

Event ID: 2428556

Event Started: 8/28/2014 2:47:52 PM ET

Good afternoon and thank you for joining our webinar on Citizen Corps Partner Programs. My name is Catherine Warren and I will be facilitating today's webinar. I have a couple of brief technical considerations to share before we begin. Please first turn the volume up on your computer speakers to hear today's presentation. Next a question-and-answer session will follow today's presentation. To ask a question, please type into the question-and-answer box. We may not be able to get to all the questions in the time allotted but we will produce a frequently asked questions document after the webinar is complete. Today's webinar will begin with opening remarks by Gwen Camp Director of the Individual and Community Preparedness Division at FEMA. Gwen will be followed by updates from the national offices of the Citizen Corps program. Lastly, we will conclude with a question-and-answer session. Without further ado I would like to turn it over to Gwen Camp to get us started. Gwen?

Great, thanks so much Katie. Thank you everyone for joining us today and for your commitment to these programs and to building resilience all across the country. I want to thank the volunteers of the Citizen Corps partner programs, Medical Reserve Corps, Fire Corps, Volunteers in Public Service, the National Neighborhood Watch and the Community Emergency Response Teams as well as those members of the state, tribal, and local Citizen Corps councils who are joining us today. I know everybody is so busy so taken the time, we appreciate it. We so much enjoy here at FEMA seeing all of the great work that you been doing and partnering with you is one of our favorite parts of the job so before we do anything else I want to say thank you, thank you, thank you for all the stuff that you are doing to keep your community safe and build resilience all across the country. We talk a lot here and on all levels of government about government only solutions just not work, that government resources alone are not going to be sufficient to prepare for and respond and recover around emergencies. I know that you guys have heard us talk about the whole community, that's kinda been on everybody's lips the last several years. It's really important to us to be engaging partners all the levels and you really help us make sure that we're bringing the people to the table but we need to not just federal state local or tribal leaders, NGOs, but also the private sector. Large corporations to small businesses. Faith-based and community organizations, great volunteer groups like the ones we have on the phone today that we will hear from and of course the general public. The Citizen Corps Council are just so inspirational because they're really bringing members of the whole community together to talk about those plans for emergencies, building that platform for collaboration, and all of these efforts just bring us so much better prepared and really help our communities prepare for disasters and build resilience. The Citizen Corps partner programs continue to work with the local emergency management agencies engaging residents and participating in planning for emergencies and also training the public to be a part of the team. It kinda cracks me up, sometimes emergency managers are surprised when members of the general public rise to the occasions and disasters and yet that's what Americans always do, they always rise to the occasion, it's always stories of neighbors helping neighbors and the training and the outreach that you're doing make such a huge difference. Looking at the Citizen Corps partner programs is a great way to leverage our citizens at the assets that they are. To maximize the ability to respond with us, to be a team together. We hope to leverage our collective resources and to help these communities and keep

our families and communities safe. No government centric approaches here, we want to partner with you as much as we can. We can only be as prepared as the public is and we're grateful for everything you're doing week in and week out. You really inspire us and our work and we're grateful for your partnership and everything you are doing on that block to block level. Thanks so much and Katie I will turn it back to.

Thank you Gwen. I'd like to introduce Capt Robert Tosatto, director of Civilian Volunteer Medical Reserve Corps. Rob?

Thank you and thanks to all of our Citizen Corps partners for joining us today and for all of your hard work every day. MRC has been a proud partner of citizen corps since its inception back in 2002. The MRC is a national network of local volunteers that are strengthening public health, reducing vulnerability, improving local emergency preparedness, and response and recovery capabilities, and ultimately building community resilience. The MRC is not one-size-fits-all. Since its community based, there is a lot of variability and that is a good thing. There are currently almost a thousand MRC units in all 50 states and in most of the territories. And we are proud to see that we cover about 91% of the US population live in jurisdictions with MRC and about 75% of the land area. While we do occasionally see fluctuation in the numbers of MRC units, so we see new MRC units or somebody registered, the percentages that I just mentioned, that 91% of the population has been pretty stable over time. We are seeing some regionalization of MRCs, maybe some consolidation, but we do want to make sure that we continue to cover as much of America as we can. There are currently over 200,000 MRC volunteers. Now this includes a lot of the medical and public health professions that you see here but also community members as well they can help with the nonclinical roles like in logistics and administration and communication and all the things that you don't need a medical or public health degree for. We do encourage MRC units to think of a broad range when they are recruiting volunteers. Everything from students to retirees and everyone in between.

We recently asked our colleagues at the National Association of County and City Health Officials, we have a cooperative agreement with them, we asked them to conduct an analysis of the MRC and that's given is the snapshot of the MRC and our MRC network profile and I encourage all of you to check out this document. It does give a good idea of what the MRC is in areas like the composition, the impact that the MRC units have, and how they are administered. A couple of great infographics are included in this profile. So you can see things like the demographics of the unit, of unit it leaders, and volunteers. And then also, information of the MRC successes and challenges and their impacts they have in their communities. So again this is a great resource document that you could have that is easy to find online so that if you do have questions about the MRC, if you're talking to some of your partners and you will be able to share what the MRC network looks like. Now, a clear way that MRCs show impact in the communities is through their local activities. In the last year, MRC units conducted almost 16,000 activities. And we are on track to get near there again this year. One of the things we recently did is we implemented a new activity reporting model for MRC units. One, it's easier to use for MRC leaders but it also has different types of impact categories. Rather just a focus area on public health or on community preparedness we allow MRC units to check for boxes so their one activity may be a public health activity that strengthens public health but also a training activity. So we want to be able to show the various impacts that MRC units and their activities can have.

We also have more information about the types of responses and their missions. And better information about volunteer participation. Such as the numbers of volunteers, the hours, and even the economic value if that information is included. So we are going to be able to start using that information in our reporting very soon. That module when live on July 1st, so it's still really new. MRC units have been doing much activity over the past year as I've showed, part of that impact has been during emergencies we see MRCs assist in shelters following tornadoes or flooding or ice storms and that includes shelters for pets. We've seen MRC's provide responder rehab following fires, making sure those are responding get the care they need. We have also seen MRC's provide first aid at events for marathons or triathlons or other community type fairs or airshows. They're there to provide first aid or community outreach but they're always ready should something happen like that what happened at the Boston Marathon. Recently, MRC units have been piloting a new four our training program on becoming an active bystander. This program was developed by the CDC and FEMA to teach nonmedical basic initial care to survivors and we have been proud to be the early adopter for this and piloting it with several MRC units. MRC units also have impact throughout the year. When there is no emergency. They train, they help prepare their units and communities and they conduct public health activities. This is important because it helps to engage the volunteers throughout the year. Helps them meet their counterparts they get training and experience in the roles that they will play with the MRC. It helps reduce susceptibility and vulnerability with in their community and ultimately build resilience. These are activities like health promotion and disease prevention activities helping to reduce obesity in their communities; doing screenings for high blood pressure or diabetes; providing immunizations to community members; or sometimes even providing health services. Again, these are activities that are much needed within their communities on a regular basis but they also help the volunteers become experienced working with their other MRC members and partners so that if they are needed for an emergency they are ready to help and assist. One of our great accomplishment this past year has been in the area of technical assistance. We launched MRC Factors for Success as a way to guide and facilitate MRC unit development. And these factors provide a clear roadmap to achieving success. We have 12 factors and things like developing the scope of the MRC units, developing community partnerships, determining financial me and developing a training program but we provide expectations for each of these factors and sub factors. Some of the rationale, why these factors are needed, allow MRC units to score themselves on how well they are meeting these factors and then also provide a number of different resources, whether documents or templates are links and they can best help to achieve success. So we launched this online scoring system for MRC units in November, and so far about 500 MRC units around the nation, so little over half, have begun using the online scoring system. And one of the great things about this is that the units can see and track their progress over time using the factors.

For many of you that want to reach out to your local MRC unit but don't know how to go about doing that, you can go to the MRC website and off of the home page there's an area that said find and MRC unit. You can go on there and type in your zip code or address or your town's name and it will bring up the nearest MRC unit, show how many miles away it is, and then allow you to go directly to that MRC, find out the contact information for the MRC unit leader so you can contact them directly. Also, at any time, you can contact my office, the division of the civilian Medical Reserve Corps through the MRC contacts at HHS .gov. E-mail or telephone number. Of course you can always reach us through facebook and twitter as well. And I do encourage you, if

you are interested in getting information about the MRC to sign up for one way listserv or for all MRC leaders we do offer a two way listserv that has the ability to converse with other MRC leaders. And so that concludes my quick update and I look forward to receiving any questions you might have at the end of the session.

Great, thank you very much Rob. Next I'd like to introduce Lori Moon, program manager of Fire Corps. Lori?

Thank you Katie and good afternoon everybody, we really appreciate you being on the call with us today. As Katie said, my name is Lori Moon, I am a program of the National Fire Program. Just a quick background, I actually started with the Fire Corps back in June of 2006 but before that I was a local Fire Corps volunteer in a very small rural department in Clarksville, Arkansas. It's really been an honor for me to watch the program grow over the last decade and to work with all the great partner programs, share ideas, develop best practices, learn from each other and to be part of such a great volunteer network through Citizen Corps. Let's talk about Fire Corps. Why Fire Corps? Fire Corps was designed to be a very low cost program, it's specifically for professional fire and emergency departments or other agencies out there with interests in fire and emergency services so it could be state associations, fire fighter associations, anyone who's wanting to implement community volunteers in a non-operational or nonhazardous setting. Through Fire Corps community members can help out with nonemergency tasks, and those are often meant to provide fire fighters with additional help. With this added assistance, fire departments can actually maintain or expand their services while keeping their first responders on the front lines. Fire Corps allows first responders to focus on emergency situations and it also give community members a great a great avenue to volunteer in their local department. Fire Corps can increase department's abilities by adding new skills or ideas, providing innovative services, and also maintain or improve existing programs. We are capitalizing on the volunteer skills to help our local fire departments meet or exceed community expectations.

Fire Corps today, we have 1500 programs and over 21,000 volunteers and that is in 49 states where we have Fire Corps programs represented. We are missing Hawaii believe me, myself and every other staff person on our team has been volunteering to go out there and talk with them but that hasn't been approved yet. So that is the only state we are missing for registered Fire Corps programs. We are managed by the National Volunteer Fire Council (NVFC) and funded through the NVFC which is the voice of the volunteer firefighter and they do a lot of representation for local departments. Fire Corps is for a career combination departments all across the US. Supporting all of these programs we have 26 state advocates representing 21 states. I will talk a little more about our advocate network later in the presentation. So, what our Fire Corps programs doing out there? We have a number of roles that our volunteers fulfilled, as you can see from the chart we have everything from special events, which may be open houses or community events, also public education is a very high activity that a lot of Fire Corps under take. And then just offering things such as administrative support, rehab services, just different things that departments are needing out there. Other activities out there many include photography, whether it's for training purposes for the department or just for simple website updates. We actually have some teams doing fire investigation, building maintenance, senior citizen checks, CPR training, home safety inspections, and smoke alarm installations. The great thing about Fire Corps is it's very grassroots, very localized for the department and based on the

needs of the department and the community is what the program is designed to accommodate. Just a few other statistics, in addition to the activities, we found out from our last survey which was in 2012 that 49% of teams out there are targeting youth with their outreach, 41% focus on seniors citizens, 19% are targeting those with disabilities and then we also have a about 10% of programs that work with non-English speaking residents for preparedness information and community resilience. At the national level, our job is to support our local programs with resources and initiatives and tools to make sure they can start, implement, sustainable, and expanded a program. A lot of our job is to gather resources and to help them grow and flourish. We have tons of guides and tool kits available on the website. Everything from resource guide, which has sample volunteer roles, information about how to get your program off the ground; we have a fire department starter kit, and in addition to that there are activities specific resources such as providing rehab and public education. We also have information around managing liability with the volunteer program. So anything that a local department is going to need to start and implement a program, there's something available online. In addition to that we have a smoke alarm donation program and every year we partner with First Alert to provide local Fire Corps teams with smoke alarms that they can install and distribute in their communities. And we're actually already met our goal for 2014, we have distributed over 12,000 alarms which is about \$25,000 worth of donations to local departments so that is exciting to see and that partnership has been going on for the last five or six years.

In addition to that we also have program profiles available on the website which to serve as best practices. These have been very beneficial to not reinvent the wheel when starting or implementing a program. We also released news and updates through the National Volunteer Fire Counsel's Weekly Dispatch. If you are a local team and you have not signed up for that yet please do so and you can do that from the Fire Corps website. One of our most recent and very successful resources has been our Fire Corps Academy. That is an online, on-demand training platform that local fire core teams or anybody that is interested in learning more about Fire Corps, can go on and take those classes. There is an abundance of different topics ranging from starting and implementing a Fire Corps to home safety inspection, there is also public health, public education, providing rehab, engaging youth, and engaging seniors. So there is an unlimited amount of online courses you can take and all those are under an hour long and it is in an on-demand platform. There is a lot of information that locals can have access to to learn more about Fire Corps and improve their program services. One of our biggest resources has been our state advocate network which I mentioned earlier. With our state advocate network, these are folks that have been instrumental in providing support to the Fire Corps program. We selection one or more subject matter experts in each state, so as I mentioned earlier we have 26 advocate in 21 states at this time. You can see a map of where those are located from this slide. These are what I like to call our boots on the ground and our eyes and ears in the field. It's a completely volunteer network and they serve as the critical link between the national office and local level. Over the past three years, we've had state advocates host their own Fire Corps conferences in their state. We've also had representation in numerous Citizen Corps councils and emergency management arenas and various fire/EMS associations or organizations. Really our state advocate network has been instrumental in having a local voice at that level. At the national office, we just have a handful of staff members so that why our advocate are instrumental and better at supporting the local programs and letting us know what challenges local programs are facing and what needs local programs have, success that they encountered in their state and

serving as that point of contact for local programs who need additional assistance. If you're interested in connecting with your state advocate, you can find them online on the Fire Corps site in the get connected section. If you don't have an advocate you can always contact the national office and if you do have experience with Fire Corps or Fire/EMS services, we're always looking for more advocate to support the program and you can contact me and we be happy to talk more about that with you. As I said, our advocates are instrumental in collaborating with local programs and they're always ready and willing to help anybody out there who's looking to learn more about Fire Corps or looking for volunteer information in general. That is a quick update from Fire Corps. We have tons of resources available on the website, you can visit firecorps.org. I want to thank Citizen Corps for bringing the partner programs together and giving us the opportunity to speak. And for everyone on the call today; everyone volunteers for different reasons so the fact that you're on today, looking to learn more and helping everyone out there to expand their program, we appreciate your time. I look forward to questions later in the presentation.

Thank you very much Lori. Now I would like to introduce Rosemary DeMenno from the Volunteers in Police Service program with the International Association of Chiefs of Police. Rosemary?

Good afternoon everyone. It's a pleasure to be with you all this afternoon. The Volunteers and Police Service Program has been the good fortune of being involved with Citizen Corps from the onset of the program and also very lucky to have received extremely generous funding from the US Department of Justice, Office of Justice Programs, Bureau of Justice assistance for the last 12 years. VIPs has been housed and managed at the International Association of Chiefs of Police (IACP) for the last 12 years. IACP is an international law-enforcement leadership membership organization with more than 20,000 members in the United States and around the world. IACP works on wide variety of issues that includes research, advocacy, training and TA, and professional development. We cover topics, really as varied as countering violent extremism, law enforcement working with Alzheimer's patients, we do a lot of work in the juvenile justice field, certainly touch on cybercrime, and most recently the militarization of policing. As far as VIPs goes, VIPs was active from May 2002 to March 2014. In March 2014 our funding from BJA did end however, the program is well, alive and active throughout the country and world.

Many programs still are in existence throughout the country; just on the National level we are no longer really developing any new materials or training and that sort of thing but we are still active in some ways and I'll talk a little bit about that as I go on. The goal of VIPs as always been to enhance the capacity of law enforcement and to utilize volunteers. We've always meant for our volunteers to support our officers and never meant to supplant them. Back in March of 2014 that is the last time we updated our directory. We had more than 2500 registered programs representing 263,000 volunteers, like you around the nation and around the world. We're lucky enough this to have VIPs programs active in all 50 states and in 26 different countries worldwide. I wanted to share a couple of photos, these are real photos of our volunteers in action, you can see that they do a wide variety of things out in the field. They do everything from fingerprinting and working on ID kits with children to attending Citizen Police Academy's. Many of our volunteers serve as Chaplains in various patrols whether it's a car patrol or a bike patrol, park patrol, marine patrol, there's all different kinds of things out there for folks to work

on. We have a lot of folks that work in victim support and are just, again, great additions to the local law enforcement department. Although the VIPs website specifically is no longer active, we moved all of our resources to the IACP website, which is www.theiacp.org/VIPS. Everything that we really had before for resources is still in existence, we still have an online searchable directory of registered programs and most of our publications are still up there. We have podcasts that talk about a wide variety of management issues when it comes to volunteering. We still provide online training and have a video series. If you haven't been on there I would definitely encourage you to visit, there's still a lot of great resources and in particular resources from all around the country so that folks don't necessarily have to re-create the wheel if they are looking for assessment forms and job descriptions. All of our resources touch on management issues such as engaging volunteers in missing persons search, using volunteers in school setting, involving volunteers in investigations and a lot more. And there's really no limits to what volunteers are capable of. We're continuously encouraging folks to be creative and use their imaginations.

On the next slide, I've listed some different things that volunteers can work on as I mentioned missing persons. A lot of VIPs first take part in the Citizen Police Academy and upon graduating from there have found that they are really engaged in the law enforcement community and continue their service as a volunteer. But every department is different and every department is looking for different things that might be property maintenance, it might be helping a local SRO, it might be serving on the patrol. As I said there is really no limit to what the volunteers can do. Finally, I think really the most important thing to note and remember is that volunteers are force multipliers in their local law enforcement departments, adding tremendous value to departments around the country and the world, helping to maintain really outstanding relationships with a community which is obviously more important today than ever given some of our recent events in the United States. The other great thing is that it really allows officers free time to focus on their high-level duties. We love the program long and hard here at the IACP, we were disappointed but all good things do come to an end. But again we keep our resources updated and out there, and are grateful for the thousands and thousands of local programs that are still quite active around the country. I have provided my contact information and I have the VIPs website listed and I also have my e-mail address and I would welcome being in touch with anyone about anything. I still get at least a couple of calls a day, I do respond to folks. I am happy to know there are still people out there interested in keeping this program going. I want to thank Citizen Corps for bringing us altogether today. It's been an honor and a privilege to present with my fellow partner program managers and I want to thank all of you out there in the audience today for all you do to keep your community safe. And I will look forward to questions later. Thank you.

Thank you very much Rosemary. Next I would like to introduce Susa Crow, the Director of Communications for the National Sheriffs' Association/National Neighborhood Watch. Susan?

Good Afternoon everyone, thank you for attending this webinar and I do thank Citizen Corps for putting us altogether here today. The National Sheriffs Association has been responsible for the USA on Watch program for long time. However, the USA on Watch program was put together with a federal grant from the Bureau of Justice Assistance, the Department of Justice. And similar to Rosemary's VIPs program, the USA on Watch federal grant program has come to an

end. But the National Sheriffs Association knew how important it is, what a strong program it is, we have too many resources. So the National Sheriffs Association has taken on the role of continuing the Neighborhood Watch Program. Now, since the grant has come to an end, we have changed the name to the National Neighborhood Watch, it's now a division of National Sheriffs Association. With the changes, we have created a new logo, we've come out with a new website, and we have a new app, which I'll tell you more about in just a second. But most importantly, the resources that you are used to seeing from the Neighborhood Watch Program are still free. You can look for a Neighborhood Watch Program in your neighborhood. You can register with the law enforcement agency; and you can register a neighborhood watch group. That is still all free, we have not changed that. Many of the resources online are still available to you free of charge. The app, that I'm going to tell you about in a minute, is also free. One of the things that National Sheriffs Association has had to do to try to continue the program, is we've created a membership category where you can become a National Neighborhood Watch member. The fee is very minor, but with it we are able to offer a few additional resources behind a member's only site. You can have access to a discount program through the National Sheriffs Association you can get some of the other resources like the National Neighborhood Watch manual as a member, some of it is still free but not all of the higher-end pieces. With this change, we have had to redo a lot of materials so not all of the materials are available yet. We're still converting many of those over. As you keep an eye on our website, which is www.nnw.org, you will see that we continue to add to the resources.

What we do have now and we're very proud of, we have actually partnered with the organization called ICE Black Box. They have created an app that has a couple different levels of participation. The first one is, anyone as of resident, can download the app from either the Google store or iPhone App Store and the app enables you to actually push the button and record video if you see something going on in your neighborhood. There are different levels, the app has the option of you can call 911 if you see something happening directly from the app. You don't have to call 911 if you are in a neighborhood, and your Neighborhood Watch is pretty active, and you see a suspicious car one day, you can alert your Neighborhood Watch Captain to what is going on. And then from that point, the Neighborhood Watch Captain can keep all of this video. It is protected immediately once you record and goes up to the cloud and cannot be deleted. The Neighborhood Watch Captain can keep it and then if it escalates into more than just a suspicious car, into an actual crime and the Neighborhood Watch Captain could actually put that material together and provided to local law enforcement. There is a third level and that would be to the law enforcement agencies themselves, the app provides a portal to participating law enforcement agencies where the video, once you take it you can send that video directly to the 911 dispatch at your local sheriff's office or local police department. And then the Sheriff and Police Department have that video immediately, it comes up on their dispatch screen and they can see what is happening live. We are excited about this. Right now it is a pilot program. In Hennepin County, Arizona, and Calhoun County of Arizona. The other thing that we are getting ready to launch is an animal cruelty portion of the app. That's in partner with the Humane Society, if you see something happening to an animal you will be able to take video of it and send it directly up to our animal cruelty division of the app and they will have access to it immediately. We are very excited about all the things that are happening in the National Neighborhood Watch program. It's a lot of work but we are very happy to be doing it so that we

can keep the free resources that are available now. Again I thank you all for attending today and I will answer any questions later on as well. Thank you.

Thank you Susan. Now I'd like to introduce Dante Randazzo, CERT lead with the Individual and Community Preparedness Division of FEMA. Dante?

Thank you Katie. Good afternoon everyone. This is Dante Randazzo with the Individual and Community Preparedness Division. I'll be providing a quick update on the Community Emergency Response Team program. Just to provide a quick overview, CERT is a nationally supported, locally implemented program that teaches people how to be better prepared for hazards that may impact their communities and trains them in basic disaster response skills such as fire safety, basic search and rescue, team organization, and disaster medical operations. CERT training participants are prepared to help themselves, their families and neighbors, and others around them in the event of an emergency. Additionally, during disasters CERT volunteer teams may be activated and asked to perform basic response activities, allowing professional responders to focus on more complex tasks. The actual CERT training curriculum consists of nine modules: disaster preparedness, fire safety and utility control, two units on disaster medical operations, search and rescue, CERT organization and the incident command system, disaster psychology, and terrorism. The final module is a final exercise where they have the opportunity to practice and test what they have learned in the preceding eight modules. Just provide an update on where CERT stands right now. We do have programs in all states and territories as well as programs in several of our tribal nations. Currently we have over 2,400 local programs throughout the country; that's an increase of about 200 programs over the past year so CERT is still very much going strong in the United States and to date we have trained over half a million people. Just to provide a sense of the types of programs CERT perform throughout the country, CERT programs are active in communities during disasters but also during nonemergency events performing a wide array of activities based on the needs of the communities. The adaptability of CERT programs and volunteers is definitely one of CERT's strengths; as you can see here there's a number of things CERT programs can do to support their communities whether it's during emergencies or during nonemergency events. I want to provide a quick overview of the various deliverables we currently have in development. What we're working on right now is the eBrief and that is an updated version of the CERT Newsletter. Rather than going on a quarterly basis, our goal is to put that out every other month. The first edition of the eBrief went out in July. The next edition is scheduled for September. Other materials that we currently have in development are implementation materials to help places of work and institutions of higher education implement and organize their own community response team programs, facilitator guides and participant manuals so that our regional, state, and local stakeholders can host and organize their own workshops about CERT. Within that, there will be three different modules that jurisdictions can use for their workshops. There will be materials if someone just wants to do a general workshop, a general overview of the CERT program but we also have workshop materials if someone wants to specifically do workshops on funding for CERT programs or liability for CERT programs. So rather than the traditional guide that we have released in the past, the goal of these workshops is to provide content and guidance but do so in a way that allows regional, state, and local programs to have a more collaborative discussion about these important issues and draw upon their own local experiences and insights and make that a part of that discussion.

We're also developing a new supplemental module for point of distribution operations and we are all also developing a CERT activation guideline. Rather than traditional guidelines, the CERT activation guide is really a series of factors that the local CERT program should take into consideration as they are developing their own activation policies and protocols. We're aware of the fact that every local CERT program is different, they have their own needs and priorities and constraints and so rather than try to do a one-size-fits-all approach, the guide is really supposed to be, when you are developing your own protocol and processes, here are some things you should take into account. Looking to the future for future development, these are things that we plan on doing once we complete the stuff that is currently in development. So that the field operations guide, a damage assessment supplemental module and an all abilities annex. Just like our teen CERT annex and the campus CERT annex, the goal of this annex is to provide some guidance to CERT programs on how they can deliver the CERT training to individuals with disabilities and others with active and functional needs. We also have two guides in development for resource development to help state and local programs develop resources and funding to support their programs and also an outreach and promotion guide just to provide suggestions on how local CERT programs can promote themselves in their communities.

I also want to discuss our long-term goals. By long-term I mean essentially over the next four years. These are going to be our areas of focus. Before I go into these at all I just want to let you know that we do want to hear from you about these. Let us know if you have any recommendations on how we can best achieve these in a way that will support you. First, increased availability of CERT train-the-trainer and program manager courses. Right now the number of courses offered each year through EMI are limited although we are expanding the number of deliveries from four to six this year. So there will be more courses available at EMI and on average there's 12 local deliveries the EMI courses provided by FEMA each year. We know that the demand for these courses is higher than that but our resources and yours are limited. We want to explore some options for increasing the availability of these courses but doing so in a sustainable fashion. We're open to any suggestions on potential approaches we might take to this. The second is enhance and refine capacity to measure CERT program performance and effectiveness. In the current fiscal environment it is more important than ever for you to be able to demonstrate the effectiveness of your programs at the state and local level. A good program evaluation is also helpful for identifying potential areas of improvement and settings for strategic direction. We want to develop tools and processes that will not only give us the situational awareness we need at the national level to represent the program, promote successes and identify needs but also help you to showcase the strengths of your programs and identify potential areas of improvement. The third goal is strengthen alignment between CERT programs and the professional emergency management community. CERT success as a program is largely in part the result of a close relationship between local programs and emergency managers. We want to further strengthen this relationship and ensure future developments and deliverables particularly supplemental modules are strategically prioritize to align with the needs and priorities of emergency management. We want to increase our promotion of local CERT programs and increased the profile and visibility of local programs amongst professional emergency manager communities. We want to identify gaps and unmet needs in emergency management and determine how CERT can best address these needs. Again, we're open to other suggestions on how we can more closely aligned with professional emergency management. Then we have developed guidance and tools to help local programs identify and develop their own consistent

and reliable sources of funding and other resources. So without the Citizen Corps line item we know it's becoming more challenging for local programs to secure the funding of resources they need to continue their activities. While there are very concrete limits on what we can do at the federal level, we want to develop guidance and tools to help you increase your visibility, expand your relationships and make a strong case for funding your programs. With many programs working with fewer resources in recent years we really think the grassroots based approach will be much more sustainable in the long run. So developing connections with a wide variety of stakeholders in your communities is obviously a smart practice for programs in general but building those relationships can help you secure resources for your programs as well.

Then we have developed guidance and resources for cross jurisdictional deployment for CERT programs. In grant guidance and in FEMA strategic planning we are seeing an increasing emphasis on assets being deployable across jurisdictional boundaries. We're also seeing some instances of neighboring CERT programs entering into agreements with one another to help each other during disasters. We think a movement in this direction could be a positive development but we do want to be very careful. We don't want to have CERT volunteers showing up in other jurisdictions uninvited and I know you don't either. If two or more programs want to be able to help each other during an emergency, particularly one that affects multiple communities and multiple jurisdictions, what we want to do is help lay some groundwork for a process for them to do so in a responsible and appropriate manner that brings the right people to the table. Finally, identify new sectors, partners, and stakeholders for a broader audience. As I mentioned when discussing funding, partnerships are critical to the continued success of local programs. More partners and stakeholders means potential access to a wider array of resources which makes it easier for you to serve your communities. We want to put local programs in a position to succeed, one of the ways we can do that is to expand the reach of CERT's new partners making CERT more available to more people. Taking CERT to the private sector and higher education partners for example through campus and workplace CERT increases the number of people completing the training which not only meets our shared goals of making communities better prepared and more resilient, but also expands local networks. Strategically speaking, providing CERT training to youth and college students will be tomorrow's emergency managers and getting there buy in their formative years makes a lot of sense long-term. Broadening engagement can be beneficial for CERT programs and the community they serve. The communities landscape is always changing and new stakeholders are always emerging so it helps to take stock every so often. And technology allows local programs to extend the reach even further than ever. We welcome any suggestions on how we can help you to expand your networks of partners and stakeholders.

Just a few quick announcements. We have repaired IS 317, we know there was a host of issues with it earlier this year and that is now fixed and has been posted to the Emergency Management Institute website and we have a link for you there. We have a series of drills, exercise, and competitive events for local CERT programs that is available at this link. It is currently kind of difficult to find it on our webpage so I posted the direct link here. We're planning to do a webpage update sometime in the near future. There will not be any major changes but we do want to reorganize things so it's easy to find our contents. A reminder we do have free printed materials available through the FEMA warehouse, particularly instructor guides and participant manuals. If you're interested in these please contact your state point of contact for Citizen Corps

and CERT and they can help you through that process. Finally, a quick reminder, please sign up for the CERT eBrief and we have a link to the archived edition not only July's eBrief but also previous editions of the newsletter. Just as my last slide, there is the e-mail address for the national office. One thing I want to stress however is that before contacting us we strongly recommend you reach out to your state programs first if you do have any questions. Or reach out to your local programs if you're just interested in CERT in general. We have also the link for how you find out who your state program manager is and also identifying your local CERT point of contact and that uses search function where you plug in your zip code and that will bring a list of nearby programs. That is it for my presentation but I look forward to any questions.

Thank you very much Dante. I want to remind all the participants that if you have any questions, feel free to type them into the Q&A box at any time. Next I would like to introduce the Natacha Vacroux, Citizen Corps lead with Individual and Community Preparedness Division for FEMA. Natacha?

Thank you Katie. I really want to thank all the partner programs for participating in the webinar today. They are a very important part of Citizen Corps and we really appreciate everything that the partner program volunteers are doing. Citizen Corps is one of the ways FEMA encourages local communities to plan for emergency and disaster response and recovery. Coordinated through FEMA's Individual and Community Preparedness Division, Citizen Corps works with partners to encourage community outreach, volunteer training, and planning efforts to improve community disaster resilience. Citizen Corps is a platform for whole community collaboration. Through Citizen Corps Councils non-governmental assets and resources, like those brought by the partner programs, can be integrated into government plans, preparations, and disaster response and recovery. By conducting outreach and training, Councils can help prepare individuals and organizations to address their local risks. Collaboration with community leaders from all sectors, including (but not limited to) voluntary organizations, the private sector, faith-based congregations, and health services, is important for establishing relationships, allows for the exchange of essential information, and builds capacity to prepare for, respond to, and recovery from disasters.

Our registration data shows that there are currently over twelve hundred Citizen Corps Councils nationwide. Most Councils have established some multi-sector representation to provide a platform for disaster preparedness and resilience mission areas. 61% of approved councils have representation from public, private, and the volunteer/community sector. These councils can serve as models to demonstrate how to fully benefit from whole community involvement and its impacts on resilience. We also know that 68% of Councils have elected leadership representation and that 92% have representation from voluntary response organizations, like the Citizen Corps Partner Programs. I'd like to talk a little about our current priorities at the National level. We are developing a 4-year strategic plan that examines the evolution of Citizen Corps and considers the next natural steps for a post- post-9/11 environment to ensure sustainability of Citizen Corps. This planning process is influenced by material from past working groups and other local and regional feedback. The effort seeks to incorporate the FEMA strategic plan emphasis on whole community. We are looking to strengthen national-level collaboration with all Citizen Corps Partner Programs, so we can support. We are looking to demonstrate commitment and reinvigorate communications and networking among programs at the national, state, and local

level. We are also seeking to expand the reach of Citizen Corps with non-profit and private sector partners and stakeholders, and to improve awareness of added value provided by Citizen Corps to Emergency Management. The courses we have in development, which I'll get into in a big, have substantial content on these areas. As you may know, we are revising the registration system to improve user experience. The release of the Citizen Corps registration system upgrade 1.06 has been delayed due to new technical requirements but it is expected to occur in September. All existing information will automatically transfer to the new system. The subsequent upgrade will reduce the number registration questions we are also Investigating the ability for users to easily generate reports to show effectiveness at local, state, and national levels, using the registration data. We are developing a new 4-day Citizen Corps/Whole Community Resilience course to be piloted at the Emergency Management Institute in Summer 2015. The course material will include information on developing consistent and reliable sources of community support, funding, and other resources. And we want to improve the integration between Citizen Corps and other preparedness initiatives, as well as other emergency management mission areas, such as mitigation and recovery planning. One of these preparedness initiatives that I want to discuss a little but more is America's PrepareAthon!. Before we get to that I want to make sure you have all the information you need to ensure that we can support you in the work you are doing to keep our nation prepared. Here is our email address, where you can find your State Citizen Corps Program Manager, and how you can follow us on social media. I hope you'll subscribe to our email newsletters which seek to convey preparedness tips, resources and stories of interest to you. We're always looking for new stories so please send us anything which may be of interest to the broader preparedness community, including stories and what you are doing in your communities and states!

I briefly want to tell you about America's PrepareAthon! which I mentioned earlier. This is a national campaign to increase emergency preparedness through action. Workplaces, schools, organizations like yours, and others are preparing their staff and volunteers by holding group discussions and conducting drills and exercises at their workplaces, and in the community, about hazards that could happen in their area. National PrepareAthon! Day this fall will be September 30, which will culminate National Preparedness Month. America's PrepareAthon! is based on social science research that has examines data on personal preparedness behaviors. It shows that workplaces, schools and volunteer organizations that support community preparedness, safety, or emergency response are effective channels for preparedness outreach. Preparedness information is most effective with it comes from trusted community members and peers, like the local leaders in your programs. America's PrepareAthon! supports behavior change through action. It is designed to move people from awareness to action, and seeks to make preparedness a social norm. The goals of the campaign focus on increasing the number of individuals who: know their risks, now how to stay safe, learn and practice protective actions and preparedness behaviors for those risks, and help their community become prepared. There are many ways to participate, like making a family communications plan, or signing up for alerts and notifications. The America's PrepareAthon! website, ready.gov/prepare, has free resources available to support activities in your community. Many of these resources are customizable and you can incorporate these materials into your existing organizational and employee preparedness initiatives. For instance, if an MRC group wanted to organize a tabletop exercise that focusses on one of the hazards in its community, the AP! website has Local Leaders Guides tailored for each hazard, and each has information on how to hold a tabletop exercise. Or if a Neighborhood Watch group might want

to practice a call-down of its volunteers, that they would do to verify their safety in an emergency. You can find information on these sorts of on the website. Participating in America's PrepareAthon! will benefit your organization by helping you to: increase everyone's knowledge of safety policies and procedures in an emergency or disaster; enhance organizational coordination and continuity of operations; and reduce the impact of a disaster, including injury and loss of life, property or inventory damage, and financial loss from disruption of services. This screen shot was taken in preparation for this past Spring's National PrepareAthon Day. In partnership with the Great Shakeout, we currently have over 13 million participants signed up for Fall's National PrepareAthon Day. If you are going to participate in America's PrepareAthon, please be sure to let us know what you are planning by registering your event at ready.gov/prepare. I want to thank all the partners again for participating and I will turn it back over to Katie. Thank you.

Thank you Natasha. Now we will transition to the question-and-answer session. To ask a question, please type into the question-and-answer box. While the question-and-answer session is going on please complete the survey questions at your convenience to help us gauge the effectiveness of our program outreach. The first question that we have seen the most, that I would like to answer, is will the PowerPoint be available? The answer is yes. A link to a recording of this webinar and document of the presentation will be available on the Citizen Corps website next week. The next question is for Natasha. The question is what is the status of FEMA funding to support Citizen Corps and CERT?

While there is no longer a line item for Citizen Corps in the Homeland Security grant program it is still possible to use HSGP funds for Citizen Corps. But grant decisions are made at the state level. We have a core capabilities tool on the Citizen Corps website that maps Citizen Corps, CERT, and other whole community activities to core capabilities for investment justification. In addition, the Citizen Corps pages of the ready.gov website also identified language in the grant guidance that can be used to support the Citizen Corps mission.

Great, thank you very much Natasha. Next question is for Susan. The question is, is ICE black box available for national use or is it just a pilot project as stated in your presentation property?

The app itself, is available right now for download immediately and for use within your national Neighborhood Watch Organization. The portal, the Neighborhood Watch Captain portal is available now to also use. The only parts that are still in the pilot program stages are the law enforcement portal in the counties that I stated. You can download the app right now if you would like to. It's available and start using it. We would love it if you did and if you have any questions or comments I would love to hear them. Thank you.

Thank you very much Susan. The next question is, is there a place that we can find the dollar value of volunteer labor on an hourly basis that would be in alignment with the assessed value from FEMA for in-kind contributions? I think Dante, can you answer that question?

Sure the figure that I have seen cited most frequently or the tool I've seen is www.independentsector.org. The URL is www.independentsector.org/volunteer_time. You can also check out www.handonnewwork.org/tools/volunteer_calculator.

Great, thank you very much. The last question we will take today is for Rob. How does the MRC interact with local government officials during an actual disaster? For example, does the local government official direct where local MRC assistance is needed or where up MRC response?

That is a great question. So MRC units are not standalone. They will be associated with a housing organization. About 65% of Medical Reserve Corps units are housed with their local health department but others are based with emergency management or fire department or law enforcement agencies or a local hospital or another group but in any case, in any disaster, situation, the incident command system would be implemented and to the extent that MRC volunteers are needed, they would be activated and called upon through that local incident command system. If it's a local fire incident and they realize that medical or MRC volunteers are needed, they would reach out through the emergency operations center to the Medical Reserve Corps coordinator who would activate the numbers and foster them appropriately.

Thank you very much Rob. That is all the time we have for today. I want to thank our presenters very much for taking the time to present today and I would also like to thank everyone for participating in our webinar. Next week there will be a link to the recording of this webinar, and a document of the presentation available on the Citizen Corps website. Thank you very much and everyone have a great day. [Event Concluded]