

CERT Program Manager Pre- / Post-Test

1. When did CERT programs first come into existence?
 - a. 1980-1984
 - b. 1985-1989
 - c. 1990-1994
 - d. 1995-1999

2. A CERT program is NEVER involved with this activity.
 - a. Missing person search
 - b. Crowd and traffic control
 - c. Debris removal after a flood
 - d. Conducting search and rescue operations in a collapsed building
 - e. Supplementing fire tower staff during fire season

3. A Program Manager needs to prepare before meeting with a potential partner. Which of these does not need to be done during that preparation?
 - a. Develop a newsletter.
 - b. Prepare talking points.
 - c. Research the organization.
 - d. Prepare a program description.
 - e. Identify ways you can help each other.

4. One way to evaluate your program's goals is with a SWOT Analysis. What does a SWOT Analysis help you identify? Circle all that apply.
 - a. Strengths
 - b. Threats
 - c. Weaknesses
 - d. Opportunities

5. Check which activities the Program Manager does with which group.

	Volunteers	Instructors
Recruit		
Orient		
Track		
Manage		
Retain		
Terminate		

6. What issue is a Program Manager NOT likely to address when managing resources?
 - a. What resources do I need?
 - b. Where will I get the resources?
 - c. How much will the resources cost?
 - d. Where will I store the resources?
 - e. How do I get rid of excess resources?
7. Every CERT program has the same goal.
 - a. True
 - b. False
8. _____ is an important part of program evaluation, risk management, goal setting, and funding.
 - a. A training facility
 - b. Program promotion
 - c. Good recordkeeping
 - d. A Program Report
9. What is the first thing to do when approaching funders and partners?
 - a. Create a program description.
 - b. Develop a plan for approaching the funder or partner.
 - c. Schedule a one on one meeting.
10. The *CERT Basic Training* should never be tailored by the local CERT program.
 - a. True
 - b. False
11. A CERT program should create a Training and Exercise Plan that complies with the requirements of: (Select one.)
 - a. NIMS
 - b. ISO 700
 - c. Homeland Security Act
 - d. Homeland Security Exercise and Evaluation Program (HSEEP)

12. Which comes first? (Choose the best answer.)
- Setting goals for the program
 - Promoting the program
 - Finding funding for the program
 - Educating people about the program
13. These are some signs that policies and procedures need to be reviewed and updated. Choose all that apply.
- An increase in the number of injuries or ineffective team operations
 - More questions on what are “normal operations” or a feeling of general confusion
 - Too many volunteers
 - Complaints about poor performance from the sponsoring agency, partners, or the community
 - An increase in donations
14. A particularly important policy area is _____.
- The correct CERT uniform
 - Safety concerns during CERT activities and CERT training
 - That every CERT member recruit one new member
 - What funding the program will accept
15. A Program Report should be developed at least:
- Weekly
 - Monthly
 - Bi-monthly
 - Annually
16. Program objectives have five characteristics. Circle the five that apply.
- Achievable
 - Funded
 - Relevant
 - Time Bound
 - Measurable
 - Specific
17. Keeping a program going involves these critical elements. Circle all that apply.
- Volunteers are retained.
 - Skills are sharpened.
 - Teams respond effectively.
 - The program is administered capably.
 - There is external program support.

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