

- Washington Convention Center – Steve will be speaking on SITREP in May, more info later.
- Jenna and Jay are promoting Storm Camp to their contacts.
- They will be developing strategy to write up brief synopsis' of planned events to intrigue members to volunteer.
- Status of efforts to summarize how CERT performed at completed events ongoing.
 - Write ups will get populated to the website as the website is going to be more dynamic in 2014 and become a central source of information for the CERT membership as most members have access to the internet.

Training

- The next Friends & Family CPR/AED training class is January 23rd, 6:30-9:30, and included infant CPR.
- There was a quarterly Instructor Workshop on January 4th which had excellent attendance – 20 instructors, who will be helping to teach our next classes.
- A segment of the workshop included asking Instructors what they would like to see, as well as what they thought students want, that we may not be doing. One idea Kathee hope to put forward immediately is a mentoring program for newer instructors to sign up to assist more senior trainers until they are confident on their own. Kathee is issuing a CD with the Instructors version of the CERT class training, with links to the new information and videos, etc.
- The next General Meeting this will feature Scott Zimmerman from M.C. Police, who will give a presentation on the Active Shooter scenario.
- Kathee advised that there was a free training of Train-the-Trainer available to interest members, being taught in February in Emmitsburg. Greg advised the County will pay for fee for food for anyone who wishes to take the 3-day course. (February 24-26)

Communications:

- Carl Brill discussed his meeting with Tom Smith re the levels of communication on deployment and they will continue to work together on this topic.

Human Resources:

- Need to integrate HR responsibilities into CERVIS and ensure sustained communication channel between Registrar and Training Coordinator
 - The Jan – Feb 2014 CERT Basic Training Class will be the first CERT class to use CERVIS in its entirety, from communications, registration, recording of classes attended, to making fingerprinting appointments, to issuance of County IDs
- Tricia and Denise are training on how to send messages via CERVIS to enable the Registrar and HR Coordinator to send messages and updates to students through the system, to be consistent and as part of the ability to track steps taken for each class.
- It was agreed to judge on a case-by-case if any students show up for the Jan/Feb training that are not fully registered. We have a full class but a few are likely to no-show which will allow this to happen and still be at an acceptable number of students in the class.

Logistics:

- Carlos Santiso is our new Deputy Logistics Coordinator. He will be scheduling the move of the remaining final items from the COB to PSHQ.

Information Technology

- Need to push for Officers and Coordinators to begin using CERVIS routinely
- Website Calendar will be brought back due to some members having some struggles differentiating between how to log in to CERVIS from registering for an event
- Modifications to website progressing nicely
- Jay has the website calendar back on the site and populating with CERVIS.
- Officers/Coordinators need to begin using CERVIS to put meetings in the system and register, sign-in for everything we do. This will make sure to count volunteer hours spent on other than teaching.
- Constant Contact – Patrick has sent out approximately 500 messages.
- Administratively, Facebook needs to have Patrick log in and update pictures,
- Also need to start to track hits in the web, Twitter, Facebook and Constant Contact (how is to be determined)

Operations:

- Status of the operation procedures annex for the P&P

Outreach:

- What is the status of Choice Hotels
- Thank you to Jay and Jenna for a tremendous outreach effort. Jay lead us in attaining a meeting with the Public Safety Committee.
- We will be speaking at the GovSec Conference at the Washington Convention Center in May 2014 regarding our FEMA Award.
- Storm Camp promotion
- Confirmed events and upcoming events
- Status of strategy to write up brief synopsis of planned events to intrigue members to volunteer
- Status of effort to summarize how CERT performed at completed events
 - Write ups will get populated to the website as the website is going to be more dynamic in 2014 and become a central source of information for the CERT membership as most members have access to the Internet.

2013 Action Items:

- Insert Social Media Coordinator role and responsibilities content into P&P – (President & SM Coordinator)
- Begin development of Operational procedures for incorporation into the P&P (Operations Coordinator)
- Decide whether or not MCCERT could begin signing their own certificates like the organization use to (Program Manager and Officers)

2014 MCCERT Goals:

Policy and Procedures

- Populate appendices of Policy and Procedures manual
 - Partially completed. Operations portion being worked on
 - Jan 2014: Appendices still need to be populated in 2014. Need help.

Procurements

- Purchase and implement CERVIS (including training administrators and users)
 - Jan 2014: Almost complete, need to assign administrator roles and provide them training

Marketing

- Aggressively market Storm Camp
- Use green screen in multiple outreach events (to include Storm Camp)
 - Need more training from Matt
 - Jan 2014: Marketing as complete as it appears MCCERT has received all services it should anticipate to receive from Matt. Greg will pursue the usage of the green screen in 2014.

Customer Service

- Resolve registration and human resources challenges
 - Work in progress
- Develop automated survey system (e.g., Monkey Survey) for training, etc.
 - This will need to be picked up before the conclusion of the Jan-Feb 2014 CERT Training Class as it is anticipated they will be the first trial for this automated process. Need to find a volunteer to lead this effort.

Training

- Follow-up with candidates who have not finished taking training
 - This is a top priority and it is desired to find dedicated volunteers, (outside the roles of HR, Training, and Registrar), to assist with this.
 - First attempt to receive assistance from a targeted candidate was unsuccessful.
 - This can be accomplished by sending out the entire Jan-Feb 2014 class schedule requesting that anyone that has classes to make up to attend the respective class – this will be done via CERVIS.

Communications

- Utilize website more frequently
 - Ongoing – Redesign underway and a mass marketing to members will be the next step.
- Continue publishing newsletter on a monthly basis at the conclusion of the general meeting
 - Ongoing – Constant Contact is our source for publishing.

Roles and Responsibilities

- Complete the 2013 Goal of developing deputy roles for coordinator positions
 - Jan 2014: With the exception of training, all coordinator positions have a deputy coordinator position established. This effort was to empower new members to become involved in the organization and also to lighten the workload on the primary coordinator.