

# Montgomery County CERT Steering Committee Meeting Minutes

## November 4, 2013

### Steering Committee Members in Attendance

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Greg St. James, Program Manager	Denise Gilmore, HR Coordinator	Jay KapLon, IT Coordinator
Steve Peterson, President	Ken Ow, Logistics Coordinator	Jenna Agee, Dep Outreach Coordinator
Carl Brill, Vice President	Tom Smith, Operations Coordinator	Jay Wilson, Outreach Coordinator (T)
Tricia Laut, Secretary/Treasurer	Kathee Henning, Training Coordinator	(T) – called in and provided update

### CERT Members in Attendance

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David Contois	David Steele	Carlos Santois
Mike Slingluff		

### Program Manager Updates

- Greg received the order for 10<sup>th</sup> Anniversary polo shirts and will bring them to the General Meeting to hand out
- MCOEMHS has agreed to pay for printed brochures for MCCERT
  - Greg is working with officials in MCOEMHS to purchase CERT banners and table skirts for future outreach events
- CPR cards have been ordered
  - We will soon be registered to teach CPR classes and distribute our own cards
- The challenges presented with having County software loaded on an existing laptop of CERT is high and the costs are more than double to use services offered, therefore, the procurement of iPad is the less challenging and MCCERT can still fulfill its mobility mission using it, as opposed to the laptop that contains no software
  - Steering Committee members recommended to ensure the iPad comes with WiFi, to be used for sign-ins at meetings, classes and events.
- The Strathmore has provided free space for its 10th Anniversary for December 12<sup>th</sup>
  - VIP invites are going out now
- Greg would like to pick a date for the final move of all items still in storage at the COB to the PSH
  - It will be made a pizza party as well
  - He will provide a sign-up at the General Meeting for volunteers

### Officer Updates

- The 10<sup>th</sup> Anniversary Reception
  - Volunteers for the 10th Anniversary Reception Committee were identified: Tricia Laut, Lena Choudary and her husband, David Smith, and Denise Gilmore
    - They will communicate with each other and provide updates and requests, etc. to the CERT board members.
  - There is a 'call' out for anyone who may have a contact for live music – 3-4 piece music.
    - Greg is awaiting the return, in mid-November, of a youth orchestra who may play
    - Denise is going to speak with her husband who plays the piano
  - Questions regarding Strathmore should go to Greg (e.g. parking)
- Code of Conduct

- The Code of Conduct needs to be inserted on the website
- Policy and Procedures
  - Steve requested the review the P&P for the December Steering Committee where at that time, input will be consolidated and released in January (after approval by the Steering Committee members)
- Action Items
  - It was requested everyone review of action items and complete any outstanding ones associated to them
  - This included reviewing the 2013 Goals to see if they could contribute to them
- Steve requested that anyone who has physical or electronic documents from any previous years of CERT training to provide him a copy so it can be entered in CERVIS.
- There is a need to revisit the recently formed Boy Scouts partnership, the CERT Boy Scout Liaison coordinator position, expectations, and communications external to CERT given the challenges presented during the Sep/Oct training final practical
  - Discussions centered on the hiccups, how to ensure better communication with both sides next time they agree to be our volunteer 'victims'
  - The training coordinator would like to see a dedicated liaison responsible for keeping touch and developing relationships with Boy Scouts and any other groups we wish to approach for volunteers
    - Steve responded it was anticipated that the creation of the Boy Scouts Liaison coordinator position would fulfill this responsibility
      - Given there was another Boy Scouts event occur simultaneously, combined with the liaison having too much on their agenda to effectively communicate with CERT, this may have been the cause and it is worth attempting to reattempt this recently formed partnership, emphasizing the importance of communication.
      - It is the liaison's responsibility to attend the final practical
  - Denise will check with a local drama high school group to see if they have any interest.
- Steve and Greg reported that they had a productive meeting with the County's Chief Innovation Officer Meeting on Tuesday, October 29<sup>th</sup>. They are waiting for the next meeting between the three of them and the Director of MCOEMHS.

**Coordinator Updates:**

Outreach:

- Jay was unable to attend the steering committee in person; however, he made himself available to be called to receive the outreach update
- Jay and Jenna would like to ensure if they cannot, that someone attends the upcoming Advisory Meeting.
- There is interest in having Storm Camp for the Council in June during their recess.
- Jay's meeting with Phil Andrew's Chief of Staff went well
- MCCERT was accepted as a speaker at the May 2014 GovSec Conference at the Washington Convention Center in Washington, D.C. The topic will be MCCERT's leveraging advancing technologies
- Currently, there are not events scheduled for November

- In December, there are two opportunities to speak at Montgomery County Public Schools
  - Details can be found within the CERVIS calendar of events
- A brief synopsis of planned events to intrigue members to volunteer was requested
  - Steve will create CERVIS events from the synopsis while Jay/Jenna get accustomed to their system administrative privileges in CERVIS
    - It is anticipated that in the near future Jay/Jenna will create the outreach events in CERVIS themselves, and a component to making it successful will be to ensure enough information on the event is included within
- A brief write up of how CERT performed at completed events is desired so that content can be leveraged in future potential grant opportunities and also populated on social media platforms and the CERT website

### Training

- Next CERT BASIC Training Class dates set January 15-February 15 (Wed/Sat)
  - Kathee will have teaching assignments immediately after the Instructor Workshop which will be held on January 4<sup>th</sup>
- Montgomery County Police Search & Rescue will be speaker at the next General Meeting
  - Kathee is working on January/February speakers
- Graduates from the September/October training will receive their certificates at the November 14<sup>th</sup> General Meeting
- Storm Camp meetings are progressing
  - Potential groups to approach for this outreach event are being developed
    - Seeking to start after February 15<sup>th</sup> which is the final practical for the Jan/Feb 2014 CERT Training class
- Greg will arrange green screen training for those who will do Storm Camps where the “Pirates” theme pictures will be taken for families
- Ken Ow and Ken Nelson assisted Kathee with a one day Teen CERT training demonstrating Fire Extinguishers
  - Donated materials were used
- The Citizen Corps Council kick off meeting discussed promotions for next year
  - The quarterly newsletter will feature MCCERT once we provide them with a couple paragraphs and pictures
- Several Officers and members attended a recent FEMA Risk Assessment class (Greg, Steve, Carl, Kathee, Mike)

### Communications:

- Carl reported the Emergency Communication Plan is continuing forward
  - He and others hope to have some details ready to process in January
  - David Contois presented his research findings of the County and where it would be best to rendezvous for CERT during future deployments
  - There was discussion on which ‘clustering’ format to use-- Battalion, High School, Zip Codes

- Denise suggested that in the future, it may be best to use Recreation Centers which are being built with the idea in mind of being used as shelters, etc., getting the schools out of this process
- Greg will speak with MCFR management, to see that we follow what they use if possible to make sure we have some continuity

Human Resources:

- Steve asked the status of PIMS process for the 20+ graduates in the July 2013 dated email
  - Denise stated they all have been contacted and it is up to them individually to reach out and make their fingerprinting/badging appointment
- Denise will complete the CERVIS training when missing parts are located in the training recordings
  - The video recording provided cut off the portion of how to create a new volunteer profile
- Discussion of delays in process from requesting membership to receiving ID cards surfaced again
  - Greg receives most notices when fingerprinting has been done, but we don't have a process to know where anything is in the works so there is anxiousness on the part of would-be members
  - Greg and Steve continue to strategize on how to fix this problem

Information Technology

- Replacement of website Calendar to link to the CERVIS calendar completed
  - Steve expressed the need to use caution with security and administration of CERVIS with it being embedded on the website
- Fields have been added to CERVIS for IS100 and IS700.
- It was decided that CERVIS will not track training members take outside the scope of what MCCERT offers
- Jay reported that the social media feeds on website homepage are in process
- Steve thanked Jay and Katelyn for their efforts in modifying the website to be more user-friendly
  - It is progressing nicely

Operations:

- Tom will follow up with Ben to see where the pictures taken at CapShield have ended up, so they can be shared with all

## **Appendix A: Steering Committee Meeting Action Items**

### November 2013

- Provide Tom Smith the links/locations where CapShield photos are (Special Operations Coordinator)
- Develop a process for writing up outreach events (before and after) (Outreach Coordinator)
- Review P&P & 2013 Goals for discussion at the December Steering Committee Meeting (All Coordinators)

### October 2013

- Insert Code of Conduct (and additional forms to be determined) on website (IT Coordinator)
- Identify all forms each coordinator wants to have posted on website (All Coordinators)
- Continue making modifications to website based on input provided (IT Coordinator)

### July 2013

- Insert Social Media Coordinator role and responsibilities content into P&P – (SM Coordinator)

### May 2013

- Greg and Steve to decide 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 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

- ~~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)~~

## **Appendix B: Update on Montgomery County CERT 2013 Goals**

### **Policy and Procedures**

- Populate appendices of Policy and Procedures manual
  - Partially completed. Operations portion being worked on
- Develop onboarding procedures for new officers
  - Partially begun for presidency by having a global email account which transfers to future presidents

### **Procurements**

- Purchase and implement the Volunteer Management Software (including training administrators and users)
  - Partially completed

### **Marketing**

- Use green screen in multiple outreach events
  - Need more training from Matt

### **Relationships**

- Have Montgomery County CERT integrated into the County Emergency Operations Plan
  - Not started

### **Customer Service**

- Resolve registration and human resources challenges
  - Work in progress
- Develop automated survey system (e.g., Monkey Survey) for training, etc.
  - Circumstances beyond our control has delayed this goal. This will need to be picked up in the near future. In the interim, we are leveraging a paper-based system.

### **Training**

- Follow-up with candidates who have not finished taking training
  - This is one of the top priorities Steve wishes to be completed during his tenure and he wishes to find dedicated volunteers, (outside the roles of HR, Training, and Registrar), to assist with this.
- Promote Neighborhood Ready Program
  - Ongoing

### **Communications**

- Expand social media presence
  - Work in progress
- Add additional administrators to social media page
  - Partially completed. (Steve, Patrick, and Katelyn)
- Utilize website more frequently
  - Ongoing – Recommended redesign instructions provided to webmaster
- Continue publishing newsletter on a monthly basis at the conclusion of the general meeting
  - Ongoing – Constant Contact contract renewed and continuation of publishing began again in October.

### **Funding**

- Seek out a member with grant experience to assign responsibility of finding grant opportunities
  - Not started

### **Roles and Responsibilities**

- Develop deputy roles for coordinator positions
  - Ongoing