

Montgomery County CERT Steering Committee Meeting Minutes

July 8, 2013

Steering Committee Members in Attendance

Greg St. James, Program Manager
Steve Peterson, President
Tricia Laut, Treasurer
Jay Wilson, Outreach Coordinator

Tom Smith, Operations Coordinator
Carl Brill, Comms Coordinator
Cynthia Halota, CPR Coordinator
Patrick Benko, Social Media Coordinator

Steering Committee Members not in Attendance

Marcy Fine, Secretary
Rick Dunn, Vice President
Denise Gilmore, HR Coordinator

Kathee Henning, Training Coordinator
Ben Koshy, Operations Coordinator

Jay KapLon, IT Coordinator
Ken Ow, Logistics Coordinator

CERT Members in Attendance

Mike Slingluff

Bob Marques

Program Manager Updates

Greg provided updates on the following:

- Montgomery County Fair (August 9 - 17 2013)
- Outcome of CERTCON 2013
- New grant funding procurement documentation

Greg will clear with his chain of command to seek to minimize our activity in this year's County Fair to Kids' Day and the weekends. Note: We will not be providing support at the Fair on August 11th because that is our Potluck Party date. Greg will ensure Matt Lauer (photography) is available for at least one of the days at the Fair and be able to provide training on setup, usage, and takedown of the photography equipment. Greg is the POC for the Fair this year.

CERTCON 2013 was successfully held in Virginia; however, the amount of time invested in the hotwash at the conclusion of the exercise on Day 2 was insufficient, therefore, Greg is offering to hold a meeting this Thursday (July 11th) at Apollo's Restaurant in Rockville for members to meet and discuss their experiences from the conference. The meeting will be at 5pm. Steve will send out an IAR message and email to the members who registered for the conference.

We are just about ready to provide Mike Goldfarb from MCOEMHS the final grant funding procurement document (spreadsheet) containing all the material/equipment MCCERT sought in the meeting between Greg, Steve, Chris Voss, and Kevin Grubbs several months ago. The procurement of 10 MURS radios is the next item on the list of items to be procured. The procurement of Constant Contact services was re-added to the list at the request of Steve. Constant Contact provides external communications for MCCERT.

Officer Updates

Steve provided updates on the following:

- Status of potluck party coordination
- Training class survey consolidation

- Consolidation of registration forms
- Continued customer service with recent graduates

Steve iterated the importance of having experienced MCCERT members attend the potluck party not only to celebrate the 10 years of service to the community, but also to introduce themselves to the newest members. A large majority of those in attendance at the steering committee meeting had not yet registered. The planning for the potluck party has been moving along seamlessly between Anne Culver and Tricia Laut, with minimal oversight by Rick Dunn. Steve has completely removed himself from the coordination portion of the potluck party.

Steve stated he needs to get with Rick Dunn to ensure the collected surveys from each training class get consolidated into one document so we maintain one gold source for data.

Steve recently sent out to the Officers and Coordinators a draft consolidated registration form for new trainees to fill out, as opposed to three separate forms, which several items were redundant. To date, he has received only two individual's feedback on the form. However, there was consensus at the meeting that consolidating the number of forms to one was a good idea.

Steve continues to remain concerned over the speed of bringing on board recent training graduates whom had proactively communicated interest in joining Montgomery County CERT. 16 individuals have been entered into IAR, however, they are no closer to becoming a member until the fingerprinting and background checks are performed – which cannot be scheduled until the graduates are entered into PIMS. Both Greg and Steve insisted that if any of these newest graduates have requested CERT attire, such as a vest, they are to receive one rather than be told “no”. The policy has been to not give a training CERT attire until they have become a member; however, given the delay is on our end, this policy is not appropriate. Like in the June Steering Committee Meeting, Steve concluded this portion of the meeting stressing it is imperative to maintain new member enthusiasm in MCCERT.

Coordinator Updates:

Outreach

Jay Wilson reported that Choice Hotels is ready for MCCERT to come provide training and education. Jay also mentioned that the June 12th NARA Health and Safety Fair was cancelled on the account that we could not round up enough volunteers to support the event.

Training

Kathee was not in attendance; however, Greg shared that new dates for fall training have been determined. Also, that we need to discuss the feasibility of providing Train-the-Trainer training. Steve recommended we table any decisions related to training until Kathee was available to provide her input.

Communications:

Carl Brill continues to work on the Communications Plan which will feed into the Operations Procedures that Tom Smith is working on. Carl provided Steve with procurement justification for 10 MURS radios which Steve will insert into the comprehensive new grant funding procurement document.

Information Technology

Steve reported that he and Jay are working to get the web page be fully operational, ready for the embedding of CERVIS; however, had run into some minor setbacks on the recent transition from web hosting services. After a lengthy discussion, Greg will implement Patrick Benko's recommendation which is to seek a volunteer from the Montgomery County Volunteer Center Pro Bono Program to assist MCCERT with solidifying the website.

Steve reported that he and Jay must sit down in the near future and discuss the 16 fields that we are able to define in our new volunteer management software solution system, CERVIS; however, many of those fields cannot be identified/ created until Greg and Kathee meet to discuss the structure of training classes. Kathee, Greg, and Steve will meet on July 16th. It is Steve's goal to have the fields defined, the current membership data exported from IAR (and other systems) into CERVIS, and to have the Sep/Oct 2013 training class to be the first class to leverage the new capabilities. This may be too far optimistic given how, to date, the registrar has been communicating with a tremendously large number of individuals on a waitlist.

The webinar training links will soon be provided to membership. The webinars were recorded of the training Jay and Steve took recently about using CERVIS.

Operations:

Steve shared information about an opportunity to put a logistical team together for a MEMA Statewide TTX on July 16th; however, after discussing, and learning greater details of what the call for assistance entailed, and mainly due to the challenge of rounding up a key group of players for the TTX, Steve respectively declined the invitation.

Tom Smith is working on the operation procedures annex for the P&P. David Dejewski is working at putting together a map showcasing the number of members whom reside in each zip code of the county. Mike Slinluff said he has already done this. Steve requested Mike share it to cross-reference it to what David is doing and see if one or the other is better, or if they are redundant, or if they are entirely different.

Social Media:

Patrick continues to populate our Facebook and Twitter accounts.

Steve would like to sit down with Patrick and design social media training tailored towards membership supporting a future virtual deployment during an emergency?

Meeting adjourned at 8:35pm

Appendix A: Steering Committee Meeting Action Items

July 2013

- Send Steve the mapping of zip codes of MCCERT members (Mike Slingluff)
- Send out email/IAR message to attendees of CERTCON - (Steve)
- Ensure HR Coordinator enters all recent new graduates into PIMS NLT August 1st – (Steve)
- Insert Social Media Coordinator role and responsibilities content into P&P – (?)

June 2013

- Begin development of Operational procedures for incorporation into the P&P (Tom)
- Begin development of Communication procedures for incorporation into the P&P (Carl)
- ~~Identify volunteers to assist with potluck party coordination (Steve)~~
- ~~Provide revised price quote for radios (to include ear piece) to Steve (Carl)~~
- Discuss November/December 2013 Teen CERT training offering with Officers and Greg (Kathee)

May 2013

- Find Jay W. a deputy Outreach Coordinator (Greg and Steve)
- Discuss with Kathee whether or not MCCERT could begin signing their own certificates like they use to (Greg and Steve)
- Volunteer Management Software Solution by CERVIS (Steve and Jay)
 - Determine categories of members (trained, deployable, in training, etc.)
 - Ensure CERVIS becomes the primary membership database for storing member data
 - Determine statuses for trainees and members (e.g., in training, active, inactive, etc.)
 - Determine all the various sources for member data and consolidate into CERVIS (Google docs, Activ, IAR, Excel spreadsheets, etc)
 - President and IT Coordinator need access to Activ and ALL other sources prior to CERVIS deployment

April 2013

- ~~Request organizers for the MCCERT 10 Year Anniversary Party at the General Meeting – (Steve)~~
- Identify photos and re-write brochure and submit to MCOEMHS for printing – (Greg)
- Identify dates/times to train hand-selected MCCERT members on green screen usage – (Greg)
- Develop the role and responsibilities for the new Social Media Coordinator position – (Steve)
- Contact Carol to identify when the Activ system stopped being used – (Steve and Rick)