

CERT Program Manager Pre- and Post-Test with Unit References

Q1. (U1) When did CERT programs first come into existence?

1. 1980-1984
2. 1985-1989
3. 1990-1994
4. 1995-1999

Q2. (U1) A CERT program is NEVER involved with this activity.

1. Missing person search
2. Crowd and traffic control
3. Debris removal after a flood
4. Conducting search and rescue operations in a collapsed building.
5. Supplementing fire tower staff during fire season

Q3. (U2) One way to evaluate your program's goals is with a SWOT Analysis. What does a SWAT Analysis help you identify? Circle all that apply.

1. Strengths
2. Threats
3. Weaknesses
4. Opportunities

Q4. (U2) Every CERT program has the same goal.

1. True
2. False

Q5. (U2) Program objectives have five characteristics. Circle the five that apply.

1. Achievable
2. Funded
3. Relevant
4. Time Bound
5. Measurable
6. Specific

Q6. (U3) Which comes first? (Choose the best answer.)

1. Setting goals for the program
2. Promoting the program
3. Finding funding for the program
4. Educating people about the program

Q7. (U3) A Program Manager needs to prepare before the meeting with a potential partner. Which of these does not need to be done during that preparation?

1. Develop a newsletter.
2. Prepare talking points.
3. Research the organization.
4. Prepare a program description.
5. Identify ways you can help each other.

Q8. (U4 and U5) Check which activities the Program Manager does with which group.

	Volunteers	Instructors
Recruit		
Orient		
Track		
Manage		
Retain		
Terminate		

Q9. (U6) What issue is a Program Manager NOT likely to address when managing resources?

1. What resources do I need?
2. Where will I get the resources?
3. How much will the resources cost?
4. Where will I store the resources?
5. How do I get rid of excess resources?

Q10. (U6) _____ is an important part of program evaluation, risk management, goal setting, and funding.

1. A training facility
2. Program promotion
3. Good recordkeeping
4. A Program Report

Q11. (U6) What is the first thing to do when approaching funders and partners?

1. Create a program description.
2. Develop a plan for approaching the funder or partner.
3. Schedule a one on one meeting.

Q12. (U7) The *CERT Basic Training* should never be tailored by the local CERT program.

1. True
2. False

Q13. (U7) A CERT program should create a Training and Exercise Plan that complies with the requirements of: (Select one.)

1. NIMS
2. ISO 700
3. Homeland Security Act
4. Homeland Security Exercise and Evaluation Program (HSEEP)

Q14. (U8) These are signs that policies and procedures need to be reviewed and updated. Choose all that apply.

1. An increase in the number of injuries or ineffective team operations
2. More questions on what are “normal operations” or a feeling of general confusion
3. Too many volunteers
4. Complaints about poor performance from the sponsoring agency, partners, or the community
5. An increase in donations

Q15. (U8) A particularly important policy area is _____.

1. The correct CERT uniform
2. Safety concerns during CERT activities and CERT training
3. That every CERT member recruit one new member
4. What funding the program will accept

Q16. (U9) A Program Report should be developed at least:

1. Weekly
2. Monthly
3. Bi-monthly
4. Annually

Q17. (U10) Keeping a program going involves these critical elements. Circle all that apply.

1. Volunteers are retained.
2. Skills are sharpened.
3. Teams respond effectively.
4. The program is administered capably.
5. There is external program support.