

Keeping Volunteers Active and Engaged December 1, 2015

Good afternoon everyone, and thank you for joining the “CERT Volunteer Engagement” Webinar. My name is Zola and before we begin, I have a couple of brief technical considerations to share with you. First, for all general attendees just using your computer speakers for the audio, please turn the volume up on your computer speakers. Next, to reduce any background noise, I ask that the presenters, or anyone calling in, please mute your computer speakers and ensure your phone is on mute when you are not speaking. All participants are free to type a question or comment in the Q&A pod at any time throughout the webinar. We will address them following the presentation. Without further ado, I would like to turn it over to Dante Randazzo to get us started. Dante?

Thank you, Zola. Hello everyone, and welcome to today's webinar on keeping CERT volunteers active and engaged. My name is Dante Randazzo, and I'm the national CERT program lead. Many CERT programs find it challenging to keep volunteers engaged and find new ways for them to support their communities, particularly in areas where opportunities for CERT volunteers to support emergency response efforts may be few and far between. Today's webinar will feature several local programs that have developed creative ideas and practices for keeping CERT volunteers engaged and involved, including supporting non-emergency events in their communities. During the presentation, today's speakers will discuss how they keep volunteers engaged and active, and how these efforts have benefitted their volunteers and the communities they serve. In addition to what works, they will also share any lessons learned from their previous experiences, improvements or changes they've made over time, any specific advice or insights for other communities that are looking for ways to keep their volunteers engaged. We have an excellent slate of speakers today from Irvine, California, Manchester, Connecticut, and Phoenix, Arizona. We have Lieutenant Bill Whalen from the Irvine Police Department, Don Janelle, Deputy Director with Manchester Emergency Management, Don Peyton, CERT Program Manager with the Phoenix Fire Department, as well as David Weed, Jean Buy, David Lambright, and Doug Ewing, who are all volunteers with the Phoenix CERT program.

One all our speakers have completed their presentations; there will be time for a Q&A session. After the Q&A session, there will be a brief survey. Please complete that before you sign out. This helps us to know how well we're serving you with these webinars. Speaking of which, before I get started, here are some links to some recent webinars we've done. We will post the links where most links are listed, at the end of the webinar, but I want to put the direct links here for you. Today's webinar will also be recorded and posted online. With that, we will go ahead and get started with Lieutenant Bill Whalen with the Irvine Police Department.

Good afternoon, thank you. I'm with the Irvine Police Department, and just by way of introducing where I work; the city of Irvine is in the County of Orange. We're in Southern California between Los Angeles County and San Diego County. Our city is made up of about 250,000 people and we have a wide variety of demographics here. We do have a sworn police department, with a staff of about 215 right now. I think one thing that makes us unique is that our CERT program actually falls under the police department. And that's because when our city was formed in 1975, for whatever reason, they decided to contract out with the fire department, and emergency management was kept under the police department. I had managerial oversight over our office of emergency management and the CERT program reports to that.

When I took over the program about 4 1/2 years ago, we had between 7- and 800 trained CERT volunteers since the program's inception. When I sat down with the chief, we talked about the need to expand our volunteer base and to have the volunteers be connected with our police department. We immediately doubled our number of CERT offerings from 4 to 8 classes annually. We also got creative with the offerings of our classes. Typically are courses offered in the evening, but we wanted to make sure we were making these available to as many people as possible, so we established our daytime CERT program for those people who otherwise had evening commitments. We also got into the teen realm and offered a teen CERT program. We do two teen CERT programs a year, and this is relatively new for us.

We just started this last year, and it's been successful. The last one we offered over the summer, we paired it up with a teen Citizen Police Academy, so they could do a two-week program with us over the summer. Some of the kids had really embraced it and one of the high schools is trying to start up a CERT club. After this ramped up program that we have done for the last 4 1/2 years, we now have over 1600 trained CERT volunteers. I don't know exactly how many I would call active, we have a lot of offerings for them to do, I would save 75% of those show up to at least one or more events throughout the course of the year.

One of the big successes of our program is how we have kept our volunteers engaged. This is where working for the police department has its advantages, and I would encourage anyone out there who maybe has the more traditional model where it's under emergency management or under the fire department, that you look for ways to partner with your local police because we have a lot of cool stuff. And I say that because one of things we use our CERT volunteers for is actors in slot training. We've had our active shooter drills and stuff where we've had 100 CERT volunteers there, and it's a way to provide something interesting to them that maybe isn't traditional, and you'll see that we've done a lot of nontraditional stuff, that's probably one reason why our volunteers love coming out. Of course, we do the regular things that everybody out there is doing with the callout exercises and the things where you're doing disaster response. But we've also gotten into the crime prevention realm, so where we wanted to practice callout exercises and having our CERT volunteers come out, but we also wanted to kill two birds with one stone and try to make their efforts meaningful. So we would have them come out and distribute crime prevention materials in areas where we've had a lot of cars getting broken into. So they would come in, we would use our mass notification system to call them; they would come in, they would check in, just like they would on any other callout, be assigned to groups, get a briefing, be sent out in teams with radios, and then they would check in on each street they went to. They would have a log where they would keep track of cars that they found with valuable items in plain sight, fill out their logs, and then they would leave a crime prevention brochure on that vehicle. We've done several of these and they have been hugely successful, and we gotten rave reviews from the volunteers for them.

We recognize that our volunteers come from our community, and as I mentioned before, we have a very diverse community. We did a survey and realized that over 100 of our CERT volunteers were fluent in a second language and to the point where we represented 35 different languages being spoken. They all agreed to be part of a volunteer translation core, so now our dispatch has the ability to call them out when our patrol officers need assistance. We do not use it for serious crimes or dangerous situations, but many times we might have an older Alzheimer's patient or somebody that walks away from home and our patrol officers find them and they have difficulty communicating with us. So now we can call on our CERT volunteers who speak a second language to come out. They've already been vetted, they're familiar with our organization, they have credentials, and they are a huge, tremendous asset for us.

They are community ambassadors for us. Whenever we have a community event, and we have several, our committee services ask for CERT volunteers, and they can provide basic first aid, give directions, do other things that are very helpful at our community event. We recognize our volunteers regularly. In April we have our volunteer breakfast when all our volunteers are invited to attend. I think the last year's breakfast we had our best turnout ever and we were probably close to 400 people. We also do our "best prepared" neighborhoods; we encourage our CERT volunteers to organize along neighborhood boundaries, and each year we recognize those that demonstrate the best preparedness. And then the callout exercises; one thing I would like to note on that, we had a culmination of our callout exercise where we practice coming into the crime prevention material, but we've also used them in a case of missing persons. The first time we tried it we had a missing child and I initiated a CERT activation expecting maybe to get 10 or 15 people showing up. Within 45 minutes of the callout, I had 130 people show up at my field command post to the point it was so many people, it overwhelmed our supervisor that was on scene. We just simply weren't expecting that many people. But now, that's an additional resources that we have and as recently as last night, we had an elderly woman who was missing and I know most of you in the country don't think 40s and 50s is cold, but here in Southern California, if you're not used to it it's a little chilly. We were concerned about her welfare being out at night, and being gone for three or

four hours. Because an adult that is walking can travel quite a distance, we won't call in CERT people to do an area search where they were last seen like we would for a child. But what we will do is use our mass notification system to send a message out to all of them and asked to check their own individual neighborhoods and report in if they see something. Again, that's a way that we can get that targeted information out to over 1600 people and that's 1600 more sets of eyes that are out there helping us with this.

Another part of our success is that we really are volunteer-led. We have paid civilian staff that oversee the program. But a few years ago, we organized our group with those volunteers and all we have them really want to put more time into the program, so we divided them along ICS lines. We've got probably, 10 to 15 volunteers that are in each of those groups. So whenever we have an operation coming up, we will actually hand it off to the planning team and get them started on developing what we need to do and so that allows us to do more without draining our full-time staff that are here because they're busy enough trying to get recurrent training going, which I did not mention before, but we offer monthly training which is based on what was in the basic CERT curriculum. So they're busy with that, and this gives us the ability to figure out what we want to do and then hand it to them, and they work on it, and bring it back to us for ultimate approval. And it's just been hugely successful for us to have these people doing that. The picture you see on the slide, is members of our leadership group where recognized by our City Council, for their activities and efforts.

What this boils down to for us is community trust. If you follow our contemporary news across the country, law enforcement agencies are having difficulties in many areas in the community with the communities that they serve. Our CERT program is truly representative of our community, where our police department, we strive for that, but we don't always get there. But, our CERT program does mirror the community, so this gives us that ability to engage with our community members in a positive way. We build the trust bank account, and fortunately haven't had the draw down on it, but it's just a matter of time. Everybody at some point has to draw down a little bit on the bank account, and the more tokens we can put in it, the better off we are; and that's what really believe we are doing with the CERT program. CERT is a great nationwide program. In some ways we look at CERT as the vehicle for us getting people connected with the police department, but we don't limit ourselves on what many people think of a traditional CERT role. We don't limit ourselves on disaster response. Really, the sky is the limit on what we would use them for. Every day we sit around in command staff or other venues and we say "maybe that might be something that CERT can help us with." While we do call them CERT, we certainly don't limit them to traditional roles, and we open them up to many things, so that has really helped our community relations quite a bit.

Thank you so much. Our next speaker will be Don Janelle with Manchester Emergency Management.

Good afternoon everybody. Thank you for permitting a chance to speak on this issue. A little bit of demographics for Manchester; we're a small town, 27 square miles, 60,000 population, career fire service, career police force, numerous civic organizations. One of the things that we found we had to do very quickly was not be a threat to those organizations, so we had to weave our way very carefully. That was one of the reasons why we are successful because we have buy-in from the town and from the emergency agencies.

A couple of things here, what we also do - We're the second oldest team in the state. We were established in 2003. Over 300 persons have been trained in the CERT team and CERT training. The number of active hangs around 85-90 at all times. We're constantly running training classes about once or twice a year. We have people that come on and then leave for different reasons, personal reasons. Unfortunately, we've had a few people pass away, so we have that issue. So we have an inactive roster, so when a person finds out they have family constraints or time constraints and they can't make it, we keep them on an inactive roster where they are not required to make any meetings or go to do anything, but we keep them in the loop as far as our newsletters and what is going on, on the team, but they know they are not required to go do anything. If they want to come back on as an active, they are welcome to come back on and re-

energize. We have approximately 100 persons have taken the CERT training strictly for their own. When CERT first came out in the northeast in 2001, 2002 with President George Bush's initiative, it was neighbors helping neighbors and they just wanted to be able to take care of themselves and their neighbors, so they took the training and that was great. We are glad to train as many as we can.

Some of the things that we do as far as our teams is we have an EMCOMM Team, it's ham radio. We have about 75% of our team members are active HAMS and one of our major ways of getting people on the team was we offered free ham radio class training, and the cost of the book and the cost of the test are refunded to the person, if they stay on the team for one year. So they commit to one year and we keep them on our team and we reimburse them the cost of the book and the exam. It's not that expensive, great investment, and we've been doing this now for 12 years and in the 12 years I still have some original people that are still on the team. It's a great way of getting team people on there. The EOC support is another one of our teams which keeps us very active and that's the key. For registration – web EOC operations, they're the ones that do all the work on the web EOC, the ham radio with communications. We also do message tracking and situational tracking, so as messages are coming in to our EOC, it's all tracked and logged, and that's the by our CERT team and also situational awareness - they're keeping track of what's going on out in the street and logging it so the people in EOC can have a good idea of the situation. Fire-police is another one of the assets. They are not firefighters; they are not police officers, but they assist at motor vehicle accidents, where they close off the roads. They assist at the working fires, anything like that where they are needed, the fire-police are there, and one of the key things there is no freelancing. They do not self-dispatch. The officers on the scene will call, ask for fire-police and then they are dispatched out at that point, so they don't just shoot off and go on their own.

The next thing is search and rescue. We have a very extensive search and rescue team. No freelancing, but these guys have wilderness training, first aid, the K9 people are incredible, they work with their dogs all the time. We also have a mountain bike team and they're working on their mountain bike groups all time, so they're constantly going out and training. We also do actual activations where we do missing person searches. Also included in there is crime scene preservation. We don't want to go into a scene where it's a potential crime scene and wreck up the crime scene, so they know how to preserve the crime scene and stay out of the area until the police officers come in and do their investigation.

Emergency shelter support is a good one. It doesn't get used a lot, but when it does, it's really busy. About three years ago we had a terrific storm in October, we had our shelter operational for seven straight days and it was mostly by some town employees and the CERT team; they were keeping the shelter open 24/7. It's a great area for more training and then we also assist the local Medical Corps. They run PODs (points of dispensing) and clinics, and we will help them out there. Again, we're trying to keep them as active as possible.

Some of the events that we do, we have a classic car show call Cruising on Main, about 800 cars, 20,000 spectators, and it's a one-mile stretch of our main street. It gets quite crowded, and there are 18 side streets and we have two HAMS on every side street not allowing cars or people to come onto Main Street. Safety is an issue, and there are also fire-police officers so they can actually direct traffic so they do not go on the street. Waste management is another huge one. We have teams that go around and they pick up the garbage cans and garbage bags. Twenty thousand people can make a lot of garbage, so it keeps us busy. That starts at 6:00 in the morning and it is finished at 8:00pm that same day and you wouldn't know anything happened. We've had 115 active people at that event. Now that's more than our team, so what we invited our neighbors to do mutual aid. We have the towns that surround us come over and they also help us out with CERT people, so it keeps them active as well as us.

This just happened last Thursday, it's on Thanksgiving. We have the second oldest road race in the country. The only thing older is the Boston Marathon; Eighteen thousand runners, 30,000 spectators. The fire-police are very active. We also do shuttle bussing and inter-race communications with ham radio. I can't remember the total number, but it was somewhere in the area of 90 CERT volunteers for that day, and 75 of those are CERT members, but the others are from mutual aid towns.

Another annual activity is July 4 fireworks. Everybody has July 4 fireworks. We get about 15,000 spectators and the fire-police assist with ingress and egress of the spectator vehicles so they are very much appreciated by the police and one thing we make completely clear is we're not trying to take any overtime away. The police department is aware of that, their members are aware that, so we're not looking to attack any of their overtime accounts and that's very critical in getting cooperation with the police and the fire department.

We do numerous lost person searches, cold case or hot case. Cold case being somebody that's been missing for many years. The K-9 dogs are cadaver certified and they can go out and look for human remains. They can do other thing also, but we do a lot of those, it keeps our team active. Fire standby, again fire-police, MVA, local regional statewide exercise; we always volunteer to help out there. All Shelter activations we use, Emergency Operations Center and public events that are team can be of assistance. We want to be visible on scene for two reasons: Number one, to let people know we are there and number two, to see if we can recruit on top of everything else. It's a great recruitment tool.

Some of the things we do that are non-emergency is the training. We do multiple types. We have public utilities coming in and show us electrical training, as far as, when wires are safe, when they're not safe, how to block off the area. The natural gas companies come in and do training. Again, we've done crime scene preservation training with the local PD. We do help out when they do have a large event like a hostage situation; we will be volunteers for them as well. This is something we do that keeps us very active is we do a net radio check-in twice a week where all the ham radio operators will check in and make sure their radios work and that they're familiar with it. and one of the other things is the social aspect. We have two events a year; we have a holiday party, which is in a couple of weeks and then we have a summer picnic. And doing those two things allows the team to meet on other than just an emergency call out. They can get there to relax and socialize, and that really helps building team unity and bonding. We also have an executive board, and the executive board is usually the people that are the leads in these events, it's not just one person, but they each each will the lead on different things, like the Christmas party will have one person that's the leader on that, or the summer picnic. And that way they get to practice some management skills, which they don't often get.

Here's some of the major concerns we have regarding it, is lack of activity. I try not to keep them too quiet, they're constantly going. Family demands on a person's time, we found this was a huge issue as the children get around five, six, seven years old up until their high school days, they have time that the parents have to give to them and we understand that and we acknowledge it, and people don't feel guilty about taking some time off for that. And then the need for varied training, we want to constantly change our training up to do different things and just doing teambuilding exercise is a big thing. Those different types of training are critical, so I'm also looking to get some ideas here from that.

Some of the other solutions is making sure everyone on the team knows that they are identified, respected, and valued. We do the identification with the CERT jackets, the CERT hats, all of those things. We have a team uniform which is a green CERT shirt, tan pants, and then for public activities they are out, seen wearing those even if we have had some funerals and the whole team came in and assemble and entered funeral parlors and I'll tell you, it was very nicely appreciated by the family. When they're in the street, they have special identification of high visibility hats, high visibility outerwear, wicking shirts. Again, we don't have the problems of California and Arizona, but it does get warm up here, so we have different summer wear and winter to wear. All methods of team identification is critical. It gives them a feeling of belonging.

Use of the service recognitions award, this is something we developed similar to the military that has battle ribbons. We have different awards, the police departments use the same thing, and we give them out for different things like we have an activation, that's a different battle ribbon. Only the people that actively participated in that event get those ribbons, so it's a source of honor and distinction to get those ribbons. Unfortunately we had a mass shooting here a few years ago and the CERT team was heavily

involved in that recovery. All those people have an HDI badge, so it's very critical that we had that. And it's a badge of honor for the people and they do wear it on their uniforms. And we have some [people] that five and six.

We also have service pins, like we just mentioned. And then we have a newsletter, and that's called Airwaves. And that's probably the best thing we do. It is time-consuming, but that's the way to get information out to the team. We do it every two months. We send out a newsletter, it's about 10 or 12 pages and is an excellent way, I've done feelers on it and everybody says keep it up they really like it. So that's a bonus to them. And making sure that the team has an investment in its ownership by say in its governance and its future. What I mean by that, we've done a couple of assessments, SWATs, strength weaknesses opportunities and threats, and they list the things that are their strengths, their weaknesses, their opportunities, and their threats. We try to devise a one, three, and five-year plan on how we're going to address the weaknesses and make them a strength, etc. and by doing this they had a feeling that it's theirs, it's not just one person sitting up here saying, this is what we're going to be doing.

This is the SWAT three to five-year plan, soliciting team input; where do we want to be in five years? What are our challenges? How do we address them? Who will be charged with meeting those goals? Again, I hand off, pass on the SWAT to a member and they're held to meet that up and if they can't do it they will come back and say we're having a problem. And communication, not letting the rumor mill run crazy. Stop rumors in their tracks. Communicate with the team; that newsletter does a great job on that.

One last thought is use them or lose them. To me that's the biggest thing. If you don't use the team enough or keep them engaged, they will fall apart. If everybody old enough here remembers the old civil defense squads. There were civil defense squads all of the country and after the threat of an atomic bomb wasn't there anymore, they went away. So we want to be able to make sure that they're still of use and appreciated by the town. Thank you all.

Excellent. Thank you Don. Our next speakers will be our representatives from the Phoenix CERT program

Good Afternoon, and thank you for the opportunity to be part of this webinar. The city of Phoenix CERT program has been in existence since January 2005, when we conducted our first class. Since then we trained over 3500 people in the basic CERT curriculum. Our program is supported throughout city departments as well as the Office of Homeland Security of the state. The reason for that is our folks show up whenever they're requested and they operate very efficiently and they've impressed everybody that they've come in contact with. That's why we keep getting called back to participate in more events. We do a lot of training and equipping. Anytime that we train, we learn something from that training, and we talk about what we need to do better the next time, so we do a SWAT analysis as well. If we're missing some equipment, we request it and typically we get it. We typically get our equipment through the Homeland Security Grant, primarily the UASI, Urban Area Security Initiatives grant. We also have a seat at the table through the UASI planning group where we are well-attended and well-liked, and very supported. Our volunteers are given a lot of responsibility. The folks sitting around me have access to our building, the Homeland Security Bureau building, as well as our EOC, and that's an electronic pass that they are issued. As well as, they have access to a variety of other venues as well. The folks sitting with me today are with our leadership committee or group, and my first question when we first started forming was 'how busy you want to be?' and they said "very busy." They're going to talk about that busyness in a few minutes.

We have several functional groups, which are NIMS driven. And they'll be talking about those as we move along.

Operational tactics, basically we are operationally self-sufficient for multiple operational periods in the field, with little or no outside resources. The only thing we have a problem with in terms of that capability is food. Our incident management team is writing us into their functional group for being able to make

that happen. Our storm or disaster search response teams can operate prior to and concurrent with, as well as immediately following an event. In other words, we have a group activation and that sets everything in motion and again I'm not going to talk a lot about that because the leaders of our functional groups will do that in a minute.

Our first event was the Katrina shelter where we staffed that for 24 hours a day, seven days a week, for 21 days. That basically give us an opportunity to look at our functional needs as well as our equipment needs, and since then, we've been able to meet most of those needs and David Lambright will be talking about that when he speaks.

We've been ask to support public safety, funerals, and memorials. Unfortunately, we've gotten pretty good at that because we lost a lot of firefighters and police officers over last two or three years. Airport disaster drills, basically they have drills quarterly and big national drills at least once a year. Missing persons and human remains searches, David Weed will be talking about that. Sporting events, we have the college football championship coming up in January, we'll be supporting that. Marathons, primarily the Rock 'n Roll Marathon were we provide a whole lot of communication support. ACT Kid's Health Fair, that's an activity were kids who wouldn't normally be able to receive healthcare can show up and receive it. We are now writing the action plan as well as managing a large part of that activity for them.

A variety of holiday celebrations, public health events, which also includes PODs (points of distribution) and weather-related events as well.

And with that, I'm going to turn this over to David Weed who's going to talk about our missing person search capability.

Thank you. Of all the various functional groups Phoenix CERT has, probably the one that has made the biggest impact in keeping our volunteers engaged has been are missing person search group. About five years ago a partnership between Phoenix CERT and the Phoenix Police Department's missing and unidentified persons detail began developing a partnership what was recognized that the available police resources were insufficient to deal with some of the situations encountered when people went missing, or human remains were needed to be located.

This specific search group does not automatically include all our CERT members. There's a difference in the level of training required, and I'll get into that in just a bit. In the summer of 2014, areas of Phoenix and some of the surrounding communities, experience multiple 100 to 500-year storm events over about a six week timespan. This prompted on-the-fly development and implementation of what came to be called recovery information centers to help assist affected citizens. One component of the RIC's was the need for teams to go out into the field to do firsthand damage and safety assessments. This work was assigned to and conducted by our search group. Since 2014, the city has further expanded and defined the role the search group plays, which now includes light search and rescue in addition to the damage assessments while operating out of the Phoenix EOC.

Some of various types of search activities we perform include missing persons and this is all ages and with a variety of physical or mental conditions and handicaps, despondent subjects, Amber alerts, human remains, and evidence searches. Locations of our search activities varies from urban, urban wildland interface, and even at times wildland environments provided the Phoenix Police Department has jurisdictional authority over a case that extends beyond the city of Phoenix limits.

As far as the training goes, to be part of our search group, team members are required to take several additional classes and field training courses above and beyond what Phoenix requires of our Type III CERT volunteers. Some of specific classes include land navigation, search tactics, and GPS classes, and all these involve both classroom settings as well as in the field hands-on training.

The search team leaders we have are interviewed and selected, and they receive additional skills training and search related class and fieldwork.

All search team members are issued additional equipment and search specific uniforms to help us stand out in the environment that we work in. In addition to required training, we have field training exercises that are routinely conducted in conjunction with Phoenix search and other functional groups, in order to maintain our search skills and to increase our overall effectiveness.

It is important to note that all these activities are managed to perform by volunteers. Our professionalism and success over the past few years has provided Phoenix CERT the ability to work with minimal oversight from the Phoenix Police Department other city agencies due to the high level of confidence in us and the recognized value of integrity of our search team members whenever we have been deployed.

Jean Buy is going to talk about the volunteer reception center activities.

Good afternoon. My name is Jean Buy, and I'm with the volunteer reception center. Our volunteer reception center engages our volunteers by ensuring that they are advised of all the events, classes, and trainings, and that they have an opportunity to attend any event that they choose. We make every effort use people according to their skills and ability. The volunteer reception center team and all teams cross training with each other and other CERT teams in neighboring cities. Our team utilizes every opportunity to work with other agencies such as Red Cross, Department of Health Services, Salvation Army, police and fire, in different events. We actively look for different types of community events to practice working with large groups of people. Our volunteers have made a file of generic ICS forms that we can quickly utilize during emergencies. Our team practices with these forms at all events and trainings. We encourage our volunteers to interject their ideas and concerns, and we encourage members to share meetings about topics of importance to them. CERT arranges a variety of classes each month and regular training exercises.

Our team utilizes everyone and gives members the opportunity to see different aspects of each position. We learn from each other and we let them know we appreciate their commitment. We implemented a plan to contact any volunteer we not seen in six months to check on them and their level of interest. This is in keeping with our mission to take care of ourselves and our team members, as well as our community. Thank you.

David Lambright is going to talk about logistics.

Good afternoon. My name is David Lambright, I'm the logistic section chief for Phoenix CERT. Our section supports all the CERT activities and many of the fire department and police department activities. We're responsible for the maintenance, movement, and the mobilization of all of our equipment. We have a lot of equipment, most of it owned outright by the organization. A certain amount of it on loan from fire department as being underutilized equipment that they had. We take care of all of that equipment and get that to the point of use, make sure that it is operating the way that it should be, and then returned in operating condition. In addition to that equipment, each of our level III members are issued a group or set of equipment for their use, and that's also something that we need to oversee and take care of, to make sure that equipment is issued to the appropriate level of people, and returned if those people become inactive. We have a hangar at our airport here that is donated to us by the aviation department for the storage of our equipment and we make use of that facility at least on a monthly basis. Any further information I will try to address as we move into the question-and-answer period. Thank you.

Doug Ewing is not here. I'm going to talk about the communications unit. It ensures all activity that supported with an appropriate communications plan. Our communications folks prepare the 205 and the 205 key for each and every activity, and maintain control of communications equipment. We've purchased a variety of equipment, primarily handheld radios to support our duties in the field, as well as

there's a picture of our trailer, that trailer is the first 64 ft.² of communications equipment, both amateur and public safety. All the public safety radios have been given to us by the fire department and the police department, and all our folks are trained on how to use each and every piece of that equipment.

We also have 800 MHz radios that we can talk to our alarm room and also are useful for us during different activities in the field as well. If there's any questions about that, we can answer those during the question and answer period.

Our medical unit leader was not able to be with us today. We have a medical unit that is comprised of EMTs and other medical personnel within the organization. They provide first response medical services to our folks while we're on an exercise or deployment. Probably they're most important function is to support the rehab section of our search and rescue folks while they are out especially with high temperatures we have experienced here, heat stress is a large concern and they monitor our search team for signs of that. Great work with the city of Phoenix emergency medical services to maintain their standards and certifications.

Also our medical controls are through the fire department anytime we need to or any of our EMTs need to recertify they do that to our department for free.

Some of our CERT folks, after an FDX or field training exercise, and again we conduct those frequently to make sure we maintain our skill level. Thank you.

Thank you all so much. What I will do is hand things back over to Zola Shaw who will explain our Q&A session.

You can continue typing in your questions in the Q&A pod. Also the lower left-hand side you'll see web links and that is the link to where our current CERT webinars are as well as this webinar recording which will be there in about two weeks, as well as the transcript. Also in the file pod, which is on the lower right hand corner, if you click on that, you will be able to download the presentation that we had today. The lower right-hand corner you'll find the email addresses from each of the presenters.

Great. Thank you Zola. We'll go ahead and get started with some of our questions that we already have in the queue. The first one is: Do any of the programs use medical volunteers? Nurses or paramedics or doctors maybe something like the medical reserve Corps for example.

This is Don from Phoenix. We do very actively and when we're out recruiting for our CERT trainings, we're specifically often looking for people who have that medical background. Because we do a lot of activities out in the field, and they are the folks that keep us safe and then are available in the event that any of us are injured. Whenever we go train, we take our AED. We have two AEDs, we always have one of those as well as basic medical bag that is available to the EMTs and paramedics as well.

This is Don from Manchester. We support the MRC so the doctors and nurses are all with the MRC, but we have EMTs on our team and we have AEDs, and oxygen, and medical bags. And also canine first aid kits and we have people trained in their uses also, but if something has a specific medical degree like an RN, they usually go over with the MRC and then we assist there.

Thank you. I have a question specifically for Bill in Irvine. Can you go over some of the nuts and bolts of establishing a Community Ambassador program?

Committee Ambassador is a name that we call them in certain events, it's not necessarily a program. So all of our CERT members are trained in how to interact with the public and talking about different things. But when I say Community Ambassador, we have a global village festival; it's held annually here in the civic center with 20 - 30,000 people that might show up. So our CERT members will come out and they will be stationed throughout the grounds where this is being held at with radio communication. They can provide direction to people, they can help reunite missing kids and parents, they can do any of those basic

things, so the term we applied that is community Ambassador is not as though we necessarily have a separate program for it.

Thank you, Bill. I have another question for all of you: How do you fund your social events as well as your other activities?

Bill here from Irvine. That's actually a challenge, because as many of you know in a municipal budget, things that could be considered parties or whatever are often shunned upon, so in my emergency management budget, I have a very limited budget that we can use, so we rely heavily on donations. We had a picnic over the summer with 500 volunteers and the entire thing was funded through community donations from various stores and stuff like that because we legally cannot apply the monies that we have in our budget towards funding those type of events, so that is an ongoing challenge and we're always looking for people who are willing to volunteer to do those sorts of things.

Don, I think you mentioned social events during your presentation. How do you fund social events and other activities for your CERT program?

It's part of our emergency management budget, but we are permitted -- I have a food line item. And I get soda and things like that for those events. We also go out and solicit a little bit from the neighborhood businesses, but that is really frowned upon because it looks like ...I'm paying my taxes and now you want me for more, so we try to avoid that as much as possible. But sometimes people make a donation and we put that into a special account just for the purpose for the food and things like that. But yes, it is a difficult issue on those types of events.

Alright, thank you. Another question I have for all of you concerns liability. Some counties throughout the country, some jurisdictions are reluctant to use CERTs in a volunteer capacity because of liability concerns, but clearly all of you are using your CERT programs to support your communities during emergency and non-emergency events. How do you address liability with your respective jurisdictions?

This is Don from Phoenix. All of our volunteers that we use in any of these activities are background checked both federally and locally. And in terms of taking care of them in the event that they're injured, all of them are covered under Workmen's Comp., so in the event that somebody is injured, we do a report and then I'll have a follow-up and care is taken care of through that.

This is Don from Manchester. Very similar. The only other thing we do is, we have our members take a "loyalty oath" every year, it's required by our Department of Homeland Security. When we are activated for an actual event or callout, we will notify them that we've had a callout, we submit a roster, and if somebody does get hurt or injured, they are covered under Workmen's Comp. for that. That said, there's some things that are not covered and at that point, like if it's a nonemergency event like a fireworks display or something like that, then what we will do is cover them as if they were a volunteer firefighter so they are covered under the town's Workmen's Comp.

This is Bill from Irvine. Like the others, our Workmen's Comp. covers it and we have had people injured on the various things that we do and there hasn't been an issue. And there's also in California disaster service workers that can cover CERT volunteers that are calling out. There's more requirements to have coverage under that and so that is not our first go-to, but if you are in California and you're looking to that, you can look under the disaster service worker laws, disaster councils, that kind of thing to see if that works for you, but otherwise we been using our Workmen's Comp. through the city.

Alright, thank you. I think Don in Phoenix already mentioned credentialing volunteers and having them undergo background checks. For Manchester and Irvine, if you can both talk about how you credential your volunteers if that involves a background check. I think a few of you mentioned level III volunteers, so if you could go a little bit into that, that would be great.

This is Don from Manchester. We do...It's not a heavy duty background check, but we do all public records check in other words, there are different websites you can go to, to find that out. We don't do a criminal background check per se going with the police requirements. Once you go and mentioned to somebody that you are going to do a background check, if they have something in their background or their history, they will either leave or they will tell you about what it is. So we found that was successful in our area here.

Bill Whalen from Irvine. We require all CERT volunteers to be 'life scanned' and then we run them through some shared databases. It's a little tough when you're doing it for volunteers, like it was mentioned, you cannot get into the level of details for a police officer. And then ultimately what happens is that report comes to me, and what I'm looking for, our CERT members have a lot of trust placed in them and they are certainly oftentimes in positions where if they were not of high character moral and have good integrity that it could compromise a lot of things. Those are the kinds of things we're looking for – if they had any sort of crimes of theft in their background or things like that. If something had a DUI arrest 10 or 15 years ago, I don't get worried about those sorts of things, but it's more the things where the thefts or moral turpitude crimes those things, poor decision making type incidents that might cause us to not allow somebody to continue with the program. Part of the problem we have is that so many people coming through that sometimes the background report comes to me after they are already in the class. If that happens, and what we have done is we allow them to finish the class, we don't allow them to affiliate with our program, do not give them an ID card and enter them in our database to continue coming out and those sorts of things.

This is Don from Phoenix. Anybody can take the CERT training. We do not background anybody who has taken the basic CERT class because typically a lot of our folks -- they want to come in and take the training and that's it. Anything that goes on to be a part of any of our functional groups or they are coming in contact with the public as a CERT volunteer, will be background, again both locally and federally.

And we have conducted a resource typing mechanism for our program here in the valley. A type III volunteer for us is somebody who is going to take the required classes -- and we do have additional classes that they are required to participate in -- and they need to show up at least twice at annually for activities in order to remain current with us, but we require a lot from our volunteers in order to be a volunteer.

Alright, thank you. So then for Phoenix for the level III, that does not refer to CERT specifically is that more like a state or local classification for volunteers in general?

A type III volunteer is --- basically we wrote a resource typing matrix for training levels and we have that available if you're interested in having a copy of it. As a matter of fact, that's going through some revisions now because we are working through the state Office of Homeland Security to make some changes in the resource typing matrix because some will be difficult for some smaller jurisdictions in order to accomplish some of the training. A type I volunteer for us is somebody who is one of our leadership groups and some of those folks are sitting on the table today and that requires a higher level of training including the IS300 level classes at a minimum.

(new person) As far as the search aspect, you have to be a type III to be able to be on our search team, but to be on our search team, you have to have additional specific training for that.

Alright, thank you. You mentioned it's going through some revisions. Is that available online?

I'm not sure. I can check. If it is, I can send it to you.

Yes, please. If it is possible to get the link during the webinar, we can share it. If not, we can find some other way of sharing that with today's participants.

Some of you mentioned being recognized by the city council, by other jurisdictions. Can you talk more about recognition and awards and how you and your jurisdictions have recognized your CERT volunteers?

Bill from Irvine. Our city council, like most, does proclamations. And in June we do one for our amateur radio group. They're not part of our CERT component -- that's something I'm working towards the future with -- but for now they are separate. They have a proclamation in June, and in a September for National Preparedness Month, our city council does a proclamation for our CERT folks. We invite our leadership team down. These are the ones that are really putting in extra hours; they really go above and beyond. And then in April of every year, we have our volunteer recognition breakfast where we bring them in and we talk about the accomplishments over the previous year, and then we have individual awards for those members who went above and beyond. And the last award that I mentioned that we have is our neighborhood preparedness award and that's where our CERT members identify in individual neighborhoods throughout the community in addition to the other things they identify with, and then we look for those that are doing extra training on their own or meeting on their own, or have a higher level of preparedness and then we give them a plaque as well annually.

This is Don from Manchester. We have a bunch of service pins that we give out, like a five year pin etc. but we also have the ribbons that we hand out like the military has except they're specific to us, and one of them is meritorious service award. That one, only one person gets it per year. That one is also selected by the previous recipients of the service awards, so that group meets -- it's like the Hall of Fame, they meet on their own, they solicit nominations, and they select the winner of the award for that year, so it's a team presentation. You are being recognized amongst your peers on the team, which is very critical, that's one that's really highly strived for. -- only one person gets it per year, so that's pretty critical. Again, the other awards, we'll have at our family picnic in August, where family members can also see them receiving the awards, so it means a little bit more, but that's how we do it.

Alright, thank you. We received another question for Phoenix, this concerns another potential document they might have available, but do you have a template for conducting the SWAT assessment for your CERT program?

Basically we conduct an AAR, after action review. Templates for those can be found in a lot of different places. The AAR is based on the event...

And that's what you used to drive the SWAT process?

Yes sir.

Ok, thank you. I think there may be more general templates for SWAT available online. It's increasingly commonly used strategic planning tool, so while there isn't one specifically for CERT, it's probably possible to find more general SWAT templates and guidance online that can be used for CERT programs.

Don from Manchester. A SWAT is a great tool, but the key critical component of this is having a person that knows how to put the SWAT on and conduct that meeting. So if you can find somebody in your town that has that knowledge, that would be the person to bring in and let them shepherd it through because you can get sidetracked very easily and it can degrade into a 'he said, she said' type thing and you really don't want that to happen because it will not be beneficial. So I would suggest getting somebody that knows how to put one on.

Excellent, thank you. We received a couple of questions about grants. Do any of you or have any of you used grant funding for starting your CERT program or for any other of your activities or supplies?

Don from Phoenix. We use the UASI, urban area security initiative, as well as the State Homeland Security Grant program. The State Homeland Security (SHST) Grant program funds all of our CERT

training. Most of our instructors are firefighters and that covers their overtime costs. And then some of the other classes that we teach are also funded by the SHST grant. The UASI grant covers all the equipment that we've purchased annually.

In Manchester, the whole state of Connecticut is funded through the EMPG, Emergency Management Planning Grant. It's very limited and mostly for basic training. All the rest pretty much falls on each individual team and municipality to take care of it. We do not have regions like everywhere else or county government. We're just strictly towns up here in Connecticut, so each town is different, and how they fund it is different.

Bill from Irvine. Primarily we've used UASI, and a suggestion I would make to those out there that are representing individual cities is -- remember that UASI money is supposed to be used for regional assets and it serves perfect for this, but you're just applying as an individual city, you could meet some resistance. So what we've done here in Orange County is partnered up. We have a CERT mutual aid program that's comprised of many different cities. The UASI funding will go to that mutual aid program and it gets divvied out to the individual cities from there.

Alright, thank you. As a quick follow-up to that; Have any of you established 501(c)3 organizations or benefit from 501(c)3 organizations for funding purposes?

This is Don from Phoenix. If you're 501(c) you are not eligible for the UASI or SHST grant funds.

Alright, thank you. Another question. You've talked a lot about keeping CERT volunteers engaged when you have them. Have any of you made any efforts previously to try to re-engage or get back volunteers that have left the program?

This is Don from Phoenix. We have, and I'm going to allow the person who is responsible for that, Suzanne Shaw, to talk about that.

Suzanne Shaw: One of our problems was keeping an active roster of who you're going to call is to know who still wants to be in the program and who doesn't. And that's why we can up with the idea of an outreach call, and we like to do it at least twice a year. So far, we're only successful in doing about one and getting started at different times for the year. But what it does is, we make a regular script, we talk and let them know about changes to the program, when we call, what activities we have coming up. We asked to find out information such as have they change their email, because we learn from these outreach calls that as people move around, they don't notify us of email changes, address changes, phone number changes, name changes, and that's also a way of finding your state of health, because we found out in making these calls, our own volunteers could use some support. So I would really recommend when you make those calls, for a lot of them, they felt that they had lost touch and maybe they were not really being thought of in the program, so it creates a lot of enthusiasm if you make a personal call to someone.

Don from Phoenix. We have a template for that if anybody's interested in having it. Thank you.

Yes, thank you. One other question, specifically for Bill. Bill mentioned that CERT volunteers are teamed up with the citizens police Academy. Bill, would you be able to elaborate on that?

Certainly. One thing we have done here at Irvine, this may even pre-date our CERT program, be we've had a citizens police Academy. Normally that is an adult program, and it last several weeks and it exposes a member of the community to all aspects of the police department. Every component of the department, from CSI to Investigations, they do a briefing. I'm the SWAT Commander, so I have my team come in, we do a briefing, we do a demo. It is very lengthy. We've tailored that down for the team. They don't quite the exposure that the adults do and theirs is only one week long, but it's also many more hours during the day. It's a whole-day program Monday through Friday, but again specifically for the teens in the summertime. And that one is the one that we partnered up with our teen CERT programs that

we do that back-to-back weeks so a teen can pick one or both and it's something that they can do for two weeks free of charge over the summertime. We haven't yet done that with our adults to offer a back-to-back program.

Alright, thank you. We're getting a few questions about --- well, before I address that question... I just wanted to clarify something. We had a couple of comments mentioning people who are 501(c)3 and are still funded by UASI, which is the Urban Area Security Initiative, which is one of the Homeland Security Grant Program programs. There's preparedness grants that FEMA make available, the Homeland Security Grant Program is one of those programs. Several CERT programs do receive still Homeland Security Grant Program funding including State Homeland Security Grant Program Funding, which is for states, and Urban Area Security Initiative funding, which is for urban areas. And then many CERT programs also benefit from the Emergency Management Performance Grant program. One thing I want to clarify based on the guidance I perceived from FEMA's grants programs division, being a 501(c)3 does not disqualify you from receiving those federal grants at least as of this past year. I don't think that has changed, but I just want to clarify from our point of view and our perspective that if you are receiving money through a 501(c)3 or if your CERT program has a 501(c)3, that does not invalidate your eligibility for those grant funds. Beyond that, I want to ask – we're getting a lot of great questions about tracking volunteers. I wanted to ask how you track and manage volunteers? If you have perhaps an electronic roster or any other mechanism for tracking volunteers and their activities during emergency and non – emergency events?

Bill from Irvine. We have a database and all of the members have ID cards that have a QR code on it so when they come in for training that's actually manually entered in. Let me back up for a minute -- we do a Google docs, and that's how we get people to sign up for the monthly classes that we hold or any sort of training event. And that's transferred over to the database to keep track of hours, and then if it's an actual exercise, when they check-in at the check-in station, we have scanners that read the QR code, and that automatically populates the database with them of having been there so we can keep track of who showed up, what teams they're assigned to, what equipment has been assigned to them, how long they've been out in the field, etc.

This is Don from Manchester. We do not have the QR code, but we do have a database and we do it the old-fashioned way sometimes. We use a 211, which is a login, logout, miles traveled, anything like that for anything we do whether it's training, whether it's an inactivation, whether it's a drill, whether it's public assistance, it doesn't matter. It's logged in, and we keep a very accurate count of what it is and we send that report in on a monthly basis to the town manager and that gets sent in to the city fathers and believe me, they recognize that. There's lots of hours that are being donated to the town's benefit. It helps out.

Alright, thank you. We have a question about the Airwaves newsletter that Manchester puts out. It is 10 pages, which is a lot of content. What do you include in the Airwaves newsletter?

There's a cover page for myself and then we have a calendar on there, so people actually get a two-month calendar, and then different things, so anything from CERT to it could be preparing a 'go' kit... what do you have in your 'go' kit for emergencies. It could be how to take pictures, it could be anything. We tried to keep it varied so it's not all CERT. So if somebody has a specialty in growing roses, they can write an article on how to grow roses or the history of HAM, anything at all. And that gets put in every month by different authors. We have one writer that just interviews our members and spotlights a member – this is what they do...

You would be very interested to find out the activity, and the training, and the history of a lot of your members that you don't really know; so it really works out well.

Thank you. One other question that our participants had is, When you mentioned having a database with the QR code, is that database open source, and if so, what is the name of it?

Bill here, I mentioned that. I don't know that I understand the question. What do you mean by is it open source?

I think they're asking if the database that you use for QR codes if that is available to the public, is that something that another jurisdiction could make use of.

No, if that's the question then it's an internal database just used by us.

Ok. Alright, thank you. Another question we had was, do any of you work with volunteer centers or volunteer reception centers either during emergency or non-emergency events?

This is Don from Phoenix. Our group is written into our emergency operations plan to do just that and they do a lot of training around it.

Alright, thank you. Another question we received is, are there any physical requirements for CERT volunteers in your jurisdiction?

This is Don from Phoenix. The only one we have specifically is for our search group, and because of the level of activity that they perform, we conduct a PAC(?) test in order for them to be able to demonstrate that they can carry 30 pounds over 1 mile or 2 miles, in 45 minutes.

Ok, thank you. Any of the other program managers?

This is Don from Manchester. We do not have a physical requirement, but we definitely let the people know if you are doing a wildland search, it's going to be physically demanding and you would probably be better off helping at base. So we try to guide them to the area that would be better fitted for their physical condition. We try to be all inclusive and not exclude anybody from any of that activity if it all possible, but we definitely are clear that when you're climbing in the hills, it's definitely physically demanding.

Bill from Irvine. Much like Manchester, we do not have physical requirements when they sign up for the program. And we're really an urban area, we do not have the issues that the other two speakers have, so what we do if it's a callout -- I've instructed those that would actually initiate callout to make sure they put in the message that goes out to everybody what they would be expected to do. So you will be expected to walk long distances or whatever, so that they can hopefully self-select. The only other thing that I can think of where we might have physical requirements -- I cannot think of anything else so that would be the extent of it.

Alright, thank you. And for purposes of resource typing, this is a question that is for Phoenix specially, but I think could be for any of you -- Do you use position task books for your CERT volunteers?

This is Don from Phoenix. We do for our leadership group. For instance, David Lambright just finished a logistics chief class and will be getting his task books signed off by our incident management team members, as well as our planning chief, and David Weed is going to be going through our operations chief class in order to get a task book to solidify his position as a leader for the missing persons search.

This is Don in Manchester. I "borrowed" the NWCG, the Northwest fire group, their task books with their permission. We custom modified them to fit our tasks that we do as a team. It's not a certification if you will, but for a ham radio operator, you have to have certain equipment, certain level of training. And we do that for everything, whether you are a K-9 handler or a mountain biker, there are different requirements and they are all in that task book, and they get checked off by the team leaders. And then they get a little mark on their ID badge depending on which ones they are certified for. They get a position task book for each of our identified positions, and they can go and do anyone that they wish.

Thank you. We have one question which I'm going to shamelessly use as a plug. We received one question which is that he's seen rodeos online and it's also referred to as CERT Olympics, or CERT competitive event, which is a friendly competition of local CERT programs -- basically a competitive skills exhibition. He wanted to know if any speakers have hosted this type of event to keep interest? I just wanted to say that we actually hosted a webinar on this topic in April 2014 and that's available at the link with all the other webinars, but we featured three other jurisdictions, and the whole purpose of that webinar was to have presentations from three different jurisdictions all who do CERT rodeos or CERT Olympics. So if you're interested in CERT rodeos, be sure to check out our CERT webinar on that, but I did want to pose it to today's speakers to see if any of you had done a CERT rodeo, CERT Olympics, or some other competitive event to keep CERT volunteers active and engaged?

Irvine -- We have not done anything of a competitive nature

Alright, thank you. Anything with Phoenix or Manchester?

Don from Phoenix. We don't do anything competitive like that, but we do with our FDXs, we take our equipment out and set it up, operate it, immobilize it and put it away.

Same thing in Manchester. We use our time for actual exercises and using our equipment. We really haven't had any opportunity to have a rodeo.

Alright, thank you. Do any of you do a lot of exercises or drills that you can share with our participants? Things you do to keep CERT volunteers engaged, whether it's tabletops, full field, or functional exercises?

This is Don from Phoenix again. Primarily through our FTXs and drills. We get invited to a lot of different activities and until our leadership group decides that that's something they want to participate in, we will give an answer to that, but we stay pretty active. We're taking December off because it has been so busy that we're starting to burning people out.

Bill from Irvine. I think I mentioned some that we did in distributing crime prevention materials - we do that quarterly. We try to tie in some sort of exercise with the training that we give for example, the rest of the country doesn't freak out when it rains, but we do in California since we've had a drought for so long and we have El Niño coming, so everybody's trying to prepare for this onslaught of rain. So tomorrow night, we're doing training on sandbagging and then a week from Saturday, we're having a community event at our Civic Center where the public can come and get prefilled sandbanks, learn about clearing out their gutters, drains, things like that. So our CERT folks will learn about it tomorrow night and then they're going to be on hand that Saturday and then actually doing it -- sandbagging the line, moving sandbanks like if we were to have some area where they had to put them down to deflect the flow of water. So we usually do one probably every other month -- we do an exercise, to correspond with one of the monthly trainings that we've had, and then of course, there's the regular stuff like we have our first aid trainers who offer regular certifications in first aid, that type of thing.

Don from Manchester. We just did a statewide exercise; it's was called an EPPI, emergency planning preparedness initiative, the governor has it done. Our CERT team was very heavily involved in the actual EOC operation, doing all the registration, communications, tracking, situational awareness, everything that happens in the EOC that they are charged for, they do. So we do at least one of those per year plus our normal activations and training, so we're quite heavily active when we do those types of trainings.

Alright, thank you. I think we have time for just one more question. Before we do that though, I just want to remind everyone to please stay on for our survey. In addition to giving feedback on the quality of today's webinar, we're also going to be proposing a few topics for our upcoming webinars, so your feedback will help us decide which webinars we do next and in what order so I hope you'll stick around and help us plan our for 2016 -- which webinars we'll prioritize.

The last question we'll ask for all presenters -- Do you have restrictions on what other groups your members can be a part of, for example volunteer firefighters, Red Cross, FEMA, etc. The person that asked the question pointed out the possibility that when activation occurs if -- some of you mentioned some of your CERT volunteers are also paramedics, so when emergency happens how do you have an accurate count of which volunteers are going to support which organization?

In Manchester our area is so small compared to you folks out West, that I have towns surrounding me that also CERT teams, and we have no restrictions whatsoever on any other organization. I look at it just the opposite; the more they can learn, the better our team is going to be. They know where their home team is, whether it be our town or the next town, or whether they're going to be working at Red Cross or if they're going to be working with us. And they've just identified that, if it's a big thing and its regional wide then I may be with the Red Cross being deployed to Katrina or whatever. So we do that, but I figure it's an asset to have them for whatever I can have them, so we do not have any restrictions whatsoever. We just welcome them.

Excellent, thank you. I want to thank all of our speakers today. This was a really rigorous Q&A session, a veritable marathon. Lots of really excellent engaging question, but I want to thank them for providing such thoughtful and complete answers and also for sharing their programs and their program's successes with us. Hopefully, you came away from this webinar with some ideas on how you can engage your own CERT volunteers and keep them active. What we'll do now is we're will close out the webinar and bring up our poll. Again, we do hope that you'll go ahead and take that survey before you leave the webinar room. Each pod has its own question. Just please answer those before you leave. What we'll do is bring the webinar to a formal close, but please fill that out. Thank you for joining.

[Event concluded]