Citizen Corps Whole Community and Community Emergency Response Team (CERT) Programs Core Capabilities Tool

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Introduction: Core Capabilities Tool

- Background: The FEMA Individual and Community Preparedness Division organized a working group of State and local Citizen Corps program managers to develop this capability tool.
- Purpose: To map out the core capabilities identified by the National Preparedness Goal and highlight those that are relevant to the Citizen Corps and CERT Programs. Tools are also identified in the Whole Community Toolkit to support learning and capability development.
- Thank you: To those of the Whole Community Working Group (Spring 2012) and others who provided essential input and feedback; thank you for your expertise and opinions. We hope this tool fully meets your needs and will be useful in the future.

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Introduction: Core Capabilities Tool (continued)

- Objectives:
  - Define every relevant core capability, by providing a description and examples of how Citizen Corps supports each of them.
  - Include a list of resources for each specific core capability that will help jurisdictions to build and sustain them.
  - Assist a jurisdiction with completing its Threat and Hazard Identification and Risk Assessment (THIRA), ensuring that it accounts for Citizen Corps and CERT and how these programs support and build the jurisdiction's capabilities.

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Instructions for using the Core Capabilities Tool

- The next slide, titled “Menu: Core Capabilities Relevant to Citizen Corps,” includes interactive links to each of the Core Capabilities that align with Citizen Corps.
- Click on any of the linked Core Capabilities of interest to your jurisdiction. You will then be brought to information relevant to that specific capability.
- Once on a Core Capability slide, view Whole Community Toolkit Resources specific to that capability by clicking on Whole Community Toolkit at the top of the slide.
- To return to the Menu page, click the link at the bottom of each Core Capability page, “Return to Core Capabilities Menu.”

Menu: Core Capabilities Relevant to Citizen Corps

PREVENTION	PROTECTION	MITIGATION	RESPONSE	RECOVERY
Planning	Planning	Planning	Planning	Planning
Public Information & Warning	Public Information & Warning	Public Information & Warning	Public Information & Warning	Public Information & Warning
Operational Coordination	Operational Coordination	Operational Coordination	Operational Coordination	Operational Coordination
Intelligence & Information Sharing	Intelligence & Information Sharing	Community Resilience	Infrastructure Systems	Infrastructure Systems
Interdiction & Disruption	Interdiction & Disruption	Long-Term Vulnerability Reduction	Critical Transportation	Economic Recovery
Screening, Search, & Detection	Screening, Search, & Detection	Risk & Disaster Resilience Assessment	Environmental Response/Health & Safety	Health & Social Services
Forensics & Attribution	Access Control & Identity Verification	Threats & Hazard Identification	Fatality Management Services	Housing
	Cybersecurity		Mass Care Services	Natural & Cultural Resources
	Physical Protective Measures		Mass Search & Rescue Operations	
	Risk Management for Protection Programs & Activities		On-Scene Security & Protection	
	Supply Chain Integrity & Security		Operational Communications	
			Public & Private Services & Resources	
			Public Health & Medical Services	
			Preliminary Damage Assessment	

Mission Area I - Prevention

I. PREVENTION

II. PROTECTION

III. MITIGATION

IV. RESPONSE

V. RECOVERY

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Prevention: Planning

Prevention: Planning Whole Community Toolkit

- **Core Capability Definition:** Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or community-based approaches to meet defined objectives.
- **Citizen Corps Contribution:** Citizen Corps Councils are in a unique position to engage the whole community through collaboration with community partners, and the diverse set of members that sit at the table with Citizen Corps. Citizen Corps has historically been the mechanism for including community-based organizations into preparedness and the planning associated with preparedness goals.
- **Example(s):** Seventy percent of Councils support whole community planning by discussing, reviewing, advising, or revising their jurisdiction's Emergency Operations Plan (EOP) or key local plans including Community Vulnerability/Risk Assessments, Mitigation Plans, Alert and Warning Systems, Evacuation Plans, or Shelter Plans.

RETURN TO CORE CAPABILITIES MENU

Prevention: Planning Whole Community Toolkit

RETURN to Prevention: Planning Core Capability

- Strategic Implementation Plan for Empowering Local Partners to Prevent Violent Extremism in the United States
- Are You Ready? Hazard Assessment Worksheet (see page 16)
- Urban to Rural Evacuation: Planning for Rural Population Surge
- Countering Violent Extremism Training Guidance and Best Practices
- Emergency Preparedness Planning Toolkit for Diverse Populations
- Diversity and Emergency Preparedness
- Equity in Emergency Response: Public Health Planning for Vulnerable Populations
- Planning for Post-Disaster Recovery and Reconstruction
- Long-Term Community Recovery Planning Process: A Self-Help Guide

Prevention: Public Information and Warning

Prevention: Public Information and Warning Whole Community Toolkit

- **Core Capability Definition:** Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken and the assistance being made available, as appropriate.
- **Citizen Corps Contribution:** Citizen Corps and CERT programs educate the public on how to recognize and report suspicious behavior, and teach them about the indicators of a chemical, biological, radiological, nuclear, or explosive (CBRNE) attack, as well as appropriate protective and preparedness measures. Citizen Corps programs also have established networks and partnerships with a wide array of organizations in the non-profit, faith-based, volunteer, and private sectors, which they regularly leverage in order to distribute key information to a large segment of the population.
- **Example(s):** Suspicious Activity Reporting (SAR), CERT, outreach fairs, targeted materials (such as content targeted to individuals with access and functional needs), social media, messaging, and participation in community events.

RETURN TO CORE CAPABILITIES MENU

Prevention: Public Information and Warning Whole Community Toolkit

RETURN to Prevention: Public Information and Warning Core Capability

- New Digital Tools: FEMA App and Text Message Updates
- American Red Cross Apps: Shelter Finder, First Aid, Wildfire, Hurricane, Earthquake
- Neighborhood Watch App
- Ready Georgia App
- North Dakota State University Apps: Disaster Recovery Log and Winter Survival Kit (iPhone and Android)
- Ready Arkansas App (iPhone and Android)
- Nixle Connect

RETURN TO CORE CAPABILITIES MENU

Prevention: Operational Coordination

Prevention: Operational Coordination Whole Community Toolkit

- **Core Capability Definition:** Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.
- **Citizen Corps Contribution:** Citizen Corps Councils provide a forum through which all community stakeholders can coordinate their emergency plans and align them with state and local emergency operations plans (EOPs) and other key planning guidance. Citizen Corps and CERT programs also distribute educational materials and provide training to help citizens prepare for incidents involving hazardous materials, acts of terrorism (including chemical, biological, radiological, nuclear, and explosive [CBRNE] attacks), and natural disasters, and to take measures that will protect them from their effects, including proper decontamination procedures, evacuation, and sheltering in place.
- **Example(s):** Community exercising, adherence to operational structures (i.e. Incident Command System or ICS) in volunteer training programs, CERT, private sector volunteering and drills, and general involvement of volunteers in federal, state, and local level exercises.

RETURN TO CORE CAPABILITIES MENU

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Prevention: Operational Coordination Whole Community Toolkit

RETURN to Prevention: Operational Coordination Core Capability

- Hands On Network Volunteer Management Guidebook
- Spontaneous Volunteer Management Guidance and Templates
- Meeting the Needs of Vulnerable Populations: Equity in Emergency Response

Prevention: Intelligence & Information Sharing

Prevention: Intelligence & Information Sharing Whole Community Toolkit

- **Core Capability Definition:** Provide timely, accurate, and actionable information resulting from the planning, direction, collection, exploitation, processing, analysis, production, dissemination, evaluation, and feedback of available information concerning threats to the United States, its people, property, or interests; the development, proliferation, or use of WMDs; or any other matter bearing on U.S. national or homeland security by Federal, state, local, and other stakeholders. Information sharing is the ability to exchange intelligence, information, data, or knowledge among Federal, state, local, or private sector entities as appropriate.
- **Citizen Corps Contribution:** Citizen Corps is able to use its networks and volunteers to harness the power of the eyes and ears of the American people, educating them on how to recognize and report suspicious behavior, and relying upon intelligence from local residents responding to disasters
- **Example(s):** Suspicious Activity Reporting (SAR), See Something Say Something Campaign, Neighborhood Watch, Volunteers in Police Service, Map Your Neighborhood, and Ready.gov.

Prevention: Intelligence & Information Sharing Whole Community Toolkit

RETURN to Prevention: Intelligence & Information Sharing Core Capability

- "If You See Something, Say Something" Public Service Announcements
- Neighborhood Watch Toolkit
- Biosecurity and Bioterrorism: Biodefense Strategy, Practice, and Science: A Novel Web-Based Tool for Healthcare Emergency Planning and Response

Mission Area II - Protection

I. PREVENTION

II. PROTECTION

III. MITIGATION

IV. RESPONSE

V. RECOVERY

Protection: Planning

Protection: Planning Whole Community Toolkit

- **Core Capability Definition:** Conduct a systematic process engaging the whole community, as appropriate, in the development of executable strategic, operational, and/or community-based approaches to meet defined objectives.
- **Citizen Corps Contribution:** Citizen Corps helps communities to plan for protecting community assets, continuing basic community functions, continuing community networks, and building a resilient volunteer force.
- **Example(s):** Continuity of Operations (COOP) training; Ready Business; training, such as hazard-specific training, cross-training and cross-exercising among volunteer programs, CERT annexes, CERT train-the-trainer, and exercises that increase the resilience of state and local volunteer assets.

RETURN TO CORE CAPABILITIES MENU

Protection: Planning Whole Community Toolkit

RETURN to Protection: Planning Core Capability

- National Weather Service StormReady® Resources
- Firewise Communities®
- American Red Cross Ready Rating™
- COOP for Smaller CBOs Toolkit (Continuity of Operations for Smaller Community-based Organizations)
- Enhancing Public Health Emergency Preparedness for Special Needs Populations: A Toolkit for State and Local Planning and Response
- Texas Department of Public Safety Functional Needs Support Services Toolkit
- Meeting the Needs of Vulnerable Populations: Equity in Emergency Response
- Emergency Preparedness Planning Toolkit for Diverse Populations
- Are You Ready? Hazard Assessment Worksheet (see page 16)
- Regional Disaster Resilience: A Guide for Developing an Action Plan

Protection: Public Information & Warning

Protection: Public Information & Warning Whole Community Toolkit

- **Core Capability Definition:** Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard and as appropriate, the actions being taken and the assistance being made available.
- **Citizen Corps Contribution:** Citizen Corps can use its networks and the expertise of its partners at FEMA and externally to disseminate information on protective action, including steps to protect homes, businesses, and other privately owned infrastructure, from the effects of disasters.
- **Example(s):** Community alerts, severe weather and other hazards-specific media campaigns, community-building training programs (neighborhood watch) that proliferate information on protective actions, targeted outreach for protection of homes, small businesses, schools, senior centers, community infrastructure, youth, etc.

RETURN TO CORE CAPABILITIES MENU

Protection: Public Information & Warning Whole Community Toolkit

RETURN TO Protection: Public Information & Warning Core Capability

- New Digital Tools: FEMA App and Text Message Updates
- American Red Cross Apps: Shelter Finder, First Aid, Wildfire, Hurricane, Earthquake
- Neighborhood Watch App
- Ready Georgia App
- North Dakota State University Apps: Disaster Recovery Log and Winter Survival Kit (iPhone and Android)
- Ready Arkansas App (iPhone and Android)
- Nixle Connect

RETURN TO CORE CAPABILITIES MENU

Protection: Operational Coordination

Protection: Operational Coordination Whole Community Toolkit

- **Core Capability Definition:** Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.
- **Citizen Corps Contribution:** Citizen Corps Councils help volunteer programs, community-based organizations, and local businesses to join their efforts in protecting their assets and infrastructure.
- **Example(s):** Training programs (e.g. Neighborhood Watch, Teen and Campus CERT) that focus on community assets, community and volunteer exercising including cross-training and cross-exercising, COOP, mini-grant programs that build resilience and coordination, cooperation with Voluntary Organizations Active in Disasters (VOADs) to fortify local businesses and community-based nonprofits.

RETURN TO CORE CAPABILITIES MENU

Protection: Operational Coordination Whole Community Toolkit

RETURN TO Protection: Operational Coordination Core Capability

- Hands On Network Volunteer Management Guidebook
- Spontaneous Volunteer Management Guidance and Templates
- Meeting the Needs of Vulnerable Populations: Equity in Emergency Response

Protection: Cybersecurity

Protection: Cybersecurity Whole Community Toolkit

- **Core Capability Definition:** Protect against damage to, the unauthorized use of, and/or the exploitation of (and, if needed, the restoration of) electronic communications systems and services (and the information contained therein).
- **Citizen Corps Contribution:** Citizen Corps supports NETGuard, a corps of volunteers who protect information technology and communications systems, which are vulnerable to damage from terrorism. Citizen Corps provides tips on protecting against cyber hazards and helps share information relating to cybersecurity.
- **Example(s):** NETGuard and other technology volunteer training programs.

RETURN TO CORE CAPABILITIES MENU

Protection: Cybersecurity Whole Community Toolkit

RETURN TO Protection: Cybersecurity Core Capability

- NET Guard
- Stop. Think. Connect.
- Blueprint for a Secure Cyber Future: The Cybersecurity Strategy for the Homeland Security Enterprise
- Fact Sheet: Blueprint for a Secure Cyber Future

Protection: Physical Protective Measures

Protection: Physical Protective Measures Whole Community Toolkit

- **Core Capability Definition:** Reduce or mitigate risks, including actions targeted at threats, vulnerabilities, and/or consequences, by controlling movement and protecting borders, critical infrastructure, and the homeland.
- **Citizen Corps Contribution:** Citizen Corps Councils disseminate information on protecting property, including homes, businesses, from the effects of disasters through its networks and partnerships, and Citizen Corps-supported volunteer efforts help communities to strengthen their physical defenses against disasters.
- **Example(s):** Home and business protective measures, targeted outreach to home and business owners, and CERT volunteer activities that reinforce physical barriers against immediately impending disasters.

RETURN TO CORE CAPABILITIES MENU

Protection: Physical Protective Measures Whole Community Toolkit

RETURN TO: Protection: Physical Protective Measures Core Capability

- Are You Ready? Guide
- American Red Cross Ready Rating™
- Ready.gov Preparedness Planning for Your Business
- Cooperating Technical Partners (CTP) Program
- Public and Private Sector Partnerships on Infrastructure Protection and Resiliency

RETURN TO: CORE CAPABILITIES MENU

Mission Area III - Mitigation

I. PREVENTION

II. PROTECTION

III. MITIGATION

IV. RESPONSE

V. RECOVERY

Mitigation: Planning

Mitigation: Planning Whole Community Toolkit

- **Core Capability Definition:** Conduct a systematic process engaging the whole community, as appropriate, in the development of executable strategic, operational, and/or community-based approaches to meet defined objectives.
- **Citizen Corps Contribution:** Seventy percent of Councils support whole community planning by discussing, reviewing, or revising their jurisdiction EOP or key local plans including Community Vulnerability/Risk Assessments, Mitigation Plans, Alert and Warning Systems, Evacuation Plans, or Shelter Plans**.**
- **Example(s):** Volunteer training programs (including general, refresher, and hazard and audience-specific trainings), public outreach campaigns (e.g. ShakeOut, Zombie Awareness), exercises, participation in EOP and Emergency Support Function (ESF) working groups, Citizen Corps Council meetings, VOAD meetings, meetings with specific stakeholders or community groups/organizations, community mapping (e.g. Map Your Neighborhood), preparedness events, and the National Preparedness Coalition.

RETURN TO CORE CAPABILITIES MENU

Mitigation: Planning Whole Community Toolkit

RETURN TO Mitigation: Planning Core Capability

- Enhancing Public Health Emergency Preparedness for Special Needs Populations: A Toolkit for State and Local Planning and Response
- Texas Department of Public Safety Functional Needs Support Services Toolkit
- Are You Ready? Hazard Assessment Worksheet (see page 16)
- Regional Disaster Resilience: A Guide for Developing an Action Plan
- Urban to Rural Evacuation: Planning for Rural Population Surge
- Emergency Preparedness Planning Toolkit for Diverse Populations
- Meeting the Needs of Vulnerable Populations: Equity in Emergency Response
- Map Your Neighborhood
- Great ShakeOut Earthquake Drills
- Center for Disease Control and Prevention (CDC) Zombie Preparedness Campaign
- Hands On Network Volunteer Management Guidebook

Mitigation: Public Information & Warning

Mitigation: Public Information & Warning Whole Community Toolkit

- **Core Capability Definition:** Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard and as appropriate, the actions being taken and the assistance being made available.
- **Citizen Corps Contribution:** Councils provide an opportunity for emergency managers to meet and develop relationships with the trusted messengers in a wide array of communities. Citizen Corps Councils also help members of Whole Community to identify the hazards that they face and to use that information to determine the best way to address them as a team and develop the capabilities necessary to do so.
- **Example(s):** Public outreach campaigns, drills and exercises, targeted outreach for underrepresented communities (e.g. low-income, youth, elderly, access and functional needs), suspicious activity reporting, and outreach on having home owner's or flood insurance.

RETURN TO CORE CAPABILITIES MENU

Mitigation: Public Information & Warning Whole Community Toolkit

RETURN TO Mitigation: Public Information & Warning Core Capability

- New Digital Tools: FEMA App and Text Message Updates
- American Red Cross Apps: Shelter Finder, First Aid, Wildfire, Hurricane, Earthquake
- Neighborhood Watch App
- Ready Georgia App
- North Dakota State University Apps: Disaster Recovery Log and Winter Survival Kit (iPhone and Android)
- Ready Arkansas App (iPhone and Android)
- Nixle Connect

Mitigation: Operational Coordination

Mitigation: Operational Coordination Whole Community Toolkit

- **Core Capability Definition:** Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.
- **Citizen Corps Contribution:** Public sponsorship and oversight, the direct involvement of elected officials and emergency managers, and compliance with national standards and practices helps to ensure accountability and interoperability. Citizen Corps Councils work with community-based organizations and groups, as well as local businesses, to ensure that efforts are integrated and coordinated.
- **Example(s):** Drills and exercises, standards-based training (e.g. ICS and National Incident Management System (NIMS) compliant CERT training), CERT activities and protocols written into EOPs and other planning documents, advocating on behalf of VOAD capabilities to be included in EOPs, maintaining strong relationships between government and non-government sectors, guidance for small local businesses to help ensure survival and recovery and participation in EOP and ESF working groups.

RETURN TO CORE CAPABILITIES MENU

Mitigation: Operational Coordination Whole Community Toolkit

RETURN TO Mitigation: Operational Coordination Core Capability

- Hands On Network Volunteer Management Guidebook
- Spontaneous Volunteer Management Guidance and Templates
- Meeting the Needs of Vulnerable Populations: Equity in Emergency Response

Mitigation: Community Resilience

Mitigation: Community Resilience Whole Community Toolkit

- **Core Capability Definition:** Lead the integrated effort to recognize, understand, communicate, plan, and address risks so that the community can develop a set of actions to accomplish Mitigation and improve resilience.
- **Citizen Corps Contribution:** Citizen Corps builds more resilient communities by organizing local leaders and groups and helping them to plan and coordinate their efforts before, during, and after disasters, providing them with information that they can use to prepare themselves and the larger community.
- **Example(s):** Volunteer training programs including private sector training, public outreach, strengthened relationships with private sector regarding critical infrastructure owned by the private sector, community exercises, community mapping, Neighborhood Watch, community strategic planning meetings for disasters, presence at community meetings and events, hazard-specific messaging and training, preparedness events, targeted outreach to underrepresented communities, and strengthening relationships with VOAD and emergency management.

RETURN TO CORE CAPABILITIES MENU

Mitigation: Community Resilience Whole Community Toolkit

RETURN TO Mitigation: Community Resilience Core Capability

- Webinar on Collaborative Planning: Engagement of the Whole Community
- Building a Disaster-Resistant University
- Community Renewal: Community Preparedness Toolkit
- Neighborhood Watch Toolkit
- Discovering Community Power: A Guide to Mobilizing Local Assets and Your Organization's Capacity
- Citizen Corps: Neighbors Helping Neighbors through Preparedness
- Hands on Network Volunteer Management Guidebook

RETURN TO CORE CAPABILITIES MENU

Mitigation: Long-Term Vulnerability Reduction

Mitigation: Long-Term Vulnerability Reduction Whole Community Toolkit

- **Core Capability Definition:** Build and sustain resilient systems, communities, and critical infrastructure and key resources lifelines so as to reduce their vulnerability to natural, technological, and human-caused incidents by lessening the likelihood, severity, and duration of the adverse consequences related to these incidents.
- **Citizen Corps Contribution:** Citizen Corps contributes to the generational development of a culture of preparedness that will increase the long-term resilience of the United States. Engaging today's youth in preparedness, in the classroom and after school, will not only lead to a more prepared future generation, but will also provide yet another avenue to inform today's adults on how to prepare for disasters.
- **Example(s):** Youth preparedness, engagement and outreach with schools, school planning and preparedness, preparedness messaging, and long-term oriented training programs.

RETURN TO CORE CAPABILITIES MENU

Mitigation: Long-Term Vulnerability Reduction Whole Community Toolkit

RETURN TO Mitigation: Long-Term Vulnerability Reduction Core Capability

- Student Tools for Emergency Planning
- Youth Preparedness Quick Links: Implementing a Community-based Program
- Youth Preparedness Quick Links: Catalogue of Youth Disaster Preparedness Education Resources
- Disaster Response Programs
- National Voluntary Organizations Active in Disaster's Long-Term Recovery Guide
- Long-Term Community Recovery Planning Process: A Self-Help Guide
- Community Renewal: Community Preparedness Toolkit
- FloodSmart

Mitigation: Risk & Disaster Resilience Assessment

Mitigation: Risk & Disaster Resilience Assessment Whole Community Toolkit

- **Core Capability Definition:** Assess risk and disaster resilience so that decision makers, responders, and community members can take informed action to reduce their entity's risk and increase their resilience.
- **Citizen Corps Contribution:** Citizen Corps Councils can provide emergency managers with key insights into complex community dynamics, and participate in assessments, including THIRA and preliminary damage assessments. Citizen Corps Councils can collect feedback from a wide array of community actors participating in disaster preparedness, response, and recovery, and also help to identify innovative and effective grassroots programs, activities, and practices. By providing information based on local risk assessments, Councils can also help individuals and organizations to make informed decisions that increase resilience.
- **Example(s):** Community mapping, suspicious activity reporting, hazard-specific outreach, presence at community town halls, program assessment and gap analysis, analysis of community dynamics, championing the needs of all members of the community, surveys, registration information, updating outreach materials and trainings, and exercises.

RETURN TO CORE CAPABILITIES MENU

Mitigation: Risk & Disaster Resilience Assessment Whole Community Toolkit

RETURN TO Mitigation: Risk & Disaster Resilience Assessment Core Capability

- Community Based Vulnerability Assessment: A Guide to Engaging Communities in Understanding Social and Physical Vulnerability to Disasters
- Roadmap for Adapting to Coastal Risk
- What's Your Readiness Quotient (RQ)
- Findings from the 2009 Citizen Corps National Survey
- Are You Ready? Hazard Assessment Worksheet (see page 16)
- National Weather Service StormReady® Resources
- Firewise Communities®
- FloodSmart
- Great Hurricane Blowout
- American Red Cross Ready Rating™

Mitigation: Threats & Hazard Identification

Mitigation: Threats & Hazard Identification Whole Community Toolkit

- **Core Capability Definition:** Identify the threats and hazards that occur in the geographic area; determine the frequency and magnitude; and incorporate this into analysis and planning processes so as to clearly understand the needs of a community or entity.
- **Citizen Corps Contribution:** Citizen Corps is significantly involved in educating the public about hazards and threats and appropriate protective actions and preparedness measures. This includes informing communities about local hazards and threats, determining the level of risk and likelihood associated with each, and providing the public view of how the public is integrated into community plans and what their roles are in it.
- **Example(s):** Citizen Corps and VOAD participation in working groups, drills and exercises, community outreach, presence at community meetings, hazard-specific messaging and training, and communication of emergency plans to whole community.

RETURN TO CORE CAPABILITIES MENU

Mitigation: Threats & Hazard Identification Whole Community Toolkit

RETURN TO Mitigation: Threats & Hazard Identification Core Capability

- Are You Ready? Hazard Assessment Worksheet (see page 16)
- National Weather Service StormReady® Resources
- Firewise Communities®
- FloodSmart
- Great Hurricane Blowout

Mission Area IV - Response

I. PREVENTION

II. PROTECTION

III. MITIGATION

IV. RESPONSE

V. RECOVERY

Response: Planning

Response: Planning Whole Community Toolkit

- **Core Capability Definition:** Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or community-based approaches to meet defined objectives.
- **Citizen Corps Contribution:** Citizen Corps builds local community partners through regular communication to ensure that response assets of the Whole Community are integrated with official emergency response plans and protocols, as well as exercises that help measure local response capabilities.
- **Example(s):** Citizen Corps and community based assets written into EOPs, Citizen Corps leaders/members included in local preparedness and response advisory groups, volunteer mobilization plans, volunteer reception plans, spontaneous volunteer plans, Citizen Corps and community based assets written into ESFs, NYC's Community Disaster Network, Map Your Neighborhood, exercises that engage the whole community, training on Web Emergency Operations Centers (WebEOC), and Standard Operating Procedures (SOP) for donations portals, Citizen Corps members who participate in first responder disaster training exercises.

RETURN TO CORE CAPABILITIES MENU

Response: Planning Whole Community Toolkit

RETURN TO Response: Planning Core Capability

- Hands On Network Volunteer Management Guidebook
- Spontaneous Volunteer Management Guidance and Templates
- Enhancing Public Health Emergency Preparedness for Special Needs Populations: A Toolkit for State and Local Planning and Response
- Texas Department of Public Safety Functional Needs Support Services Toolkit
- Urban to Rural Evacuation: Planning for Rural Population Surge
- Emergency Preparedness Planning Toolkit for Diverse Populations
- Meeting the Needs of Vulnerable Populations: Equity in Emergency Response

Response: Public Information and Warning

Response: Public Information and Warning Whole Community Toolkit

- **Core Capability Definition:** Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard and as appropriate, the actions being taken and the assistance being made available.
- **Citizen Corps Contribution:** Citizen Corps can use its networks and the expertise of its partners at FEMA and externally to disseminate information in response, including helping with outreach in evacuations, sending out disaster information, and maintaining radio communication.
- **Example(s):** Citizen Corps Councils support evacuations with outreach by knocking on doors of community households, CERTs and Citizen Corps are utilized in emergencies to disseminate emergency information, and CERTs have established HAM radio communications in case more formal radio systems malfunction.

RETURN TO CORE CAPABILITIES MENU

Response: Public Information and Warning Whole Community Toolkit

RETURN TO Response: Public Information and Warning Core Capability

- New Digital Tools: FEMA App and Text Message Updates
- American Red Cross Apps: Shelter Finder, First Aid, Wildfire, Hurricane, Earthquake
- Neighborhood Watch App
- Ready Georgia App
- North Dakota State University Apps: Disaster Recovery Log and Winter Survival Kit (iPhone and Android)
- Ready Arkansas App (iPhone and Android)
- Nixle Connect

Response: Operational Coordination

Response: Operational Coordination Whole Community Toolkit

- **Core Capability Definition:** Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.
- **Citizen Corps Contribution:** Citizen Corps Councils help to augment and assist the response efforts of the Whole Community so that they can be directed towards specific functions that support response operations during an emergency. They encourage NIMS compliance and/or familiarity among all stakeholders.
- **Example(s):** Donations management, support Emergency Support Functions (e.g. Mass Care, Communications, etc.), representation in the Joint Information Center (JIC), affiliated volunteer coordination, spontaneous volunteer management, and ICS training and familiarization.

RETURN TO CORE CAPABILITIES MENU

Response: Operational Coordination Whole Community Toolkit

RETURN TO Response: Operational Coordination Core Capability

- Spontaneous Volunteer Management Guidance and Templates
- Hands On Network Volunteer Management Guidebook
- Meeting the Needs of Vulnerable Populations: Equity in Emergency Response

Response: Critical Transportation

Response: Critical Transportation Whole Community Toolkit

- **Core Capability Definition:** Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals, and the delivery of vital response personnel, equipment, and services into the affected areas.
- **Citizen Corps Contribution:** Citizen Corps Councils and its partners can use their networks to provide critical transportation information to the community during an emergency. They can help provide local situational awareness – how things are working at the local level and potential new issues. Citizen Corps-supported volunteers can also facilitate the flow of vehicles and individuals during a disaster. Some CERT programs also cross train with County Animal Response Teams (CARTs) and utilize them to set up shelters near the people shelters for animals, as well as attending outreach events to provide pet preparedness materials, Pet First Aid classes, etc.
- **Example(s):** Volunteer support during walk outs and mass evacuation, traffic direction training for CERTs, volunteers supporting traffic control to allow emergency vehicles to proceed to and from incident scenes, and community support to emerging transportation needs and issues.

RETURN TO CORE CAPABILITIES MENU

Response: Critical Transportation Whole Community Toolkit

RETURN TO Response: Critical Transportation Core Capability

- National Donations Management Network
- Urban to Rural Evacuation: Planning for Rural Population Surge
- Webinar: Evacuation of Students With and Without Access and Functional Needs
- City-Assisted Evacuation Application (New Orleans)
- Basic NYC CERT Member Training Participant Manual
- Houston TranStar
- Mercy Medical Airlift
- Civil Air Patrol

Response: Environmental Response / Health & Safety

Response: Environmental Response / Health & Safety Whole Community Toolkit

- **Core Capability Definition:** Ensure the availability of guidance and resources to address all hazards including hazardous materials, acts of terrorism, and natural disasters in support of the responder operations and the affected communities.
- **Citizen Corps Contribution:** Citizen Corps programs distribute educational materials to help citizens prepare for incidents involving hazardous materials, acts of terrorism, and natural disasters. The Fire Safety and Terrorism CERT modules educate citizens about hazardous materials, their effects, and appropriate preparedness measures and protective actions.
- **Example(s):** CERT Terrorism and Fire Safety Modules, Are You Ready Guide, Environmental Protection Agency (EPA) Local Emergency Planning Committees (LEPCs), information on specific hazards on Ready.gov.

RETURN TO CORE CAPABILITIES MENU

Response: Environmental Response / Health & Safety Whole Community Toolkit

RETURN TO Response: Environmental Response / Health & Safety Core Capability

- Environmental Protection Agency (EPA): Local Emergency Planning Committees
- Ready.gov
- Are You Ready? Guide: An In-depth Guide to Citizen Preparedness
- EPA: Planning for an Emergency Drinking Water Supply
- U.S. Food and Drug Administration (FDA): Food Related Emergency Exercise-Boxed Set (FREE-B)
- CDC Shelter Assessment Tool Fact Sheet

Response: Mass Care Services

Response: Mass Care Services Core Capability Whole Community Toolkit

- **Core Capability Definition:** Provide life-sustaining services to the affected population with a focus on hydration, feeding, and sheltering to those who have the most need, as well as support for reunifying families.
- **Citizen Corps Contribution:** Citizen Corps-supported volunteers and partners provide immediate aid and assistance to those affected by disasters, including, but not limited to, basic medical care, food, shelter, and water. In addition, reunification procedures are often conducted by Citizen Corps.
- **Example(s):** Shelter volunteers, canteening, staffing relocation centers, immediate food and water relief, setting up donation center for materials needed during mass care incidents, donations management, setting up call center, CERT medical operations, Medical Reserve Corps Point of Distribution (POD) operational training, and American Red Cross manager and worker training for volunteers.

RETURN TO CORE CAPABILITIES MENU

Response: Mass Care Services Whole Community Toolkit

RETURN TO Response: Mass Care Services Core Capability

- National Mass Care Strategy Resources
- Creating and Operating a Family Assistance Center Toolkit
- Pediatric and Obstetric Emergency Preparedness Toolkit
- National Donations Management Network
- American Red Cross National Shelter System
- American Red Cross Shelter Finder App
- CDC Shelter Assessment Tool Fact Sheet
- Public Health Emergency Initial Intake and Assessment Tool
- Texas Department of Public Safety Functional Needs Support Services ShelteringToolkit
- Planning for an Emergency Drinking Water Supply

Response: Mass Search & Rescue Operations

Response: Mass Search & Rescue Operations Whole Community Toolkit

- **Core Capability Definition:** Deliver traditional and atypical search and rescue capabilities, including personnel, services, animals, and assets to survivors in need, with the goal of saving the greatest number of endangered lives in the shortest time possible.
- **Citizen Corps Contribution:** Citizen Corps programs train and organize volunteers into teams that can be deployed by and in support of professional responders. Volunteers are trained in skill areas and organizational doctrine that will allow them to integrate seamlessly into existing command structures as support units for search and rescue personnel. For example, some CERT programs cross train with County Animal Response Teams (CARTs) and utilize them to set up shelters near the people shelters for animals, as well as attending outreach events to provide pet preparedness materials, Pet First Aid classes, etc.
- **Example(s):** Fire Corps, CERT Search and Rescue operations, CARTs, rest and rehab support, distribution of flyers, horse-mounted CERT teams, volunteer support for missing children and other missing persons, and field/grid search training.

RETURN TO CORE CAPABILITIES MENU

Response: Mass Search & Rescue Operations Whole Community Toolkit

RETURN TO Response: Mass Search & Rescue Operations Core Capability

- FEMA CERT Basic Training Materials
- NYC OEM CERT Resources
- National Association for Search and Rescue
- Civil Air Patrol

Response: Operational Communications

Response: Operational Communications Whole Community Toolkit

- **Core Capability Definition:** Ensure the capacity for timely communications in support of security, situational awareness, and operations by any and all means available, among and between affected communities in the impact area and all response forces.
- **Citizen Corps Contribution:** Citizen Corps team members establish and/or augment communications (e.g., face-to-face, radio, cellular service, voice-over-internet, etc.) within impacted areas; relay preliminary damage assessments to first responder and emergency management entities; and inform persons within impacted areas about official warnings and announcements. A new supplemental training annex on CERT Emergency Communications has been released.
- **Example(s):** Citizen Corps team members demonstrate this capability by setting up supplemental volunteer communications hardware & connectivity; staging volunteer operational bases near (or within easy access to) field command bases; liaising with Emergency Operating Centers to connect volunteer responders with field and jurisdictional command; and appropriately escalating complex incidents to professional responders and/or field & headquarters-based command.

RETURN TO CORE CAPABILITIES MENU

Response: Operational Communications Whole Community Toolkit

RETURN TO Response: Operational Communications

- Amateur Radio Emergency Service (ARES)
- Community Emergency Alert Network (CEAN)

Response: Public & Private Services & Resources

Response: Public & Private Services & Resources Whole Community Toolkit

- **Core Capability Definition:** Provide essential public and private services and resources to the affected population and surrounding communities, to include emergency power to critical facilities, fuel support for emergency responders, and access to community staples (e.g. grocery stores, pharmacies, and banks) and fire and other first response services.
- **Citizen Corps Contribution:** Citizen Corps Councils organize community-based organizations and assets so that they can be readily mobilized in the event of an emergency.
- **Example(s):** Engaging with the private sector to encourage participation in a donations management system, tapping into neighborhood networks/structures already in place with Citizen Corps organizations (e.g., CERT neighborhood teams), engaging government and non-government entities to document possible and real-time needs during a disaster onto the donations management system, activate and maintain a healthy donations management system during an incident, appropriately engaging volunteers, community capabilities, services provided by volunteers.

RETURN TO CORE CAPABILITIES MENU

Response: Public & Private Services & Resources Whole Community Toolkit

RETURN TO Response: Public & Private Services & Resources Core Capability

- FEMA Private Sector Public-Private Partnership Page
- National Donations Management Network
- Ready.gov Preparedness Planning for your Business
- PS-Prep – Voluntary Private Sector Preparedness
- American Red Cross Ready Rating™
- Prepare My Business
- Pandemic Preparedness for Businesses
- Extension Disaster Education Network (EDEN) Ready Business Course
- A Disaster Protection and Recovery Planning Toolkit for the Small to Mid-Sized Business
- COOP for Smaller Community Based Organizations Toolkit

Response: Public Health & Medical Services

Response: Public Health & Medical Services Whole Community Toolkit

- **Core Capability Definition:** Provide lifesaving medical treatment via emergency medical services and related operations and avoid additional disease and injury by providing targeted public health and medical support and products to all people in need within the affected area.
- **Citizen Corps Contribution:** Trained Citizen Corps volunteers provide lifesaving medical treatment, before emergency responders are able to respond to a scene and take over command, as well as help with dispensing and inoculation activities once emergency responders are at the scene.
- **Example(s):** Volunteer support Points of Distribution (PODs), dispensing clinics, Medical Reserve Corps, door-to-door public health information distribution, triage training, and size up training.

RETURN TO CORE CAPABILITIES MENU

FEMA

citizen corps

Response: Public Health & Medical Services Whole Community Toolkit

RETURN TO Response: Public Health & Medical Services Core Capability

- Medical Reserve Corps Promising Practices Toolkit for Emergency Preparedness and Response
- United States Department of Health and Human Services, Office of the Assistant Secretary for Preparedness and Response
- Resource Guide for Disaster Medicine and Public Health
- Enhancing Public Health Emergency Preparedness for Special Needs Populations: A Toolkit for State and Local Planning and Response
- Pediatric and Obstetric Emergency Preparedness Toolkit
- Meeting the Needs of Vulnerable Populations: Equity in Emergency Response
- Public Health and Medical Services Support
- Community Assessment for Public Health Emergency Response (CASPER) Toolkit

Response: Preliminary Damage Assessment

Response: Preliminary Damage Assessment Whole Community Toolkit

- **Core Capability Definition:** Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.
- **Citizen Corps Contribution:** Citizen Corps programs train the public and volunteers to maintain vigilance and to provide information to first responders that will contribute significantly to their situational awareness upon arriving at the scene of an incident. The familiarity of the local population with an affected community, and their on-the-ground perspective during special events and incidents, makes the information they provide particularly valuable. Citizen Corps programs can also participate in assessments, including THIRA and preliminary damage assessments.
- **Example(s):** Training the public in situational awareness and relaying information to professional responders, using pre-identified feedback loop to provide information about emerging situations, training CERT teams, CERTs used for situational awareness during special events and incidents (e.g. inauguration, major sporting and entertainment events, mass evacuation, mass care), CERTs used for damage assessment activities, suspicious activity reporting, and Neighborhood Watch support for law enforcement.

RETURN TO CORE CAPABILITIES MENU

Response: Preliminary Damage Assessment Whole Community Toolkit

RETURN TO Response: Preliminary Damage Assessment Whole Community Toolkit

- "If You See Something, Say Something" Public Service Announcements
- American Radio Relay League: The National Association for Amateur Radio
- Community Assessment for Public Health Emergency Response (CASPER) Toolkit
- Neighborhood Watch Toolkit
- Neighborhood Watch App
- North Dakota State University Disaster Recovery Log App

Mission Area V - Recovery

I. PREVENTION

II. PROTECTION

III. MITIGATION

IV. RESPONSE

V. RECOVERY

Recovery: Planning

Recovery: Planning Whole Community Toolkit

- **Core Capability Definition:** Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or community-based approaches to meet defined objectives.
- **Citizen Corps Contribution:** Citizen Corps Councils organize community entities and help them to coordinate post-disaster efforts to maintain the core functions and networks of their communities, and to develop and implement plans to restore normal community functionality.
- **Example(s):** Citizen Corps Councils can be used as local coordination points, can provide representation on long-term recovery working groups, COOP planning, and can work with community-based and faith-based organizations to temporarily fulfill core community functions and participate in the development of long term recovery planning

RETURN TO CORE CAPABILITIES MENU

FEMA

citizen corps

Recovery: Planning Whole Community Toolkit

RETURN TO Recovery: Planning Core Capability

- Long-Term Community Recovery Planning Process: A Self-Help Guide
- Community Renewal: Community Preparedness Toolkit
- National Voluntary Organizations Active in Disaster's Long-Term Recovery Guide
- Regional Disaster Resilience: A Guide for Developing an Action Plan
- COOP for Smaller CBOs Toolkit (Continuity of Operations for Smaller Community-based Organizations)
- Planning for Post-Disaster Recovery and Reconstruction

RETURN TO CORE CAPABILITIES MENU

Recovery: Public Information & Warning

Recovery: Public Information & Warning Whole Community Toolkit

- **Core Capability Definition:** Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard and, as appropriate, the actions being taken and the assistance being made available.
- **Citizen Corps Contribution:** Citizen Corps and its partners provide critical information to the general public after a disaster, including vulnerable populations, on what resources are available for them, upcoming developments and events in their communities, and what actions they should take.
- **Example(s):** Public outreach, including targeted outreach toward individuals that make use of Meals on Wheels and oxygen, the elderly, infants, special needs population, and others prioritized in terms of housing and other recovery resources; dissemination of real-time updates and notifications; and establishing communications channels with community members about events and meetings. Tapping into established Citizen Corps organization community networks (e.g. CERT neighborhood teams, neighborhood watch.

RETURN TO CORE CAPABILITIES MENU

Recovery: Public Information & Warning Whole Community Toolkit

RETURN to Recovery: Public Information & Warning Core Capability

- New Digital Tools: FEMA App and Text Message Updates
- American Red Cross Apps: Shelter Finder, First Aid, Wildfire, Hurricane, Earthquake
- Neighborhood Watch App
- Ready Georgia App
- North Dakota State University Apps: Disaster Recovery Log and Winter Survival Kit (iPhone and Android)
- Ready Arkansas App (iPhone and Android)
- Nixle Connect

Recovery: Operational Coordination

Recovery: Operational Coordination Whole Community Toolkit

- **Core Capability Definition:** Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.
- **Citizen Corps Contribution:** Citizen Corps Councils work with their partners and other organizations to ensure the coordination of recovery efforts in support of the general public in specific localities across the spectrum of the Whole Community, and collect information that will improve future preparedness, response, and recovery efforts.
- **Example(s):** Providing updates to VOADs and emergency managers, survivor services, engaging consistent private sector support to follow survivors through the longest phase of emergency management, coordinating with recovery-specific entities (e.g. AmeriCorps, certain VOAD organizations, etc.), supporting Long Term Recovery ESF, and providing input into the creation of a comprehensive after-action report.

RETURN TO CORE CAPABILITIES MENU

Recovery: Operational Coordination Whole Community Toolkit

RETURN to Recovery: Operational Coordination Core Capability

- Meeting the Needs of Vulnerable Populations: Equity in Emergency Response
- Spontaneous Volunteer Management
- Hands On Network Volunteer Management Guidebook
- Long-Term Community Recovery Planning Process: A Self-Help Guide
- National Voluntary Organizations Active in Disaster's Long-Term Recovery Guide

Recovery: Economic Recovery

Recovery: Economic Recovery Whole Community Toolkit

- **Core Capability Definition:** Return economic and business activities (including food and agriculture) to a healthy state and develop new business and employment opportunities that result in a sustainable and economically viable community.
- **Citizen Corps Contribution:** Councils and their partners work with individuals and businesses after a disaster to get them back up and running. Citizen Corps-supported volunteers can work with affected families, businesses, and organizations to connect them with resources that can help them through the recovery phase.
- **Example(s):** Ready Business; COOP planning; tools, resources, and guidance for small local businesses to help ensure survival and recovery; CERT volunteers can engage volunteer time and effort from financial counselors to help families and small business owners deal with insurance issues; and supporting FEMA/state efforts to provide individual assistance and information sharing door to door. Damage assessments and community support from CERT teams.

RETURN TO CORE CAPABILITIES MENU

Recovery: Economic Recovery Whole Community Toolkit

RETURN to Recovery: Economic Recovery Core Capability

- Operation Hope Emergency Financial First Aid Kit and Personal Disaster Preparedness Guide
- Family Financial Toolkit
- Disaster Assistance.gov
- A Disaster Protection and Recovery Planning Toolkit for the Small to Mid-Sized Business
- American Red Cross Ready Rating™
- COOP for Smaller Community Based Organizations Toolkit
- Ready.gov Preparedness Planning for Your Business
- PS-Prep – Voluntary Private Sector Preparedness
- RestoreYourEconomy.org
- Prepare My Business
- Extension Disaster Education Network (EDEN) Ready Business
- SBA Office of Disaster Assistance

Recovery: Health and Social Services

Recovery: Health and Social Services Whole Community Toolkit

- **Core Capability Definition:** Restore and improve health and social services networks to promote the resilience, independence, health (including behavioral health), and well-being of the whole community.
- **Citizen Corps Contribution:** Citizen Corps Councils support medical recovery and psychological first aid, utilize networks to connect the community with non-profits for emotional, psychological, and financial care, provide long-term donation management, and partake in strategic preparedness disaster outreach after a disaster.
- **Example(s):** Medical Reserve Corps and CERTs conduct long-term psychological first aid. They provide medical response and recovery. Citizen Corps Councils conduct general liaising with VOADs to connect the community with non-profits, assist with long term donation management, and conduct strategic preparedness disaster outreach after a disaster.

Recovery: Health and Social Services Whole Community Toolkit

RETURN to Recovery: Health and Social Services Core Capability

- Psychological First Aid – Medical Reserve Corps Field Operations Guide
- Public Health Workbook: To Define, Locate, and Reach Special, Vulnerable, and At-risk Populations in an Emergency
- National Donations Management Network
- Substance Abuse and Mental Health Services Administration (SAMHSA), the Disaster Technical Assistance Center (DTAC)
- Spontaneous Volunteer Management
- Hands On Network Volunteer Management Guidebook