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Hello everyone we will begin our meeting in about 4 minutes. Please make sure you turn the volume up on your speakers. Thank you.

Please stand by for realtime captions. Good afternoon everyone and thank you for joining our show. And I think my name is Lisa Stafford and I will be facilitating today's webinar. I have a couple of brief technical considerations to share with you today. First please turn the volume up on your computer speakers to hear today's presentation and then next we will have a question and answer session following today's webinar so you can still type your questions in the Q&A pod and we will be getting with you collecting your questions throughout the webinar and will distribute a frequently asked questions document in the near future. To ask a question type it in the Q&A box. We will post a 508 compliant PDF of the presentation to the website -- please e-mail the request to citizencorps@dhs.gov. Now I would like to turn it over to the nervous -- national Citizen Corps program we to get it started.

Thank you Lisa and thank you everyone for joining us today for our Citizen Corps and CERT showcase webinar. My name is Natasha and I work with Citizen Corps from the individual community preparedness division at FEMA. I'm joined today by Dante economic program we for the community lead emergency response team or CERT and Sam Holtzman our information technology program manager. Were holding this webinar today to demonstrate how we got you the information you provide to us to be Citizen Corps and CERT registration systems. As you know we are incrementally updating the system -- make it easier to use but also we are adding new features that only -- use the data themselves to demonstrate the value that your programs are bringing to your communities. Will discuss this further at the end of today's presentation.

Would use the data collected by the registration system to -- tribute to resilience at the local county tribal and state levels and to make the case for continued support for Citizen Corps and CERT. The webinar will highlight strengths, document national trends and also identified needs of potential areas of growth for both Citizen Corps councils and CERT programs. Next slide please.

So through councils and CERT programs and the other Citizen Corps partner program nongovernmental assets and resources can be integrated into government plans operations and response and recovery. We know that response and recovery efforts require more than government resources alone. Citizen Corps is a platform for whole community collaboration Incorporated the perspectives of representatives from throughout the community into a local emergency plans and exercises is critical if they are going to be realistic and effective. By

conducting outreach and training purposes the court helpful and CERT programs to prepare individuals for disaster and can greatly affect the impact. Next slide.

Collaboration with representatives from throughout the community including voluntary organization the private sector, faith-based congregations, schools and health services and others allows for exchange of essential information and creates prepared communities. Citizen Corps counsel -- whole community collaboration by participating in emergency planning efforts were engaging in outreach and education after conducting training and exercises and working with partners -- next slide please.

So we're going to highlight some of the data from the registration system that we collected last year. We currently have over 1200 local County and tribal Citizen Corps councils nationwide. This means that the jurisdiction start by the councils include more than 63% of the US population. We had 90 new -- from 32 states last year. Next slide please.

So as we mentioned before that is very important to have emergency management in place and 60% of our counsel has representation from three key sectors. The public sector, private sector and the volunteer community sector. Within our registration system we asked for membership profile and you can see here that 68% of counsel have elected leadership in their counsel and 92% of councils have voluntary response organizations such as CERT programs. Next slide please.

So how is -- how are Citizen Corps councils managed and led? Well 82% of councils reported that their emergency manager either chairs the Council or was otherwise very involved. We have elected leaders on 60% of local counsel and we have 75% of our points of contact for our councils who spend less than 60% of their time administrate their program. That means that it is a collateral duty but we're very thankful that they still see Citizen Corps councils as being a crucial part of bringing the whole community into emergency management. Next slide please.

So Citizen Corps councils receive annual funding from multiple sources with 21% reporting that their budgets used no federal funding. 45% of councils do say that their annual budgets have more than 50% of their funding coming from federal sources but multiple sources are used to find councils including local government sources, private sector forces -- sources, philanthropic organizations like community foundations and other fund-raising efforts. While the homeland security grant program no longer have a dedicated line item for funding Citizen Corps, the guidance does encourage whole community -- the whole community preparedness of Citizen Corps and it is still possible to find Citizen Corps councils with HSGP funds. Next slide.

Most of our Citizen Corps councils are serving of planning body for developing preparedness and response plans with 71% of total supporting whole community planning by discussing reviewing or advising their jurisdictions ERP or other key level plans. And 43% of counsel -- three or more plans which include mitigation plans, recovery plans, evacuation plan, risk assessment. The more involve the councils are in the planning process the more we are able to see the whole community is considered in the process. Next slide.

So 80% of councils report that their jurisdictions include nongovernmental resources in at least five emergency support functions and you can see the breakdown here. 76% of councils are involved with mascara or human services and communications accounts for 73%. Next slide please.

One of the thing that Citizen Corps councils do well is public outreach and engagement. We found that the most effective messaging comes through multiple channels. Councils generally support multiple kinds of outreach with 71% of councils hosting the music events, 59% have websites, 45% have messaging information for community leaders like -- like talking points and 37% use social media. Bus councils tailored their material for various audiences including people with access and functional needs, seniors and pet owners of course. Next slide.

73% of councils deliver materials or training and neighborhoods. 72% in schools, 65% in workplaces and 55% and places of worship. With councils supporting education or training in a variety of ways including supporting local drills, local sheltering, alerts and warnings and family emergency planning. Next slide please.

So 93% of councils support volunteer response programs. Programs that train volunteers to work and response and recovery. They do this in a number of ways. The provide volunteers with training in the incident command system, they include volunteers in response rolls when purchasing response plans are exercised. They respond to disasters and they track the skills and credentials of volunteers. Next slide.

On average our counsel's report their jurisdictions support between two and three Citizen Corps partner programs with 4/10 councils supporting three or partner programs. You can see the breakdown here of how involved differ partner programs are and the councils as it was reported last year. We have a whopping 92% of councils supporting -- next slide please.

So engaging the youth and outreach is a crucial part of what many councils do with 76% of Citizen Corps councils providing materials tailored to the use or to be distributed in schools. We also have a large number of councils that include youth members are members of youth based organizations.

Councils also cover the majority of councils to provide material targeted to individuals with disabilities or access and functional needs with one in three providing tailored training to people with access and functional needs. 33% also have materials and training targeted -- yes. 32% target, have targeted materials for individuals with access and functional needs. Next five.

Now we are going to hear from Dante who is the CERT program made about some of the data collected through [Inaudible] for CERT.

Thank you. Good afternoon everyone or good morning as the case may be for some of you. I apologize for the voice that I'm a little under the weather today. I want to go to the 2013 profile data for the CERT profile with you. So I want to start with some very good news. Right now there are over 2389 local, County and tribal CERT programs nationwide. That is an increase of about 12%. We added 222 new CERT programs and that is a should say CERT programs in

2013, not Citizen Corps councils. That is covered despite the fact that there is not a line item in the HSGP anymore and despite the fact that as you all know there are verbal document issues with the registration systems of the fact that we added so many new CERT programs in 2013 is really incredible and really amazing and that the only speaks to the resilience and strength of the CERT program. Very excited to see that. It does make me wonder if those -- how many new CERT programs were created period last year but very excited to see that nonetheless and now we cover about 70% of the United States population which is outstanding.

Program management and leadership, right now the breakdown amongst leadership for program managers at the local level is about 50-50. Have program managers are paid and half are unpaid. As we see more and more at the state and local level for those who are paid CERT program managers on average about a quarter of the time -- I think we see that more with currency and grants guidance were as Liz grant funding and instead of having a dedicated CERT program manager instead what we see is CERT becoming more and more of several responsibilities for state and local emergency managers. That trend is reflected in the data.

Program management and funding. CERT programs receive their funding from a variety of different sources including from the private sector, public-sector, community foundations and their own individual fundraisers. As massage and noted with Citizen Corps [Inaudible] a line item for dedicated funding for Citizen Corps programs including CERT in HSGP, nonetheless CERT programs and activities associated with CERT programs are specifically called out the homeland security grant program as allowable expenditures and in general activities related to Citizen Corps, CERT and whole community preparedness not only remain allowable but are actively encouraged and so every year we highlight that language on our website. -- There should be a grants information section on the left-hand side that will basically provide page numbers on each euros grant program you can find specific references to Citizen Corps and to CERT. Something I wanted to note so in terms of the number of programs that receive their majority of funding from the federal government there has been a slight decrease not necessarily surprising from FY 12 and FY 13 and we are going to play very close attention to that this year and in the years to come to see what the cascading impact of the elimination of the Citizen Corps grant program will be but that's something were very interested in getting up-to-date information on. We want to know what the status is of the funding. We want to be programs are still dependent upon the federal funds for most of their funding for a variety of reasons. One so that we have a good sense of where things stand and who needs help and support, but also potentially get over those programs are still drawing was of their funding from federal funds can't even of the sons are guaranteed for CERT or Citizen Corps anymore, there might be some really valuable lessons learned there in terms of how are they continuing to draw federal funds as a more competitive environment? What are they doing that's convincing state and local officials that their programs are worthy investments for these federal grant dollars, and how can we should those tactics and approaches with everyone else so we can replicate those approaches to benefit the programs all across the country so that we can all be productive with the federal dollars-just a quick breakdown here on the slide. 35% receive most of their funding from the federal government. 11% receive most of their funding from the state of permit. 26% receive most of their funding from local government and about 17% receive most of their funding from nongovernment sources. That will be things like nongovernment organizations, community and philanthropic organizations and foundations and their own individual fundraising efforts. Interestingly 11% of

all registered CERT programs do not receive a majority of their funding from any general source. They diversify their funding. I believe it is an excellent approach and the way to go. But when your and your you have some stability and sustainability so that if anything happens to anyone of those sources you still have that coverage from those other sources. That's actually an increase. I think that number was only 4% in 2011 and it jumped 11%. I think that's an outstanding trend. I think that's definitely a worthy replication in something to explore on the national level is what can we do at our level to help state and local programs diversify their funding sources and can trend in this very positive direction?

Looking at trained instructors, unit most CERT programs have at least one trained CERT instructor . In terms of where train the trainer courses are held that you still see a pretty significant portion during the courses through EMI, about one in four but the vast majority are getting instructors from state-sponsored courses and locally sponsored courses. So that something were looking at as well, looking at the trends and seeing what we can do at the national level to increase the availability of opportunity those opportunities to train instructors through EMI and other means.

Classes offered. So the vast majority of CERT programs offered worth at least once a year. There's a small sector of CERT programs that have not offered them. Would have to take a closer look at that of course but like I said most of that 9% is probably CERT programs that have either folded or our brand-new and simply haven't had an opportunity to have a first-class yet. But for the most part 91% of all programs conducted courses please let your which is great and wanted four programs are doing it for your more times that year which is outstanding so we have some extreme we acted CERT programs out there.

So this is in terms of numbers trained. So according to the numbers, CERT programs reported nearly 23,000 individuals completed the CERT training this past year . I am pretty sure that number is way lower than in actuality. I would be willing to wager that between Texas and California alone it is probably higher than that. The reason why I say that is so we have 526,000 for 2012 and 549,000 for 2013. We didn't have it 2011 number on here but that was 428,000. So that means that according to our registration magics and according to what local and state programs reported we trained 98,000 people in 2012. I really don't think is very likely that number dropped so significantly from 90 some that thousand two twentysomething thousand and I think a lot of that has to do with reporting which is why it's so important that we have as -- so we can show the full impact. Right now this is not doing our program justice. I note that we trained more than half 1 million people since the programs -- but in terms of our registration system we don't capture everything. We only capture what's reported. But I don't think this is a very good reflection of what the ground truth is which is why we really count on you to help us get those numbers up and have them better reflect what the reality is because I know we've trained more than 20,000 people last year and I doubt we trained more than half 1 million people since the program's perception. -- Programs inception. The Mac community sectors trained. So again CERT is really diversifying I think the gross averages out to. The vast majority of CERT programs -- but were seeing some really excellent targeted outreach going after specific different groups, faith-based organizations, businesses, youth, government groups, colleges, individuals with access -- look at these numbers. These are large portions of CERT programs are targeting these specific groups which I think is great not only because we are expanding the number of

individuals that are taking the training, but also because instead of waiting for people to come to us we are seeking people out and being proactive out there in the community which I think is great. The other thing that is important about this is this speaks to me of developing relationships with these different groups, with these different organizations which I think is so important. Especially -- not just from a collaborative community planning and staying true to the principles of whole community planning and collaboration, but also from a resource development standpoint where something that we learned from several state and local programs like partnerships and visibility are so important to sustainability of state and local programs and I think to see so many CERT programs conducting this type of targeted outreach I vaguely speaks well to not just that reach and the scope but also the sustainability.

And so again you see here number of CERT programs training -- grew nationwide from 741 communities to 832 is almost market communities. Is great to see the youth outreach just because I note this gets played out again and again and seems almost clichéd, but they are the future. And the other future leaders and future emergency managers of our community, kids who are interested in CERT today are going to be running emergency management tomorrow and by giving them involved in the CERT now cut that you're building and an appreciation for the ground level -- and everything that you and I know that CERT has to offer . Were really sharing that to the very strategically important group of people by expanding it to youth so I'm very excited about that. Language availability also just really -- we are increasing the scope and range of CERT and making it accessible to as many people as possible. A large portion, 7% conducting training classes in Spanish, other locations providing the training in Chinese and Arabic which I think is very cool and I'm hoping that we have participant manuals and facilitator guide is available through the FEMA warehouse in Spanish so hopefully that is -- having those resources available to you continues to be -- making this available in Spanish. Down the road will probably explore other languages as well but for now hopefully making those materials available is really opening some doors. Next slide.

So supplemental training. As you can see a large portion of our CERT program managers are providing opportunities to volunteer is that go above and beyond the standard basic training curriculum. Large numbers are part -- partnering with the Red Cross to provide first aid and CPR training, shoulder operations which obviously has useful operations during natural disasters. Training in mascara, working with ARL and other organizations to [Inaudible] training. Search and rescue, damage assessment, animal response which we have supplemental Mark -- modules for and of course vast majority of CERT programs require introduction to command system which is great. It supplements the team organization module of CERT. We are separate from the purchasing management structure. We are apart from that and having been familiar with the [Inaudible] command system makes it possible for our volunteers to interface with the professional emergency management system. Again a vast majority also complete training in the national incident management system which has a similar utility from emergency management percent -- perspective.

CERT readiness capabilities. I think probably at a point where we are seeing increased maturity of the CERT program where as I just mentioned you know it's not a standalone volunteer program. One of the many things that distinguishes CERT from other volunteer programs is that we are fully integrated into emergency management at the national the state and local levels. So

jurisdictions are conducting exercises that are actively seeking the participation of CERT volunteers or actually organizing CERT teams that serve the communities. The taken the steps to perform checks on participants. That are referencing CERT programs at local emergency management -- emergency operations plans. There are articles in place for the -- and in many cases those protocols are included in the agency's written procedures. This increased maturity and professionalization of the CERT program and its integration to emergency management. So excited to see this. And again were going to be working on a couple of things that hopefully will increase these numbers even further.

CERT response. This is always so great to see. So exciting. So about two thirds of all CERT programs are actually referenced in the local emergency operations plans emergency plans as a resource for specific functions and most CERT programs have formal protocols for emergency activation. Almost 2/3 of CERT programs have used a trained volunteers to respond actual emergencies which is great. Saying that practical application is a concept that we know -- is great and and this is just outstanding. Almost one in four CERT programs have responded not to one or two or three or four, but to at least five emergencies over the course of the history so some truly active CERT -- truly active CERT programs that are registered and out there.

So there's just a quick break down of the hazards to which search programs are responding. Nothing too surprising here. Floods obviously very frequent and ubiquitous throughout the country so they are the most -- and to the point it is a floods the swap supplemental module is available to help better prepare certain volunteers for this specific type of emergency and of course there are winter storms, missing persons searches for that search and rescue training comes in handy. Thunderstorms, hurricanes, tornado

Of pandemic, heat, and then wildland urban interface and in terms of what CERT programs are actually doing to respond to these different incidents, but this is just a small sampling of the wide variety of ways in which CERT programs attribute to their volunteers but residential neighborhood checks, staffing emergency operations centers, conducting traffic and crowd control management and sharing information with the public are just a few of the more common response activities in which CERT programs engage.

Then of course CERT also has a role in preparing their communities , supporting emergency preparedness events and activities. Providing support and input on emergency planning of the supporting information on public health issues and fire safety. Home safety mitigation crime prevention [Inaudible] and awareness. So a lot of the CERT role on the preparedness out of the house is really being active in the community, organizing events and sharing information with the public about these critical issues.

So that is what I have for CERT. What I'm going to do now is handed back over to the Tosha who is going to talk about the registration system and were beset with that.

Thank you and feel free to add any thoughts what we discuss what's coming up next in the registration system. As you can see we use the information you provide. We use it to demonstrate the contributions that you make to local preparedness and resilience to highlight areas of growth, identify needs for new resources and it helps us set strategic direction. Data

from the registration process includes in the national preparedness report. We are hoping to have updated information to accurately demonstrate the contributions of CERT and Citizen Corps councils and next year's national preparedness report and it will talk about that a little just a little further. We also want to emphasize that the data that's in the registration system does inform the national strategy for both Citizen Corps and CERT. It also supports potential funding opportunities and we use it for congressional requests for information. At the very bottom of the slide is a website on the ready.gov Citizen Corps site, but that particular site has links for both accessing the CERT registration system and the Citizen Corps Council registration systems. Were asking people to update the registration information by the end of November. With the end of the year approaching we are hoping to get local and state Citizen Corps councils and CERT programs to update their information by no later than November 28. By November 28, any information provided by November 28 will be included in the 2015 national preparedness report.

Updating your only profiles will provide us with the information that we can use to justify continued federal support for Citizen Corps and CERT programs including things like the website and all its free downloadable resources and online searchable directory of programs. The free printed materials that you can get if you're a registered program. They are free to the FEMA warehouse. We have technical assistance and support for Citizen Corps and CERT inboxes. We have recognition programs like the individual and community preparedness the words that only register programs can participate in. We have outreach efforts such as the [Inaudible] and webinars like the CERT radio webinar we had last week. And we also are working to develop new content and updating existing contents like the CERT curriculum and many supporting materials. We really encourage you to update any new information in your only hope for us but we are especially interested in for 2014 the number of individuals trained, number of trainings conducted, number of volunteers and volunteer hours, Council membership, number of exercises and funding sources. And will be putting out more information in our brief about the kind of information we are looking for. Joint at something?

Yes. One thing I want to add a we do not include this in the CERT presentation but one thing I would like to report on is the number of volunteer hours. Our volunteers, including CERT volunteers are producing every year and the last year that we had really reliable volunteer our data was in 2010 and the number that we got was incredible. It was 1.3 million hours of service. That is an incredible number and we would love to be able to report that and share and blasted out and share with the world and with our leadership and help you show your leadership that collectively Citizen Corps and CERT volunteers contributed over 1 million hours. We don't get that information into the system or would we only get a small number of programs reported that information it becomes unreliable and that we can't use it. If we only get a small portion of the CERT programs and Citizen Corps programs reporting the volunteer hours it is hard to be able to extrapolate that. But if a large enough number are reporting those hours then we can use that information and is been so long, it's been since 2010 that we had really reliable volunteer hours to run with. But such a powerful asset, I figure since an incredibly powerful message about the impact that trauma programs were Citizen Corps programs are having on a national scale. If it's 1.3 million hours in 2010, at that that number is a lot higher now in 2014. So again were really counting on you to help us get those numbers and really reflects the impact that you and your volunteers are having on your individual communities and in your states but also on a national scale.

Thank you.

Now I would like to turn it over to Sam who was going to discuss the work that's being done to update the registration system.

Thank you. So I came to ICPD in June 2013 tasked with making it easier for you to access the website and update your data because obviously the site system has been very difficult and maybe so that you didn't want to go to the site and update. That has been my task. I've been involved with free updates to the system to date and were going to be rolling out the latest update in December. The first artlessly under the hood performance issues, but the update in August, actually ended up being in early September with a significant update to the functionality [Inaudible] on the website. We had in IBM expert come in and do a business process for that looked at how users use the site, how they would login and get to the CERT or to their Citizen Council, how they would add their information . Look at 508 compliance which is for the hearing impaired or visually impaired eat we were not 508 compliant with the adjustment standards and with that release we now meet that. We also added a functionality to start to roll the calendar. So every year we would have to put in a request to have the calendar date change, but we were [Inaudible] by the Excel spreadsheet and having to quench that data manually and that was a very inefficient manner and it's really hobbled the system and their ability to put in the data with the reliable data and we've fixed that so back on January 1, 2015 is going to roll over. Your profile information will say, but the rest of the data -- we want you to [Inaudible] ready to go so that we can start to do better trend analysis. So these are the things that we do continue on with more functionality.

One of the biggest pieces is that were building in a tool to allow for reporting so were using the software called Jasper and essentially were going to be able to take any -- maybe not any, but most reports and we should be able to build them into the system so that with the push of a button you can collect the data that's supposed to be in the report and pull it up in a Word or Excel spreadsheet or in a PDF work so we will be able to down the road take local councils or CERT programs and will be able to put report that they would like to have in their and will be able to put it in and they can run the report with the click of a button . For the regions will be able to work with them so they can collect the data that they want and then obviously for us at the national level will have a different [Inaudible]. This gives us tremendous flexibility and allows you guys to find out where your at, what's going on, and be able to have it in a format that you can manipulate to -- and with a little bit of work you can present to your [Inaudible] and hopefully show [Inaudible].

We are also because of that we're going to allow you to be able to update webpage at the time so you won't have to go in and update all three or four pages all at once. You can click on the page want to go to coverage will be able to go in and edit an update that insane and be done. This is something that came up in the March webinar that we conducted and it came up in the user testing cover the upgrade for late August or early September. We heard loud and clear from people that it was a frustration and I made sure that got into the lease for December.

Another thing that we are going to be adding in December is that will be able to actually delete a CERT program or a Council that is saying not approved or was installed in the process. Currently they just hang out in the system and take up space. Were going to be able to actually delete them ever going to be able to deactivate users who have moved on or who are no longer in charge of the program. So that is some of the capabilities of working on. We also do confirmation message where we save your profile or save the page so these are just the little things that were working on to make it a better site for you guys, to make a site that you're, maybe not happy to go fill out all the data, but you're more inclined to go and do that so that we can help each other and then were going to be continuing to work on upgrades and enhancements in the coming year. If you guys have functionality or there are things that you don't like that you'd like to see added or six, you can e-mail the Citizen Corps -- citizencorps@dhs.gov and let me know because I am listening and I am adding into the build and were trying to make this a good system for you guys to use. Is for system so let us know what you want and we will make sure that we work hard to get it done. I appreciate all of you and thank you very much.

Thank you. So as Sam mentioned, it is an ongoing process to upgrade the registration system. We understand that for every five steps for their maybe a step back so we appreciate your patience as we did to you to make the system easier to use. We do feel like it has improved over the state that was last year. We realize that continued improvements are necessary but we are pretty excited about this function that we hope to add that will let state and local programs generate their own report so that they can use the data that they enter to support their programs and it will help them manage their programs. So we really think that's going to be a great feature. So once again, we hope that we've helped explain what it is that were looking out with the registration data. How important it is, however of support the Citizen Corps and CERT programs and we strongly encourage you to update your information by November 28 of this year . Will be sending out reminders to the registration system itself as well as through [Inaudible] but please contact us if you have any questions about the process. Will be more than happy to get back to you. We have a strictly asked questions coming out of this webinar and we will post those as well as Lisa mentioned. Did you want to say any parting comments?

Okay. I want to thank you once again for attending the webinar today. We look forward to hearing from you and to seeing the latest things that your programs are doing to the registration system. Thank you.

Thank you everyone have a great afternoon.

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