

Community Emergency Response Teams (CERTs) on Campuses

May 8, 2013

3:00 pm – 4:00 pm EDT

Good afternoon everybody and thank you for joining the FEMA Community Preparedness webinar series. My name is Lauren Eineker and I will be providing technical assistance during today's webinar. We have a strong line up of speakers that will speak on the topic of community emergency response teams on college campuses.

Just a few technical reminders to keep in mind before we get started. Please turn up the volume on your computer speakers to hear the presentation. A question and answer period will follow the presentation where we will ask you to submit any questions you have and we will do our best to answer them.

A rerecording of the webinar will be posted to the ready.gov Citizen Corps website within 48 hours for you to review and share with your colleagues. The webinar is free and open to the public and includes closed captioning.

Without further ado I'm going to turn it over to Mr. Dante Randazzo with FEMA's Individual and Community Preparedness Division to get us started.

Thank you, Lauren. Good afternoon everyone. My name is Dante Randazzo I'm with the FEMA Individual and Community Preparedness Division. Our webinar today will focus on campus CERT program. To provide some background on myself; I actually established a campus CERT program myself at Georgetown University about three years ago. We provided CERT training to faculty, staff and students in Georgetown as well as staff members from several other universities in the District of Columbia who also participated in the training so they could take it back with them and establish their own programs.

The program has been a success and is particularly a great model for volunteer engagement with regular correspondence, training and exercises for all Campus CERT members.

Today FEMA wants to help other colleges and universities establish this useful and practical program for making the campus safer and student, staff and faculty better prepared for disasters. FEMA is developing tools and resources at the national level but many schools throughout the country have already established outstanding programs that can serve as models for other institutions of higher education interested in adopting the campus CERT model. We have three schools with us today, University of Southern California, Michigan State University and North Carolina Central University. These schools will be sharing their experience with the campus CERT program, how CERT has benefited their campus communities and insights for any other schools interested in following their footsteps.

The purpose of today's webinar is to let you know about the resources that we have in development to make it easier for colleges to begin and implement campus CERT programs and to share some strong examples of program from throughout the country. We hope after this webinar existing CERT programs nationwide were reductive will reach out to colleges and universities in the community and encourage them to get started on their own. We also encourage colleges and universities to reach out to CERT programs near them to get started.

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For those of you unfamiliar with it, the Community Emergency Response Team or CERT program is used to educate people about the disaster preparedness or hazards the impact their communities and train them in basic disaster response skills such as fire safety, light search and rescue, team organization and disaster medical operations. Using the training learned in the classrooms and during exercises CERT members can assist others in neighborhood, workplace or school following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

The community emergency response team concept was developed and implemented by Los Angeles City Fire Department in 1985. Emergency Management Institute and National Fire Academy adopted and expanded the original CERT material. In 1993 they began making the program available nationally. Today there are over 2000 CERT programs across the country. Be back next slide please.

This year FEMA has begun a nationwide effort to apply the established CERT model to the campus environment. The first campus was to train the trainer pilot program called by the school of criminal justice at Michigan State University through grants of homeland security. One of our speakers today is from Michigan State University. Since then that over 100 universities and colleges throughout the country have already developed CERT programs but there are thousands of institutions of higher education United States. We need your help to raise awareness throughout this program and to encourage more college and universities to adopt it.

To support local programs we are currently developing a number of resources to help community colleges and universities develop, implement and maintain Campus CERT programs.

Campus CERT educates faculty, staff, students, and other participants about hazards relevant to the local community and trains them on basic disaster response skills to be better prepared for them. Trained volunteers can assist friends, colleagues and others on campus when disasters occur helping to keep themselves and others safe.

CERT can also be tailored to each campus unique features and needs. For example at Georgetown we [indiscernible] the universities infinite command system. We taught all of our participants about emergency response procedures at Georgetown to better support the response. We also created a directive that outlined the expected operational roles of certain members during an on campus response.

CERT can help prepare campuses on a wide variety of incidences including national disasters, serious illness and pandemic incidences, acts of violence and terrorism and incidents involving hazardous materials. Students, faculty and staff who complete the training may also find the new knowledge to be valuable in their home in event of an emergency.

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Currently FEMA has the following tools and materials for CERT available on our website online. This includes a free online independent study course that serves as an introduction to CERT for those wanting training or a refresher for current team members. You can also browse the CERT curriculum program that we made available online for basic training as well of the training for CERT instructors and program managers. A CERT PowerPoint deck is also available. Many of our materials are also available in Spanish and low vision formats.

We have also developed training modules that programs can use to compliment basic curriculums. This includes modules on search and rescue, animal response, emergency communication, leadership, traffic and crowd control management, flood response, firefighter rehab and exercise logs and all these resources are available at the hyperlink on this slide.

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We have also already developed a Campus CERT Annex for our CERT instructor guide. The Annex is designed to help qualified CERT instructors to teach the course on a university or college campus. The Annex prepares instructors to equip college students, faculty, and staff with the skills needed to responsibly and safely react to emergency in their school or community. The Annex also includes background information on Campus CERT program, information on planning and marketing the Campus CERT program, unit by unit breakdown of modifications to the original course curriculum that would make training more applicable to training higher education setting.

Just to make it easier to find, if you click on the hyperlink that is on the slide and scroll down you want to look for the hyperlink that's circled here. Scroll down the page until you come across to the CERT Annex which is chapter 14 in the instructor guide.

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FEMA is also currently working on a webpage where we be hosting all of our content for campus CERT. Tools and resources that we are currently developing include a program launch kit including implementation guide and guidance on liability, sustainability, outreach and promotion and team activation. We are also developing pitch packages and sample templates that programs will be able to use to get their programs started and to keep them going.

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If you're looking for support for starting Campus CERT, I encourage you to check on the webpage general CERT page at www.fema.gov/CERT, you can also use the page access many of our online

resources and he could find local CERT programs near you that will help you establish a program. FEMA also encourages CERT local programs to contact colleges and universities in the community to help them establish CERT programs. Colleges and universities should seek each other out to work together to make the community stronger and more resilient.

FEMA can also provide technical assistance directly to you. All you need to do is contact their technical assistant support at CERT@FEMA.DHS.gov for answers to questions and general program guidance. To request printed materials please contact your state CERT or citizen coordinator using the link.

We also want to hear about your program. If you currently have campus CERT program or a successfully established one please let us know. Every quarter we put out a newsletter that also promotes CERT programs or CERT action feature. We would love to feature more stories about campus CERT programs from around the country. So few [indiscernible] have one let us know we would love to hear about the great work you're doing brought the country.

With that I would like to introduce our first speakers, Kenny Fisher and Joe Petroff of Michigan State University.

Thank you, Dante. Welcome to the program. I am delighted that Dante gave the inroad about how Michigan had been a part of the original grant process. I'm happy to say I was on the ground floor for that and I think this program is one that is exceptional.

As you can see Joe and I have different functions here at MSU and Joe is currently working as the lead for campus CERT here; while I take on more of an administrative role in oversight of it. Next slide please.

The four things would like to talk about our first the benefits of the program as we see them in some of the challenges of implementation. Within that I think there are some critical lessons we learned and we would like to give you tips were successful ways to move forward.

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One of the first benefits of the program and the thing that I had to do is try to sell to Michigan State University was the fact that we already have a large population on campus that probably would become involved in disaster response. So rather than reaching outside of our own paradigm getting people who are already here and training them in a proper way with a 20 hour CERT training so that when they did respond they could come forward and assist us here.

The secondary effect of that is now during the summertime as those students and others go off campus, now they go back to their own community and provide the same sort of support and benefits to their own cities.

Good afternoon everybody my name is Joe Petroff, Penny introduced me a few minutes ago, and we are sharing this presentation in tandem, just talking a little bit more about some of the training benefits. It is important for us as well to have people on-site who are trained in disaster responders. Hopefully

people within our community who are knowledgeable of our environment as well as making sure that we got track of all of our assets for our planned events.

Michigan State University we use our CERT training as a baseline training for a lot of our other emergency management activities as well.

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It also provides a pathway for people who are interested in getting involved in community events. As well as getting familiar with language that is used in incident command type settings. We require all of our team members to be IFC compliant and take the introductory classes as offered through FEMA online.

It also allows our members to meet with other community members with our partner with East Lansing community to provide joint training so therefore any event that may occur are washed over into our neighboring jurisdictions we have the ability to have our community members helping as well.

An example of this is we have campus CERT members who are involved in our local events that occur at the Thanksgiving holiday when we do that trimming tree at downtown Lansing there are about 10,000 people in attendance. They're very well accepted because of the continuity training that we have from both of us. In addition they help us with our own emergency evacuation shelter or secure drills that we conduct a cross campus. Many of them are part of or action teams who are trained to facilitate those different protocols occurred within resident halls and our academic buildings across campus.

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These are just a couple of visual examples that you are seeing on the screen. The first one you don't need to go back to necessarily, the first one is -- thank you. This an example from our emergency action plans. We have a training curriculum that we have set up with different requirements for different team members who may respond in different emergencies. One of the smaller lines on their I know you cannot see it very well, is that we do offer 20 hour CERT training to all of our team members who are interested in being involved in the community.

But if we have somebody who is operating in a facility and is designated an emergency action team leader we strongly encourage and in many cases even require that those individuals go through CERT training so they are familiar with those basic concepts.

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The next thing we will talk about challenges to implementation. Thank you.

Obviously we have some liability concerns for civilian helpers. MSU is a self insured organization. So we need to make sure if somebody is working as a non-employee that we are ensuring they are safe and in

the event something happens we are properly taking care of those people. Staff events also represent our response program but also people who are working at those events represent the University. People often don't know the difference between a CERT team member and at MSU staff member. So it is very important that we educate our CERT volunteers on that dual role representation that they serve in.

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Certainly MSU is a unionized organization. So we had some issues in implementation that people would be volunteering and they would be employees and not be properly compensated. So we really had to work within that environment to make sure that union contract did not interfere with how we were going to do our own work task and get by from the union leadership.

Secondly the CERT events can be dependent on the department's willingness to actually provide release time for training and events people may work. So some units and divisions on campus were much more willing to provide that opportunity for people to be in the special events just for the mere experience they would obtain.

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Also some events to coincide with work schedules. This is true for all CERT programs but particularly for the university environment. We have people who are scheduled to work at all times of the day. Some people are scheduled to work doing events they may want to volunteer for so we need to make sure there is good communication between the CERT volunteers and their supervisors to make sure that we can get people who may be working to come volunteer for events on shift. But also that can be a challenge for filling schedules to sometimes because we have people who just cannot swing over from their current jobs shift to volunteer.

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Also a challenge for all CERT programs is maintaining interest, keeping team members active and engaged. That can be a challenge. One of the ways we try to do that as Penny eluded to is we support participation in other area communities CERTs, so people who become trained at MSU as a CERT team member are also encouraged and welcome to volunteer at local events that are held by Lansing and by East Lansing CERTs.

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Also when volunteers come into the CERT program we spent a lot of time focusing on some very exciting tactical items such as light search and rescue, fire fighting and some other things including first aid disaster medical operations. So for someone who may be in a campus environment it can be a challenge to keep them interested if they find that when they are being deployed they are working in less tactical roles. So one way we try to keep their interest is there is a good opportunity for our CERT members in Michigan to attend other types of training activities that happen throughout the state that can add to their skill set and help them exercise and learn more in those areas they are interested in.

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These topics we like to talk about it are lessons learned and suggestions for you moving forward.

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When we look at how we originally set up the implementation of the program we start off within the police department and had to really think dynamically how we can utilize the resources across campus. The Office of Residential and Hospitality Services which is our housing paradigm in residence life was a natural fit for us. So when we started out we had to really worry about how we were going to deploy and set policy for deployment needed to be done early on. So I would suggest to you that you clearly identify where you deploy personnel and how they will deploy. Certainly recognized that self-deployment is not a good way for people to perform.

I always say that anyone can be trained in Campus CERT, not everyone can serve on our teams. That is the logic behind those who have the skills necessary or not.

It takes away the question of where can I go on my own and who can request me. However they can join as many other teams in the area as they choose to. And meet whatever requirements that those teams have in existence.

I really think about those with criminal backgrounds. Most of us would think that is funny but we have had that background checks where we have identified people with prior felonies or sex offender registration issues so we want to make sure that we do a good thorough background investigation.

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A couple of things that we found very helpful; one is in this is not necessarily following the slide but getting a focus group together to lead the initiative from across your campus community. This build an internal voice, helps build the team and allows for good interaction between if you are unionized environment, different union representatives that you may have at the table and having those questions at least out on the table early for discussion.

The other great thing about developing a focus group to lead your efforts is that this gives you a number of resources from across campus. Penny mentioned that the police department is working heavily with the department I am a part of which is housing. It benefits us a great deal because we are able to draw on each other's resources.

One of the other items we have done is created an identification card. There is my card. This is helpful because it allows us to prevent teams when people arrive on scene they can be easily identified. You can also do a card for different levels of training if you like if that helps you put them in the proper area for a large cascading event. It also assists if you do choose to use accountability system to track your assets to make sure people are put in the right places when they arrive on scene.

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One of the things that Penny did was talk about the background check protocol. We recommend doing this early in the training process, the first or second session. We are fortunate that we have our police do the background checks on campus. We have often would when we had people who were concerned we still allow people to complete the training. In fact not even for issues related to background checks we might have people sign up for the course and due to their busy schedule may not be able to complete the training or maybe taken the training and realized they just do not want to be a highly active member of a CERT team. That is fine with us we still like to have those people involved to give them as much training as possible.

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That may be it for us. Our last slide was our contact information. Joe and I would like to thank you for the opportunity to actually talk to today and look forward to any questions you want to throw our way at the end.

Thank you both. We will have time for Q and A once all of our speakers are concluded. Thank you again to Joe and Penny. Our next speaker will be Steve Goldfarb from the University of Southern California.

Thank you very much. I am glad to be here. I want to give you a background on the University of Southern California located just a couple of miles south of downtown Los Angeles.

We have the main campus at Exposition Park and health science campus with our medical facility and medical school just a few miles away. We have approximately well over 36,000 students, over 18,000 faculties and staff in the number of our residential students is growing right now at 9000, we expect that to grow. We have two hospitals and clinics, major focus on research to sports arenas and very soon we will be operating the Los Angeles Memorial Coliseum.

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Our CERT program began back in 2006; we had a first course taught by the Los Angeles City Fire Department which was the very first fire department that actually created CERT. We had them teach it first, had a lot of lessons learned from that and decided shortly thereafter to go in-house with our training. With the intention of customizing the training.

We find that by having people that are teaching the class that know our facility, know the campus, know the hazards and how the emergency operation plan works it makes over all for a better class so that every time we have a session we can talk particularly about what goes on in campus and what to expect.

All of our students are a combination of staff and faculty. I will talk a bit about the student class we had in the past in a moment. But we offer classes during the week, during work hours and we basically ask supervisors to give permission to the staff to be able to come to the class when you have not had any problems with that.

We have had a student class very early on a student class we were able to fill rapidly with 50 students. The pros were that we had very enthusiastic students, many of which had skills that came with them, such as summer lifeguards, we even had firefighters, just a great group to work with. The cons that we found with the student class is that once the class is over it is very difficult to get them back to do any type of review or skill sessions.

There were always several students that would come but a majority would have a hard time with their classes and just things that they needed to do. And of course if they are here for four years then at the end of that for years they are gone and we lose them.

So we made a choice at that point that we wanted to focus more on staff and faculty where there was more stability and more reliability.

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So our in-house training, all of our instructors like I said are from our staff here at USC and we have a lot of expertise. I work with our Emergency Management and Fire Safety Department. We have firefighters, emergency medical technicians, emergency managers and then we also call upon experts that we have throughout the university, such as work and family life which has experts on psychological first aid. All of our active members from past classes are always invited to come. Over the course of time since 2007 we build up a cadre of people who are very enthusiastic about teaching certain portions or certainly having a force multiplier during the skill session to help us with more 1-on-1 training and testing with the students.

For in-house training there's always the expense. For many of you that might be starting a program in wondering about cost. There is equipment that is a one-time purchase. Of course after many years you may have to reinvest in the equipment but for the most part things like mannequins or fire extinguisher trainers are one-time purchases. And then there is the ongoing supply like first aid supplies that you use over and over again. We do purchase the response kits per student. They run is about \$130 each. That has the essentials that each student gets to have in their office to respond when they need to.

As far as space here at USC, space is a premium. It is not easy to get space large enough to do trainings, but what we do is we found having the staff and faculty in the class helps us build our partnerships and relationships across the campus. And by doing that we have built relationships up where finding space is not an issue.

We do provide review training, as far as I would get more into detail what we do later on but as far as resources are concerned we kind of go with the one hour, one skill, one drill concept which does not require a whole lot of time. And we are reusing supplies so it is not really a big expense to provide review training.

We do allow staff to join in the program if they have had CERT somewhere else in an approved CERT program in the past two years. I realize there is no expiration on these trainings, however the school retention if you don't lose that you lose it guide training. So we say if you had it in the past two years

you can come join us and what we do have them sit in on certain portions of the training especially the drill that we do at the end of the class so they can understand how it works here at USC.

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How does CERT fit in? We do utilize the incident command system. This gives you an idea of looking at the operations portion of our organization chart. We have listed there all the different departments within USC. Many of which are the same at your facilities such as public safety, facilities, auxiliary services, housing, hospitality, our transportation, student affairs, public relations and so on. So CERT fits into our public safety as far as response. They set up a command post and work side by side with public safety in event of an incident. Public safety is our security/police here at USC. Next by please.

When we put together this program, we tried convincing our folks that we need to have a program like this. We started off with one class limits with the fire department and built it up. It just snowballed from there. Ever since then we have had about 2 to 3 classes each year with between 50 and 60 people in each class. Literally when we put out the word we are doing a new class the class fills up within a couple of hours. That is how popular it has become. When you look at all the departments you have at any university you might have a food service department that can handle the food, you might have housing that can handle shelter and so on but who handle search and rescue. There's no department for search and rescue; when you look at CERT that becomes the group to do that type of function.

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We have a disaster medical plan here at USC that involves our Student Health Center and they are in charge of it. In the pictures you see in the slide are from a drill we did not too long ago related to the shakeout drill that we do here in California.

The disaster medical is supplemented by the CERT members and CERT members go out and they do the search and rescue in all of our buildings and they transport the patients to the treatment area. So we have built up, we practice with our student health are dental school in the school has something to with medical they are involved in our program.

You also see in the lower right-hand corner picture of a trailer which has medical supplies which we purchased a while back to build to bring us supplies backboards and various things where we need it.

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When it comes to fire suppression in all CERT programs it is always the fire extinguisher training. Some programs teach the use of fire hoses. Here at USC we have our own fire brigade. We have our own fire engine and firefighters that are on staff within our department.

What we do is go another step, and we teach all of our CERT on how to utilize the fire hoses and to do fire suppression. We are not training them to be firefighters, were not putting them into buildings, it is more or less to provide section on the outside.

So if we had a major earthquake which is our biggest threat here in Southern California and 911 is not available and not be able to get the fire department here, which is the scenario we can start protecting our property. CERT members not only know how to use the hoses but they are also helpful in picking up the house and moving to the next fire. Helping make connections with the fire hydrants. They really get into it.

As mentioned in the previous presentation there is a job for everybody but not everybody is cut out for every job. When it comes to this of course there is a group of people who usually from each class enjoy it and are able to do it. So we are very careful who does these particular roles. Then there is ongoing practice throughout the year.

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Keeping interest. What we do is we do quarterly reviews. One hour, one skill, one drill. We don't want to take people time to much, we tell them it will be a half-day or full-day, and typically you lose people. But when you come from start to finish it will be in hour and you make it quick and focus on a particular skill, it is fun and it is less time-consuming.

We also do call out drills. We use our emergency notification system we put our CERT members in a special group and we push out the notice for them to show up so we are testing our ability to get everybody together quickly. CERT is also involved in special events. From our commencement, we have an event called the fountain run, football games, preparedness fairs, anything to do with fireworks or bonfires we utilize our CERT members for safety there as well.

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That is a quick overview of our program at USC. I do want to point out a couple of things besides my email there. I invite everybody to feel free to contact me if I can help you in any way or if you're in Southern California and want to come check out what we have here, I would love to have you.

There also two links to two videos. The first video is a general emergency preparedness video at USC that features our CERT program. The other is a good one for if you're trying to create a CERT program and convince your administration to invest in a CERT program; it's the great California Shakeout Trojan style. It's a video that really shows CERT in action with a lot of the skills they are learning put all together. So I would encourage you to take a look at that video.

That is mine. Thank you.

Thank you very much Steve. Our final speaker today will be Chris Herring of North Carolina Central University.

Good afternoon. My name is Chris Herring; as stated. I am the executive director of the Institute for Homeland Security and Workforce Development here at North Carolina Central University. With me today also I have Ms. Dana Hart-Raynor, who is a team leader for our campus CERT.

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NCCU is a HBCU, a historically black college university located in Durham, North Carolina which is the home of the Research Triangle Park. I will be coming from a little bit of perspective in discussing CERT for academic credit as well as university and community CERT.

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We really think of our CERT initiative as collaboration. Without this success and cooperation of many entities it would not be possible. North Carolina Citizen Corps, CERT division has really helped us out. Durham County and city first responders, North Carolina Central University Academic Community Service Learning Program, that assist us in engaging students when they receive community service credit. At NCCU each student must contribute or give at least 15 hours per semester towards community service.

NCCU Police Department and Emergency Management, Sergeant McLaughlin and you will see more information on him towards the end, is a critical resource in the success of our University or campus CERT initiative. The Department of Criminal Justice and within the Department of Criminal justice we do have a concentration in homeland security and emergency management and the Institute I run.

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On our previous slide no need to go back you did see a picture of our academic CERT initiative and some of the students during training, as well as on this slide here you see some the training going on some with of the students. In spring of 2011, we offered CERT for academic credit it came up under the umbrella of a contemporary problems course for three hours.

So students were able to participate in CERT and receive academic credit towards their degree. Of course during those sessions they received CERT basic and train the trainer curriculum. That particular course consisted of 15 participants and one faculty member and one staff member. Students knew in advance that they participated in a training which took place during the day. Some evenings and some weekends to make sure that all of the hours that are needed for an academic course could be met. Once again they were able to receive eligibility for community service credit. Part of our success from that perspective is because of the support of the Chair for the Department of Criminal Justice, Dr. Harvey McMurray who also participated in the course.

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What you see on this slide is a simple recruitment flyer that was distributed around campus, through the Internet in different areas, to recruit students. With the understanding many of the students and faculty and staff were not familiar with the CERT at all, so this provided some of the basic information on what they might expect.

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While the writing is rather small and we can provide information on this to our website, the course set for academic credit we had our goals of student learning outcomes. This just provides an example of what might need to be done when you're offering CERT for academic credit. We have our specific learning outcomes and the means of their evaluation.

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Now as we switch over to -- I will mention this in reference to our CERT for academic credit. It allowed students to take their experiences back to their communities. We have many students who represent underserved communities and we just see North Carolina Central University as being a catalyst for exposing many communities throughout the state of North Carolina and country to CERT, especially maybe those communities that might not get that exposure otherwise.

In addition, we are exploring a follow-up course that focuses on assisting students to do that specifically. Go out into their home communities and strengthen or start or join current CERT initiatives.

In addition to CERT for academic credit, we do have a campus CERT as well. You've already heard a lot of the information about the University and campus CERT. Some of the highlights for our campus CERT in 2012, it was started with nine students. They receive the basic training course. To keep students engaged and also to assist the University community. Our CERT participants and members have assisted in many majors throughout the University. As you can see for example they participated in the strategic national stockpile tabletop exercise with Durham County Public Health of the Medical Reserve Corps and they assisted with packaging and distributing medical supplies for mass dispensing drill in a medical crisis. You see pictures of our University CERT students to the right. Members have also assisted university Police Department with crowd control and traffic duties at many NCCU football games.

They have also provided non-disaster volunteer services at the voter rally sponsored by Obama for America campaign. So these are some examples of how our CERT team members can be engaged with different activities throughout the community and it really assisted in helping keep them involved.

Members have assisted University police with crowd control and traffic duties at homecoming parades and football games.

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Just a couple more bullets on campus CERT activities. This number has actually been increased. Volunteer hours total more than 2,100. We see that as a major plus for the University, especially for a Smaller University around 8 to 9000 like North Carolina Central University. Members committed to volunteering for fall commencement. Our members also participated in Operation Eagle, that was something that was put together by Sergeant McLaughlin and it was excellent. It was tabletop exercises that focus on terrorist and active shooter. It was one of the largest in the country. It was a large full-scale tabletop that had 350 participants, 31 agencies and 13 SWAT teams. So we were glad to have our CERT members assist with that great exercise.

Members have participated in Martin Luther King celebration week. Of course funding is an issue and we are fortunate to partner with North Carolina Citizen Corps and as we continue to seek additional funding you can see some small grants that have been awarded.

At this time we have more than or approximately 42 trained volunteers, some as train the trainer and some from faculty and staff positions.

We are moving forward with involving our local communities in CERT. There has been some interest in the surrounding neighborhoods to get involved with campus CERT, because as we well know, when it comes to boundaries there really are not any and especially for some historic neighborhoods that we have here in Durham and around North Carolina Central University.

Our meetings started as bimonthly and then were changed to monthly.

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Once again I think one of the key attributes of NCCU CERT initiative is the collaboration. Ms. Dana Hart-Ray nor is the NCCU CERT volunteer team leader. She really took things off and running as a graduate student. So getting students involved. Sergeant Robert McLaughlin is the University Police Sergeant and emergency management CERT coordinator; and he has extensive experience in local law enforcement and emergency management and brings many attributes. Ms. Faye Stone and Patty Moore, North Carolina Citizen Corps and CERT from the state perspective; they have assisted us from day one and we look forward to that continued partnership as we rely on them.

Once again Durham County and city CERT, first responders that plays a major role in training our members in participating. That is key and crucial because we know of course if there is an event the city and the County first responders may play a role so there is are some relationship and experience there.

Dr. Deborah Bailey is over NCCU Academic Community Service Learning Program. We think that is important because that brings an interest to some students since they must complete community service hours, what better way to do it then also providing and supporting the campus here at North Carolina Central University.

And Dr. Harvey McMurray, Chair of Department of Criminal Justice who has been a strong supporter and catalyst as well. So from NCCU we see collaboration. We like to think that we took the whole community approach.

Next slide please.

There is some contact information, because each of these individuals plays their own unique role as we continue and as we grow. So in case there are questions or comments for specific areas we have provided that information.

Next slide. That should be it.

Chris, thank you very much I would like to thank you and our other speakers today for sharing your time and expertise.

Before we open the floor for questions, just as a reminder the recording for this webinar will be made available if you look in participants tips to the left of the main window, at ready.gov/preparedness leaders/ webinar library. All of our webinars are posted. If you review the webinar recording you will be able to access all links and contact information that's included in the slides we presented today. That should be loaded onto our website in just a couple of business days.

I want to again encourage existing CERT programs in colleges and universities to reach out to one another. Help each other establish campus CERT programs throughout the country and help to create stronger and more resilient campuses and communities.

Please do remember to share your success with us. If you have a campus CERT program we would love to hear about it and finally a way to feature your program. If you do have a Campus CERT program you established please let us know. As always please share feedback with us by e-mailing CERT@FEMA.DHS.gov.

I'll hand it over to Lauren will go over the Q&A process.

Thank you Dante. As you can see there is now a question and answer chat pod on your screen. Participants feel free to insert any questions into the chat pod. And click send and we will have our presenters answer your questions. We will wait a couple minutes for some questions to come in.

Our first question, for the USC program, how did you perform the Callout drill?

For the Callout drill, we have our emergency notification system that of course is used, that most universities have that you send out text messages or e-mails letting people know about an emergency happenings on campus. So what we have done is take all of our CERT members and put them into a special group within that system based on campus location. And we are able to send out a very quick blast to them so we send out a blast that this is a drill. Report to the rally point and we have people at the rally point that is predesignated for CERT members. Once we launch that, they start coming out.

What that allows us to do is first of all get a sense of how long it would take to get people out there. Of course it is a non-urgent basis, but also once they get there we take advantage of the fact they are there review some kind of quick skill. Have people check in following standard procedures we have of signing in, even practicing assigning tasks and forming teams and leaders. On some of the drills we've gone as far as simulating the dispatching teams to send them out with different issues. To create an incentive we also given things out such as CERT pins or patches or just things to give them incentive to participate.

I hope that answers the question.

Thank you, Steve. Think we have another question for you and also probably for Chris. What role do the CERT teams play during football games etc.?

For football we have an incredible amount of people on our campus for tailgating prior to the game. So our CERT members serve in a couple of roles, one is first aid. They will work with our fire and emergency medical services folks to provide mobile first aid teams or stationary first aid stations. They may also play a role in traffic control or crowd control. That is the primary thing. Also we when get closer we have a shakeout drill that a lot of states now are participating in for earthquakes. Big game prior to that we will also take advantage of them by helping us spread the word about the shakeout and pass out preparedness information.

Excellent. Chris Herring with North Carolina Central University; pretty much the same, traffic control and crowd control. Also we realize the importance of extra eyes and ears by members being trained in aware of just having the extra eyes and ears in addition to traffic control and crowd control. >> Okay we are waiting for some more questions to come through.

Okay our next question is how do students get academic credit for their campus CERT participation? What is that process like?

Excellent. At many universities and colleges you have courses that might be like a contemporary problems or special problems. The different departments have the leeway to make the topic focus on whatever they want to do, that's a process we went through so we did not have to develop and have a course run through the formal system. We went with the contemporary problems so it was already there, so the syllabus and learning outcomes were developed, then students were recruited.

Thank you Chris.

Our next question is, how do you maintain continuity with CERT in view of the frequent turnover and often transitory nature of students?

Penny and Joe would you like to chime in?

Sure unfortunately Captain Fisher had to step away but I would be happy to take a stab at that and any other colleagues care to join in. I alluded to by Chris there is a lot of turnover. At Michigan State we tried to get as many of our resident assistant people that live in our resident halls to participate in our CERT program. That is a high area of turnover for us. The continuity comes for full-time team members and volunteers that are also required to go through CERT training. By making it a baseline of our training for our emergency action plan, we have people who keep the porch light on with the program. But interestingly enough we do struggle as people come in we have strong leaders that come in and emerge and take on good volunteer roles to help keep the organization maintained, in certainly we feel their loss and they move on. But for us by tying it to our emergency management plan we are able to maintain some continuity.

I'm happy to hand it over to any other presenter.

Well North Carolina Central University, this is where our collaboration was key in having a team leader like we had with Dana Hart-Ray nor. She was able to keep contact with many of our participants. The monthly and the bimonthly meetings in addition to activities played a major role. We held onto the majority of our students and participants there.

In addition the community services played a critical role there since they have to do that. That was a great encouragement as well.

Thank you Chris.

Our next question is we have lots of questions which are excellent.

If you currently have a campus CERT program how do you overcome the challenges of keeping members involved?

Anyone like to take a stab at that one?

For North Carolina Central University, I think once again the key is having plenty of activities. Sergeant McLaughlin with the Police Department, he has a number of tabletop exercises and they are interesting and exciting; in addition to the University events such as the football games, and then also collaboration with Durham County CERT. So when we include our local city and county CERT unit who are always doing training that helps. They are coming for specific reasons and they are also earning the training hours.

At UNC I mentioned that. It is keeping it is keeping involved with the drills or training exercises that we do quarterly at the football games, also other events too. We have the Los Angeles Times Festival that brings 150,000 people over the course of a weekend on our campus so they support us with that program. Also all the drills that we do, other parts of the campus and in the community and many of our folks are also part of their local fire department CERT program and the fire department puts on two big drills a year for CERT members. We encourage our CERT members to go to them as well to keep their skills fresh and interest fresh as well.

Thank you Steve.

Our next question is what methods you use to contact or call out your local CERT teams in emergencies. Do you use cell phones, text messages or other forms of communications?

We list serve at Michigan State University to keep members engaged with communication, it also breaches of with the previous question about keeping members involved. When people do become a Michigan CERT member we do get them involved with our list serve and are able to interact with them that way. We do use cell phone based mass notification system to do callouts in emergencies.

USC is the same thing. I mentioned the call out. We use our emergency notification system. But we do have a policy that says if we have a significant event on campus like an earthquake that certain members should report to a rally point. Not to start on their own wherever they but to come to rally point to check it in the event something happens.

Thank you. Our next question is would you recommend members of the ROTC and Civil Air Patrol to get involved with the Campus CERT programs?

Anyone have any input?

For USC, we have taken a focus away from the student population but the ROTC program here; we do what is called CERT Lite which is basically some of the modules from it. We don't make them a full CERT, but we provide their first aid training, fire extinguisher training, basic other skills so that they can supplement our responders if we need to.

North Carolina Central University we open it to all students and we definitely would encourage ROTC students. It does make sense and now that we hear we might even target them more specifically considering the unique traits and interest they might bring.

Thank you Chris. We're going to take one more question and it is almost 4:00 PM. But if you'd like to remain on the line with us we'd be happy to answer a couple more questions if that is okay with the presenters.

Our next question is can you give an example of your one hour one skill one drill program for your quarterly reviews. This direction is directed towards Mr. Steve Goldfarb .

Sure. Most recently we had people come out and meet us at a building that was being renovated. So we had them come to the front of the building, gear up in their gear, make sure their safety gear was is on. There we went to the building to practice search and rescue techniques. We searched the building, went through in small groups as instructors we were able to talk but the finer points that they need to pay attention to. Afterwards we debriefed and we were done within that hour and that was all we focused on in that time period. What is important to is that we try not to do classroom type training we actually go out and do something hands on?

Thank you Steve. Our next question is who is able to dispatch CERT teams on your campus? Is it the campus police, OEMS etc.?

At Michigan State University we are very fortunate that we have a campus police force with very good resources to serve the campus and community. And at MSU it is the MSU police and MSU police alone that would deploy a CERT team.

At North Carolina Central University, the same. That's why we're very fortunate to have Sergeant McLaughlin with the university police department who is officially our CERT coordinator and emergency management coordinator, so he would handle all of that.

At USC it is our Public Safety or our Emergency Management Departments.

Thank you. Just one second.

The next question, do any of you have comments or suggestions for starting a CERT program at a junior college or community college?

This is Dante Randazzo again from ICPD. Yes committee colleges and junior colleges absolutely can and have started campus CERT programs. There are a large number of community college in California for example who have established Campus CERT programs. My understanding is the procedure for community colleges is not that different from the way it works at a four year institution.

And Dante that looks like all the questions we have for right now.

I think if everybody is okay we will wrap up. Thank you everybody for joining us again. Please fill out the exit poll questions. If you have time we would love to receive input on whether or not you felt this webinar was useful.

Thank you again to all the presenters for taking the time to speak with us today.

Have a good one everybody.