PowerPoint slides be made available? The recording of the webinar should have the PowerPoint slides posted. We can make those available on the Citizencorps.gov website.

>> The next question is have you had any success working with FEMA regions has to resource, probably - the Red Cross chapters, because of our disaster services, were FEMA regions, we are to have a pretty strong relationship. We do want to leverage that into the preparedness level in preparedness area, a lot of the FEMA regions had been exposed and we are making plans here at the national level to do more education with the FEMA regions. We have also been working with our small business administration offices and they have been doing a program around the Ready Rating and encouraging their offices to spread the word about Ready Rating. Yes, we have started. There's definitely more opportunities to work together on around her Ready Rating in the FEMA region.

>> Okay. I think that is it for questions. There seems to be a lot of comments area, a question about the PowerPoint. Now we are going to move to a poll we hope everyone sticks around and answer the questions. Did you find the webinar useful? What sector do you represent and which totality you represent. We appreciate if you stick around. This helps us get knowledge and who is signing on the webinar and improve. We thank you for all your help, and thank you thank you for presenting, Tom and Mark, thank you for to the Red Cross and all involved, and for the webinar.

>> Thank you for the opportunity, everyone and everyone out there in the field listening, do check out the Ready Rating site. There's a lot of information, you don't have to be a member to take a look at. If it is appropriate for your organization, please enroll and learn and use it tool to become more prepared. I also want to thank Mark Bagby for his sport and bringing in the perspective of a good -- for his support and bringing in the perspective of good member and how it works for them. Okay. Thank you very much. That website so everyone knows is Readyrating.org. I will post that up in the moment. Thank you.