



National Citizen Corps Partner Programs

Uniting Communities – Preparing the Nation

August 28, 2014



Overview of Today's Webinar

- **Technical Overview & Agenda Review**
- **Welcoming Remarks**
- **Citizen Corps Partner Program Updates**
 - Medical Reserve Corps (MRC)
 - FireCorps
 - Volunteers in Police Service (VIPS)
 - National Neighborhood Watch (NNW)
 - Community Emergency Response Team (CERT)
 - Citizen Corps
- **Question & Answer**
- **Closing Comments**



National Citizen Corps Partner Programs

- **Welcoming Remarks**

- Gwen Camp, Director, Individual and Community Preparedness Division, FEMA



National Citizen Corps Partner Programs

- **Medical Reserve Corps (MRC)**
 - CAPT Robert Tosatto, Division of the Civilian Volunteer Medical Reserve Corps, Department of Health and Human Services





Division of the Civilian Volunteer Medical Reserve Corps

Engaging volunteers to strengthen public health, emergency response, and community resiliency

Medical Reserve Corps

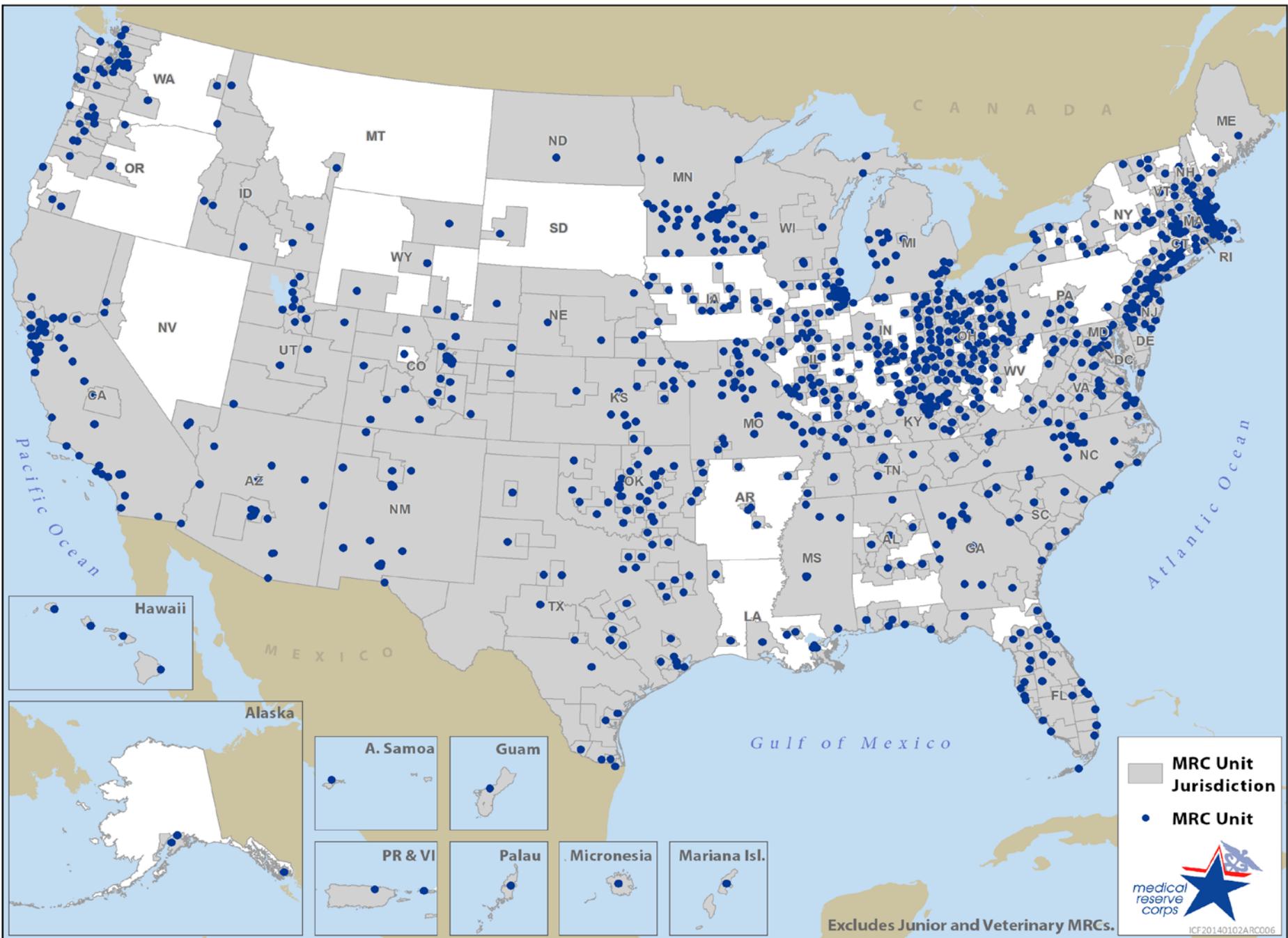
Office of the Surgeon General
Office of the Assistant Secretary for Health

August 2014



MRC “At A Glance”

- ★ National network
- ★ Community-based = No “typical” MRC
- ★ Mission: Engage volunteers to strengthen public health, reduce vulnerability, improve local emergency preparedness, response and recovery capabilities, and build community resilience



MRC Unit Jurisdiction
 MRC Unit

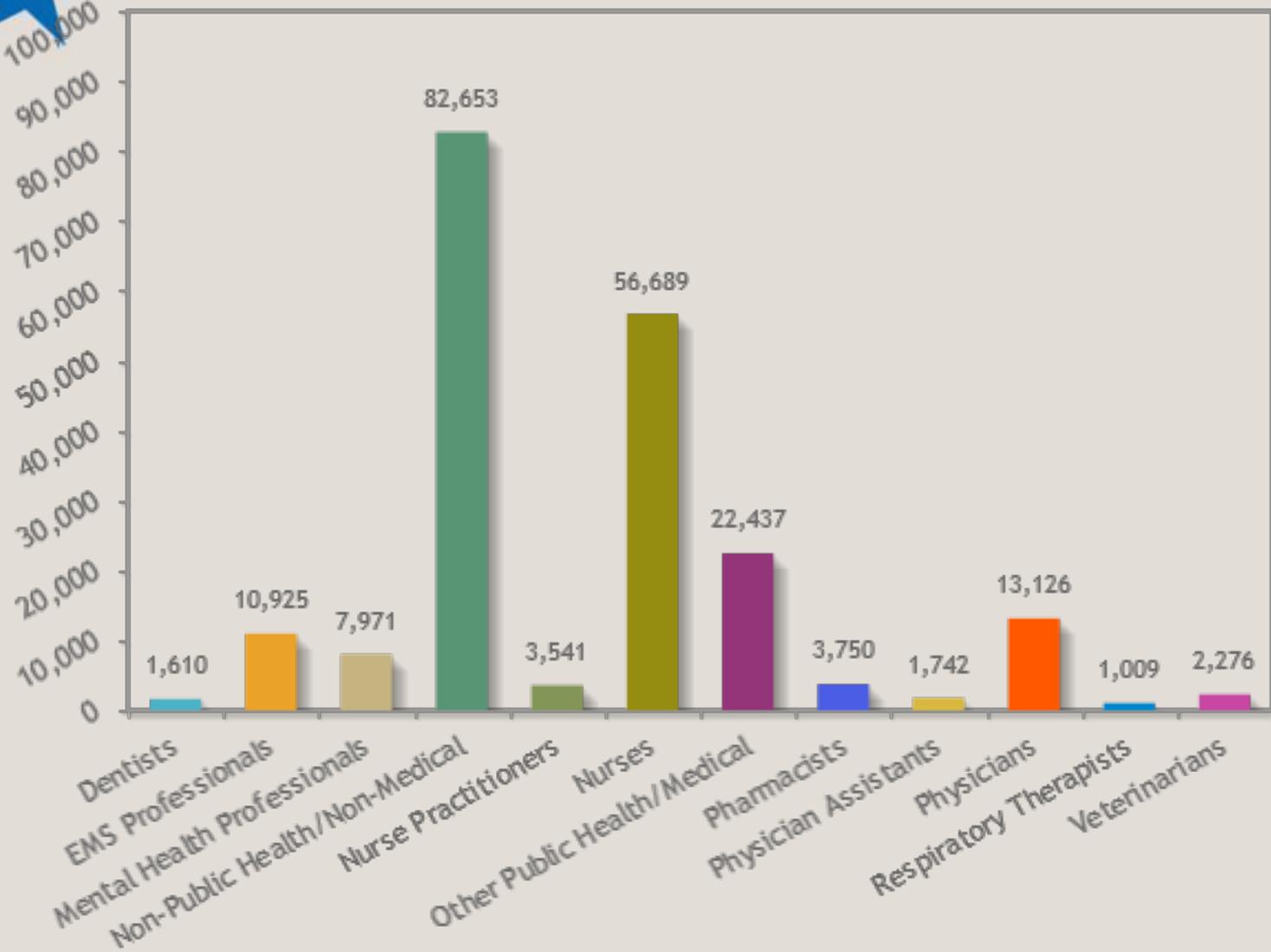


Excludes Junior and Veterinary MRCs.

ICF20140102ARC006



MRC Volunteers



Engaging volunteers to strengthen public health, emergency response, and community resiliency



MRC Network Profile



- ★ Composition
- ★ Impact
- ★ Administration

<http://www.naccho.org/topics/emergency/MRC/networkprofile>

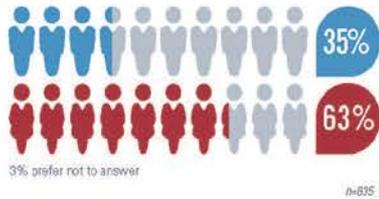
Engaging volunteers to strengthen public health, emergency response, and community resiliency

Medical Reserve Corps unit leader and volunteer profile

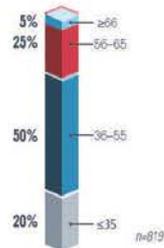
Unit leader profile

Unit volunteer profile

GENDER



AGE



TENURE

Leaders who were part of MRC prior to becoming leader

28%

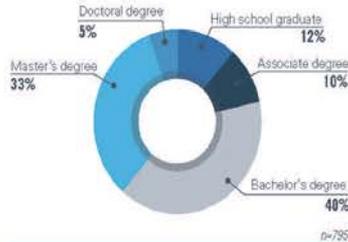
Average length of service in years

3.6

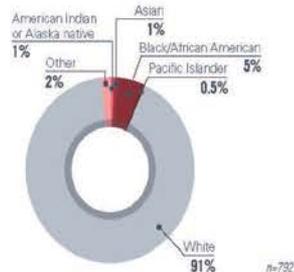
Units that have a succession plan in place for leader transitions or turnover

46%

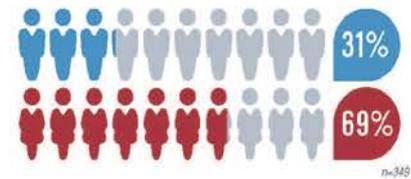
EDUCATION



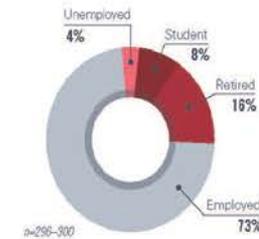
RACE



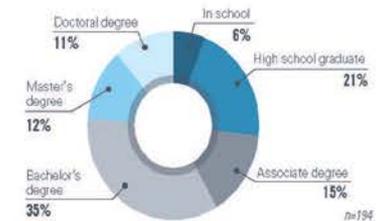
GENDER



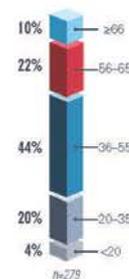
WORK STATUS



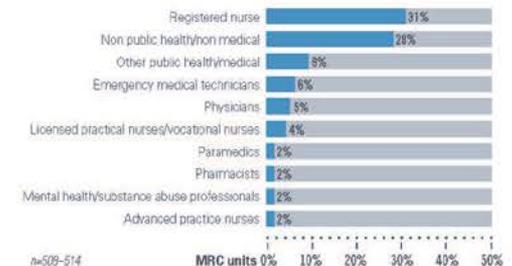
EDUCATION



AGE



EXPERIENCE





INFOGRAPHIC

THE 2013 NETWORK PROFILE OF THE MEDICAL RESERVE CORPS OVERVIEW

Rural/frontier 31%

Tribal 1%

Suburban 11%

Urban 9%

3.6 LENGTH OF SERVICE OF UNIT LEADER IN YEARS

Mixed 48%

HOW YOU CLASSIFY THE JURISDICTION YOU SERVE

224 AVERAGE NUMBER OF VOLUNTEERS PER UNIT

SIZE OF VOLUNTEER CORPS 200,000+



TOTAL NUMBER OF UNITS ALMOST 1,000

PERCENTAGE OF UNITS THAT ARE HOUSED WITHIN A LOCAL HEALTH DEPARTMENT 67%

41% REPORTED THAT THEY PARTICIPATED IN AN EMERGENCY RESPONSE IN THE LAST YEAR

VOLUNTEER SCREENING METHODS 89% use applications 60% do background checks 45% interview potential volunteers 24% check volunteer references 4% do not screen



NACCHO

National Association of County & City Health Officials

The National Connection for Local Public Health

TOP 3 PREPAREDNESS ACTIVITIES

- Communications/texting drill
- Personal preparedness information campaigns
- Training and exercises

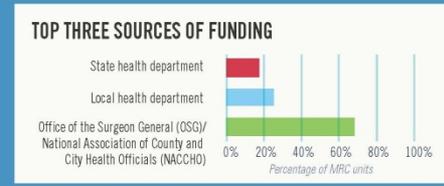
TOP 3 PUBLIC HEALTH ACTIVITIES

- Seasonal flu vaccination
- Community outreach events
- Health education

84% HAVE A TRAINING PLAN

TRAINING PARTNERS

- Local Health Department
- Emergency Management Agency
- American Red Cross
- Citizen Corps / CERT
- Fire / EMS



VOLUNTEER ACTIVATION

An e-mail distribution list is the most common method, followed by state-supported notification/activation, then a phone tree.

- TOP THREE RECRUITMENT METHODS**
- 90% word of mouth
 - 77% presentations
 - 71% MRC events

24% OF VOLUNTEERS PARTICIPATED IN AN MRC ACTIVITY QUARTERLY

This information was prepared by NACCHO. The work that provided the basis for this publication was supported by funding from the Office of the Surgeon General. NACCHO is solely responsible for the accuracy of the statements and interpretations contained in this publication and such interpretations do not necessarily reflect the views of the United States Government.



MRC Activities

Activity Focus

FY10

FY11

FY12

FY13

FY14*

Unit Development	1,054	1,866	3,535	4,820	3,583
Preparedness	1,496	1,695	2,124	2,489	1,612
Public Health	2,819	1,845	2,200	2,620	2,037
Response	1,834	997	1,173	1,499	729
Training	2,241	2,951	3,775	4,544	3,363
Total	9,444	9,354	12,807	15,972	11,594

* through 30JUNE2014



New Activity Reporting

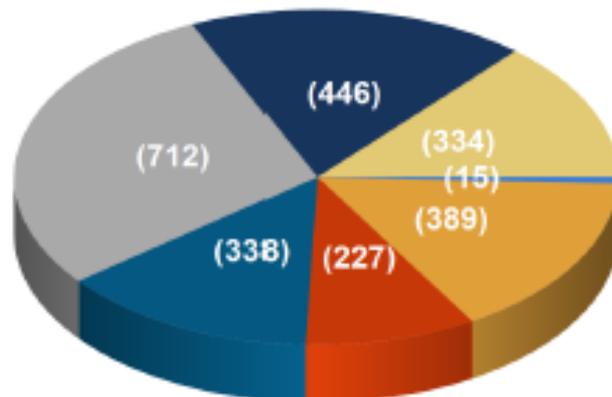
Unit Activity Summary Report

July 1, 2014 - August 31, 2014

1118	Total Number of Activities Reported
11374	Total Number of MRC Participants

21821	Total Number of Hours Contributed
\$700,766.55	Economic Value of Contribution

Impact

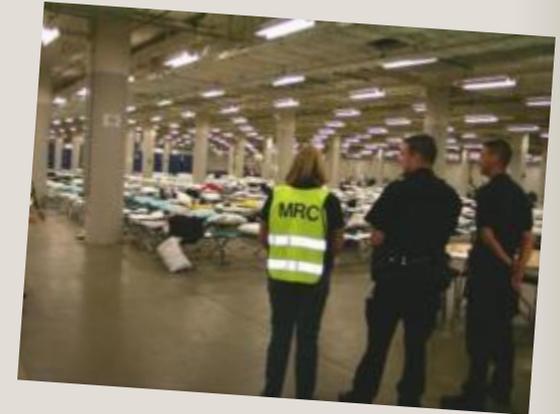


- Emergency Response
- Strengthened Public Health
- Served a Vulnerable Population
- Supported Non-Emergency Community Events
- Developed/Strengthened MRC Unit
- Improved Community Preparedness/Resilience
- Trained/Exercised to Improve Unit or Community Response Capacity/Capability



Emergency Response

- ★ Large public gatherings
- ★ Hurricane
- ★ Tornado
- ★ Responder Rehab
- ★ Snow/Ice Storms
- ★ Fires
- ★ Flooding





Public Health Activities

★ Why

- ★ Engage Volunteers
- ★ Training/Experience in MRC Roles
- ★ Reduce Susceptibility – Reduce Vulnerability
- ★ Build Resilience

★ What

- ★ Disease prevention
- ★ Reduce obesity
- ★ Screening
- ★ Immunization
- ★ Health promotion
- ★ Health services





MRC Factors For Success

★ 12 Factors

★ Several sub-factors per factor

★ Expectations

★ Rationale

★ “Scoring”

★ Resources

Home » Lead » Factors For Success » The Factors » 7. Develop a Volunteer Training Program

[Download Pdf Version \(218 kb\)](#)

7. Develop a Volunteer Training Program

- 7.1 Develop a Training Plan
- 7.2 Identify Training Sources
- 7.3 Train Volunteers

Expectation: MRC unit will conduct training in accordance with its training plan.

Rationale: MRC members should complete training necessary to effectively perform their duties and responsibilities or enhance their knowledge and skills.

Performance Measure/Scoring:

Points	Measurements
4	75% or more of volunteers have completed unit's required training courses
3	50-75% of volunteers have completed unit's required training courses
2	25-50% of volunteers have completed unit's required training courses
1	Less than 25% of volunteers have completed unit's required training courses
0	No training offered

Guidance/Resources/Promising Practices:

- [Public Health Foundation, MRC-TRAIN Training Plan Guide](#)
- [University of Kansas Work Group for Community Health and Development, Community Tool Box Chapter 11, Section 4: Developing Training Programs for Volunteers](#)
- [Disaster Resistant Communities Group, Just-in-Time Disaster Training Library](#)

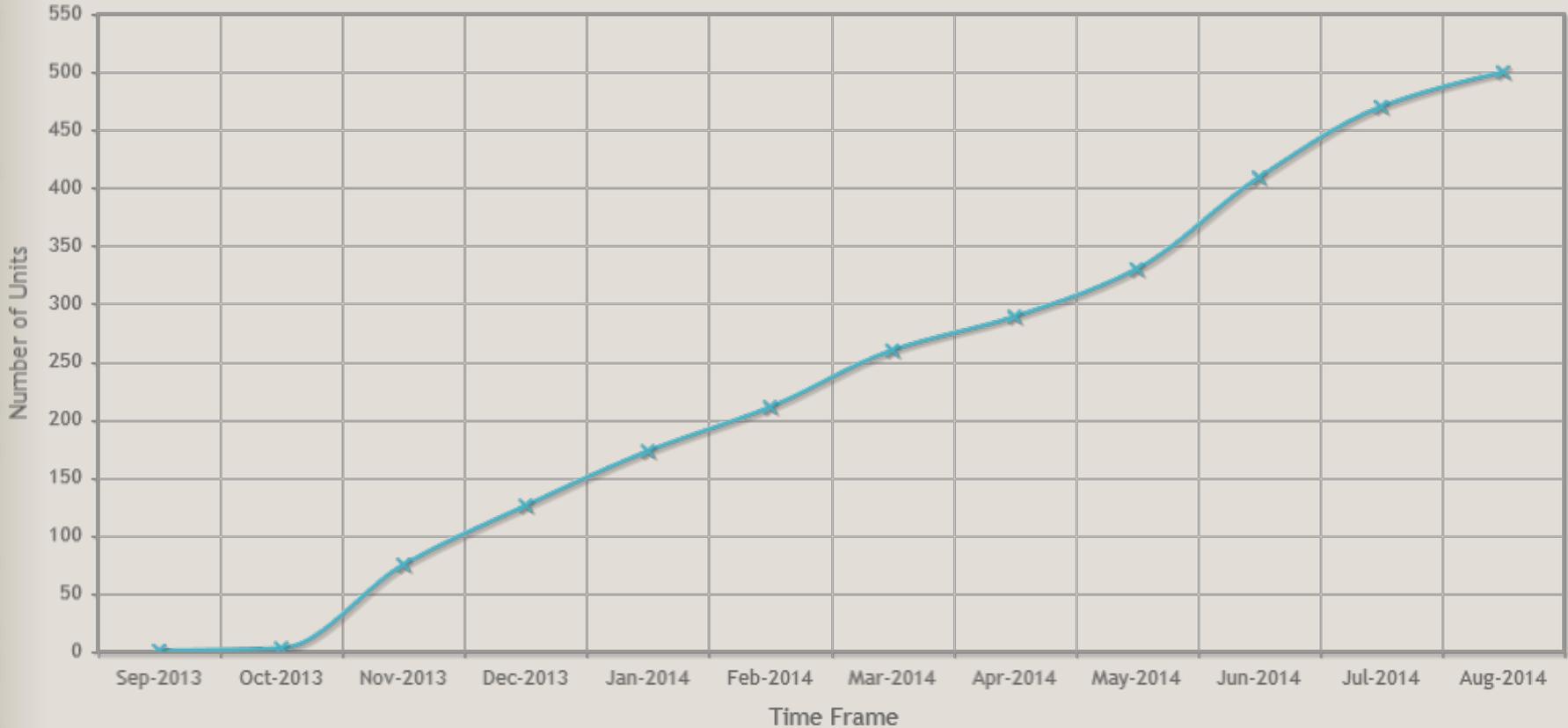
7.4 Maintain Training Records

7.6 Periodic Re-Evaluation of Volunteer Training Program



MRC Factors For Success

Number of units using FFS by Month, Nationwide



Engaging volunteers to strengthen public health, emergency response, and community resiliency



Find Nearest MRC Unit



Division of the Civilian Volunteer
Medical Reserve Corps

A national network of local groups of volunteers committed to improving the public health, emergency response, and resiliency of their communities.

Search

MY MRC

Log out

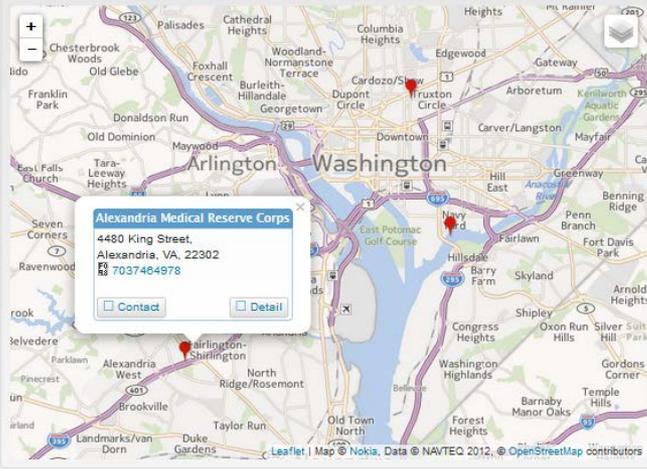
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HOME VOLUNTEER LEADER PARTNER UNITS PHOTOS VIDEOS

Home / Find MRC Units

Search by Location

Washington, District of Columbia



Alexandria Medical Reserve Corps
4480 King Street,
Alexandria, VA, 22302
7037464978

Closest Units

Unit Id	Unit Name	City	State	Distance (miles)
55	District of Columbia Medical Reserve Corps	Washington	DC	2
2450	Howard University Medical Reserve Corps	Washington	DC	2

Engaging volunteers to strengthen public health, emergency response, and community resiliency



Contact and Other Information

★ MRCcontact@hhs.gov

★ Tel: 240-453-2839

★ Facebook:

★ <https://www.facebook.com/medicalreservecorps>

★ Twitter:

★ @MRC_OSG

★ https://www.twitter.com/MRC_OSG

★ One-way or two-way listservs:

★ <https://medicalreservecorps.gov/pageViewFldr/MRCListservs>

National Citizen Corps Partner Programs

- **FireCorps**

- Lori Moon, National Volunteer Fire Council





CITIZEN CORPS PARTNERS WEBINAR

Lori Moon, Program Manager



August 28, 2014

Who Are We?



- Launched in 2004
- Administered and Funded by the NVFC
- One of the Five Citizen Corps Partner Programs
- A Resource for the Fire/EMS Service



Why Fire Corps?



- Allows emergency responders to focus on critical, life-threatening situations
- Increases departments' ability to provide and expand services
- Provides a vital link between department and community



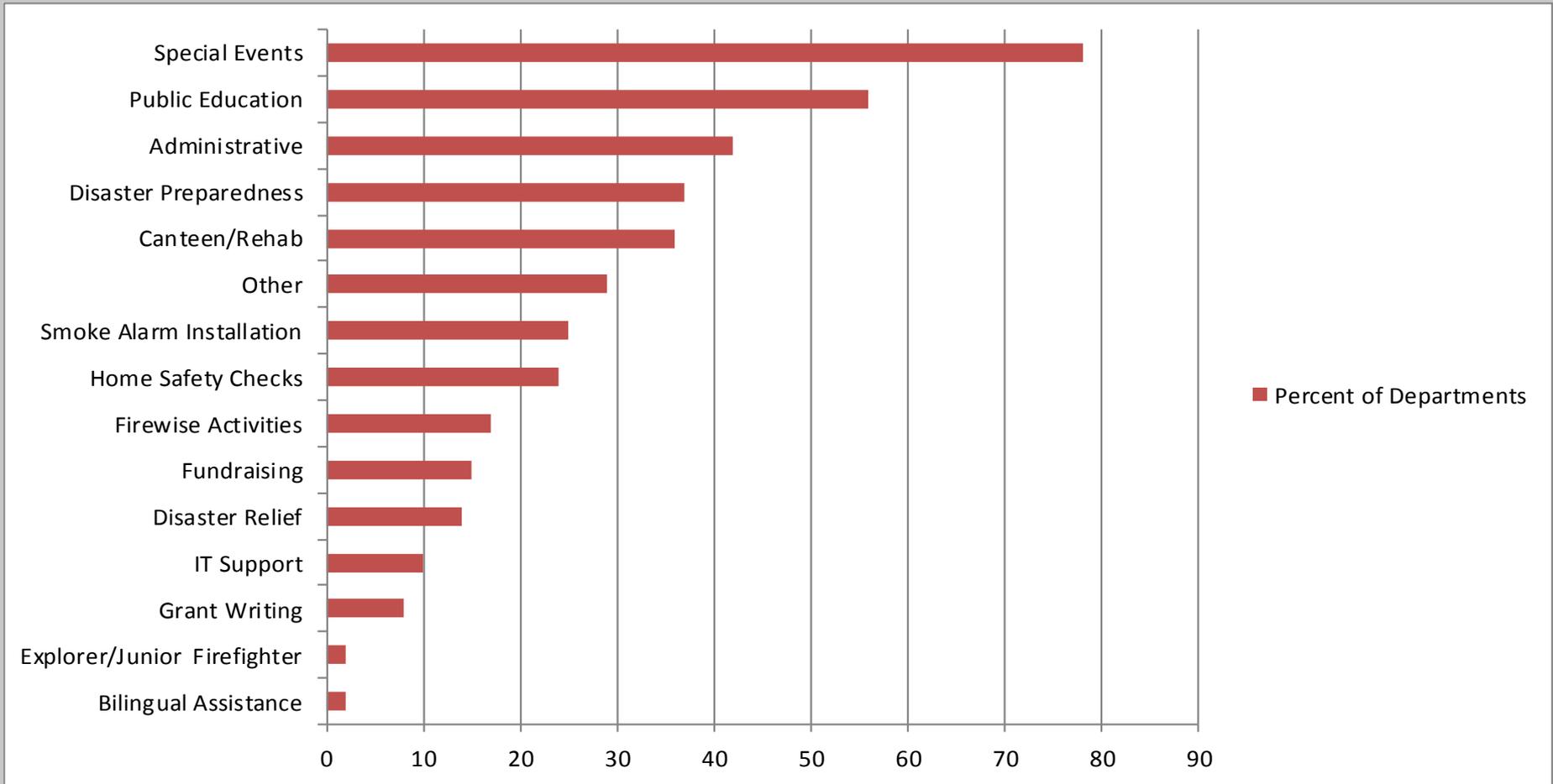
Fire Corps Today



- 1,524 programs
- 21,425 volunteers
- 49 states



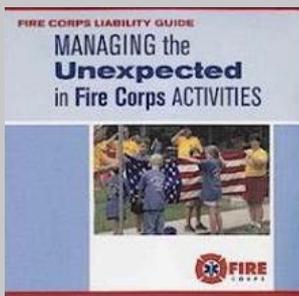
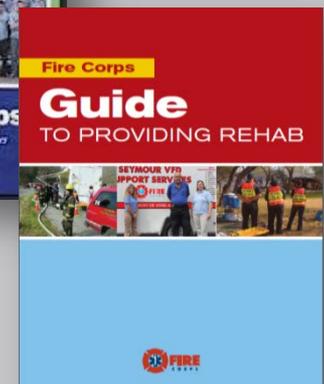
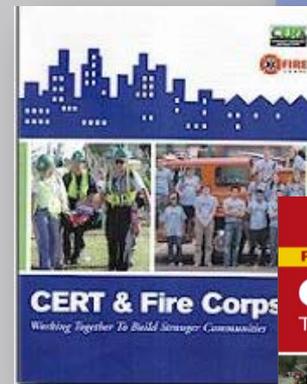
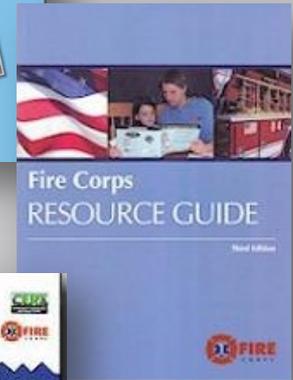
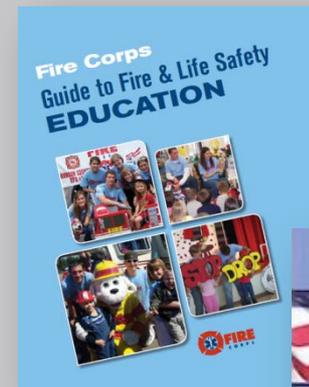
What are they doing?



How We Help



- Guides and Toolkits
- Smoke Alarm Donation Program
- Program Profiles
- NVFC Dispatch
- Academy
- State Advocate Network



Contact Information

Lori Moon

Program Manager

888-FC-INFO1 (324-6361)

lmooon@firecorps.org

www.firecorps.org



National Citizen Corps Partner Programs

★ **Volunteers in Police Service (VIPS)**

- Rosemary DeMenno, Program Manager, International Association of Chiefs of Police





International Association of Chiefs of Police



Serving the Leaders of Today; Developing the
Leaders of Tomorrow



- The National VIPS Program was active from May 2002 to March 2014 – funded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice, managed by IACP
- Program goal was to enhance the capacity of law enforcement agencies to utilize volunteers through the provision of no-cost resources and assistance
- As of March 2014, there were more than 2,500 registered programs representing 263,000 volunteers
- Local VIPS programs remain active all in all 50 states and in 26 countries worldwide



Volunteers in Action





Please visit: www.theiacp.org/VIPS

Website contains publications, podcasts, online training, a video series, and a directory of registered programs





VIPS Have a Broad Range of Expertise

- Missing Persons
- First Responders
- Citizen Police Academies
- Crime Prevention
- Victim Services
- Investigations
- Patrol
- Property Maintenance
- School Settings





In Conclusion

- Volunteers are force multipliers
- Volunteers maintain positive relationships with the community, free up officer time for higher level duties, and maximize impact in the community
- While maintaining a program is not cost-free, the return on investment is abundant
- VOLUNTEERS ADD VALUE





Contact Information

Rosemary DeMenno

Program Manager

International Association of Chiefs of Police

demenno@theiacp.org

www.theiacp.org/VIPS

National Citizen Corps Partner Programs

★ National Neighborhood Watch (NNW)

- Susan Crow, Director of Communications, National Sheriffs' Association/National Neighborhood Watch





NSA Announces the Launch of the Next Generation National Neighborhood Watch Program!

The National Sheriffs' Association has absorbed USAonWatch and created the brand new **National Neighborhood Watch** program!

In order to keep the many resources, vital to you and your Neighborhood Watch groups, available we need your help in joining the new **National Neighborhood Watch!**

www.NNW.org





Neighborhood Watch

What is Still Free?

- ❖ Registering a Law Enforcement Agency
- ❖ Registering a Neighborhood Watch Group
- ❖ Locating a nearby Neighborhood Watch Group

Visit www.nnw.org to see our new website and get your valuable resources!





Membership

Become a National Neighborhood Watch Member!

Join today and you will receive access to resources such as:

- ⇒ How to start a Neighborhood Watch group
- ⇒ Neighborhood Watch Manual, sample meeting agendas, suggested meeting topics, planning checklists, observation logs
- ⇒ How to re-vitalize a Neighborhood Watch
- ⇒ Access to the NSA discount program, which provides discounts to Southwest, Regal Cinemas, Sears, Firestone and hundreds more!
- ⇒ Many more resources to come!

Join today at www.nnw.org to become a member and gain access to these exclusive resources and benefits!





Arm your neighborhood with the latest technology!



With ICE BlackBox, anyone can record evidence that cannot be deleted nor tampered with.

When events are recorded and the “Call 911” button is pressed an alert is sent instantly to:

- ❖ Member’s ICE (In Case of Emergency) contacts
- ❖ Neighborhood Watch Captain
- ❖ Participating Law Enforcement Agencies



www.NNW.org





National Neighborhood Watch (formerly USAonWatch.org)

National Sheriffs' Association
www.sheriffs.org

National Neighborhood Watch – a Division of the National Sheriffs' Association
www.nnw.org

Susan Crow
Director of Communications
National Sheriffs' Association/National Neighborhood Watch
800.424.7827 ext 335
scrow@sheriffs.org
www.nnw.org



National Citizen Corps Partner Programs

★ Community Emergency Response Team (CERT)

- Dante Randazzo, Individual and Community Preparedness Division, FEMA





Community Emergency Response Team UPDATE

Introduction



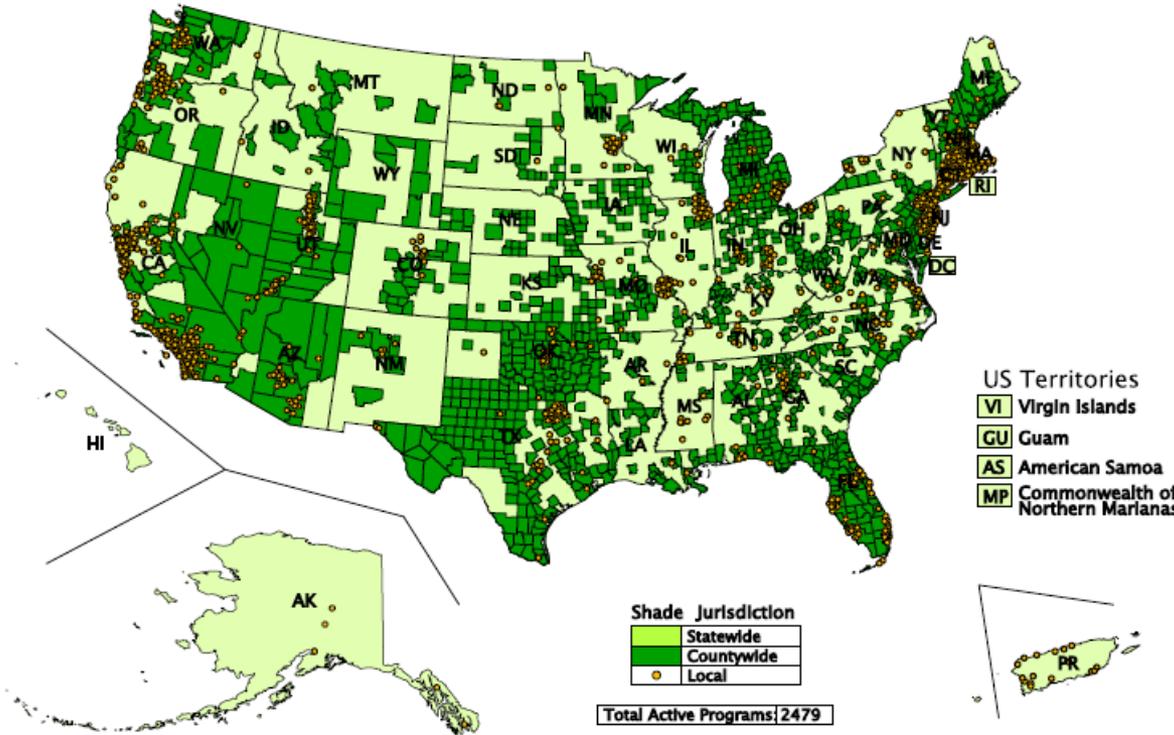
CERT is a nationally supported, locally implemented program that teaches people how to be better prepared for hazards that may impact their communities and trains them in basic disaster response skills such as fire safety, basic search and rescue, team organization, and disaster medical operations. CERT 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.



FEMA



CERT by the Numbers



- Programs in All States and Territories
- Programs in Tribal Nations
- Over 2,400 local programs
- 526,500+ individuals trained

05/22/2014

CERT Activities

Emergency Activities

- Residential/Neighborhood Checks
- Traffic/Crowd Management
- Staffing Shelters and EOCs
- Community Relations/Information Distribution
- Basic Search and Rescue
- Medical Intervention (Triage or Treatment)
- Debris Removal
- Managing/Processing Supplies or Donations
- Evacuation
- Initial Damage Assessment
- Sandbagging

Non-Emergency Activities

- Emergency Preparedness Outreach
- Support for Public Safety at Community Events
- Support for Emergency Planning
- Public Health Outreach and Engagement
- Fire Safety Outreach and Engagement
- Home Safety/Prevention Assistance



FEMA



Deliverables in Development

Currently in Development

- CERT E-Brief (Updated CERT Newsletter)
- Campus and Workplace CERT Program Implementation Materials
- CERT Workshop Facilitator Guides and Participant Manuals
- CERT Point of Distribution Supplemental Module
- CERT Activation Guide

Planned for Future Development

- CERT Field Operations Guide
- CERT Damage Assessment Supplemental Module
- CERT All-Abilities Annex
- CERT Resource Development Guide
- CERT Outreach and Promotion Guide

Long Term Goals

- Increase availability of CERT train-the-trainer and program manager courses
- Enhance and refine capacity to measure CERT program performance and effectiveness
- Strengthen alignment between CERT programs and the professional emergency management community
- Develop guidance and tools to help local CERT programs identify and develop their own consistent and reliable sources of funding and other resources.
- Develop guidance and resources for cross-jurisdictional deployment for CERT programs
- Identify new sectors, partners, and stakeholders for CERT to broaden its reach and audience



FEMA



Additional Announcements

- IS-317 – Repaired and Posted to Emergency Management Institute:
<https://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-317>
- CERT Drills, Exercises and Competitive Events Available At:
<http://www.fema.gov/media-library/assets/documents/27997>
- Webpage Update
- Free Printed Materials
- [Sign Up](#) for the CERT E-Brief and [Review Archived Issues](#)

Contact Information

Technical Assistance

- cert@fema.dhs.gov

State CERT/Citizen Corps Program Manager

- <http://www.ready.gov/citizen-corps/find-my-state-program-manager>
- Click on “state/territory point of contact”

Local CERT Point of Contact

- <http://www.fema.gov/cert>
- Click “Find Nearby CERT Programs”



FEMA



National Citizen Corps Partner Programs

★ Citizen Corps

- Natacha Vacroux, Individual and Community Preparedness Division, FEMA



Citizen Corps Update

- ★ Supported through FEMA's Individual and Community Preparedness Division www.ready.gov/citizen-corps
- ★ Platform for whole community collaboration to:
 - Integrate representatives and resources in disaster preparedness and response planning
 - Prepare individuals and organizations for local risks through outreach and training
 - Build capacity through voluntary organizations and individuals to augment resources for public safety, preparedness and response capabilities



Citizen Corps Update

★ Highlights from the FY13 Registration and Profile Data

- There are over 1200 local, county and tribal Citizen Corps Councils nationwide
- 61% of Councils have representation from public, private, and voluntary agency/community sectors
- 68% include representation by elected leadership
- 92% of Councils have representation from voluntary response organizations.



Citizen Corps Next Steps

- ★ Develop 4-year strategic plan
- ★ Strengthen national-level collaboration with Citizen Corps Partner Programs, leveraging resources to support programs' sustainability
- ★ Expand stakeholder engagement:
 - Non-Profits
 - Private Sector
 - Emergency Management
- ★ Revise registration systems to improve user experience
- ★ Develop new 4-day Citizen Corps/Whole Community Resilience course to be piloted at the Emergency Management Institute in Summer 2015
- ★ Develop 2 independent study courses

Citizen Corps Contacts

- ★ Email: CitizenCorps@fema.dhs.gov
- ★ Find your State Citizen Corps Program Manager:
 - <http://www.ready.gov/citizen-corps/find-my-state-program-manager>
 - Click on “state/territory point of contact”
- ★ Subscribe:
 - Weekly Individual and Community Preparedness e-Brief:
<http://www.ready.gov/citizen-corps-subscribe>
- ★ Follow us on Social Media:
 - @citizen_corps
 - @prepareathon, #prepareathon

Citizen Corps: America's PrepareAthon!



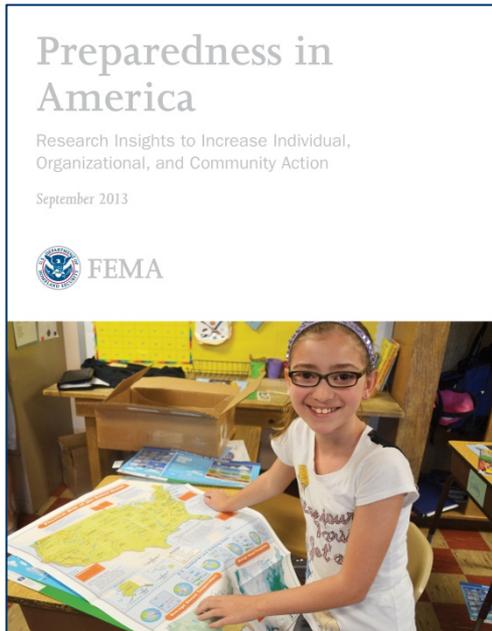
www.ready.gov/prepare

- ★ A new national community-based campaign for action.
- ★ Focused on increasing emergency preparedness through hazard-specific group discussions, drills, and exercises.
- ★ National PrepareAthon! Days: April 30 and September 30



America's PrepareAthon!: Research-based

- ★ Delivers preparedness information through trusted community members.
- ★ Promotes peer-to-peer discussions within and across community networks.
- ★ Supports behavior change through experiential learning.
- ★ Provides platform to make preparedness a social norm



- ★ Learn more: Preparedness In America Report, Research Insights to Increase Individual, Organizational, and Community Action. Sept 2013
- ★ www.ready.gov/prepare

America's PrepareAthon!: Resources

The screenshot shows the America's PrepareAthon! website. At the top, the logo "AMERICA'S PrepareAthon!" is on the left, and the slogan "BE SMART. TAKE PART. PREPARE." is on the right. Below the logo are three buttons: "CONNECT WITH PEERS", "PICK YOUR U.S. REGION", and "GO TO NATIONAL PREPAREDNESS COMMUNITY". A navigation menu on the left includes "Go to Group Homepage", "What's New", "Search", "Join Group", "Message from the President", "REGISTER FOR America's PrepareAthon!", "About America's PrepareAthon!", "Know Your Hazards", "Explore Supporters", "Other Resources", "Recognize Yourself", "Provide Feedback", "Add an Event", "America's PrepareAthon! Customer Satisfaction Survey", "Manage your Profile", and "community.fema.gov". The main content area features a "REGISTER FOR AMERICA'S PREPAREDNESS" button, a link to a message from the President, and a large banner for "NATIONAL DAY OF ACTION APRIL 30" with the slogan "BE SMART. TAKE PART. PREPARE. AND JOIN AMERICA'S MOVEMENT TO STAY SAFE DURING DISASTERS." Below the banner, it says "NATIONAL DAY OF ACTION PARTICIPANTS" and displays a large digital counter showing "5,120,698" as of 10:00 PM EDT JUNE 23, 2014. A "SPRING HAZARDS" section includes four categories: Wildfire, Hurricane, Tornado, and Flood. Below this are buttons for "About America's PrepareAthon!", "View Events", "Recognize Yourself", "Get The Facts", and "Connect with Peers". At the bottom, there is an "Actions" section with a "Join this group" button and a "Powered by GOVDELIVERY" logo.

- ★ How To Prepare Guides for multiple hazards
- ★ Step-by-step Playbooks on how to host a preparedness discussion and how to conduct a drill or exercise
- ★ Videos and customizable promotional materials
- ★ On-line registration
- ★ Events calendar
- ★ Discussion boards
- ★ National research
- ★ www.ready.gov/prepare

National Citizen Corps Partner Programs



Question and Answer Session

