CERT Auxiliary Reorganization

Table of Contents

COMMAND STAFF

Includes Executive Director, Deputy Director, Website Manager, Safety Officer

Executive Director (ED)

(10–20 hours / WEEK)
Responsible for the leadership, planning, management, and sustainment of the CERT Auxiliary. Has clear authority for agency. General Staff — Supervises and works closely with the General Staff (Operations, Logistics, Planning, and Finance) in all activities and actions.

Deputy Director

(20–30 hours / month)
Deputy assists with ED functions and assumes ED's role when designated.

— Manages the CERT Auxiliary Working Group (WG)
- Develops, maintains and updates policy and procedures within Working Group (WG) for Activation, Recertification, Levels of Participation and Code of Conduct and any additional policies or procedures, as necessary
- Responsible for WG monthly meetings: scheduling, agendas, and summaries
- Encourages Branch information exchange and multiple Team activities

— Interfaces with the CERT Auxiliary's Board of Directors (BOD)
- Responsible for scheduling quarterly meetings, agendas and minutes
- Keeps BOD updated on all activities and financial decisions
- Accountable to BOD for all CERT activities and executes actions requested

— Represents the CERT Auxiliary at meetings, liaison activities, events, and presentations
- CERT Council
- Emergency Management Council (EMC)
- Office of Emergency Services and on-call schedule for Emergency Operations Center (EOC)
- Liaison with ARES, Reserve Medical Corps, Bay Area CERT Coalition, American Red Cross, Equine Evacuation, Volunteer Organizations Active in Disaster (VOAD) Health Care Coalition, other Counties, as necessary
- Interface with Fire Branch Managers and Law Enforcement Services (LES).
- Service Organizations

— Directs promotion and outreach
- Directs accurate accessible and timely information for use in press, news, public and social media
- Oversees website
- Producing and coordinating quarterly newsletters and occasional email blasts

— Overall responsibility for acquiring funds to maintain and sustain the CERT Auxiliary

- Works closely with the Finance Chief developing annual budget and funding streams to maintain and sustain the organization
- Developing 1–2 CERT Basic Training sponsored courses each year (CERT Basic Training Courses where agency or business contracts with the CERT Auxiliary to teach a CERT Basic Training Course designed for their needs. The agency pays the CERT Auxiliary to execute the course. Plan 2 each year.)
- Make cold calls to find those interested.

— Ensures safety of the organization in coordination with Safety Officer

— Directs annual review of biennial Strategic Plan outlining future direction and policies of CERT Auxiliary and Annual Report with Planning Chief

Website Manager

(12–16 hours / month)
Responsible for all necessary actions to maintain the website "SantaCruzCountyCERT.org". Interfaces with all Branch Leaders, Command Staff, General Staff and other organizations as necessary

— Maintains contracts for domain and web hosting

— Maintains the Google calendars (Auxiliary and local Branches)

— Maintains the WordPress website (e.g. site backups, keeping training info current, creating sections and pages as needed

— Posts updates and revisions for courses, classes, Branch programs, policies and procedures

— Resolves technical issues

— Attends WG meetings

Safety Officer

(10–12 hours / month)
Monitors operations and advises command on all matters relating to operational safety, including the health and safety of volunteers. Creates safety plans. A medical advisor might be designated to provide advice and recommendations about medical, mental health services, and acute care.

— May exercise emergency authority to stop and prevent unsafe acts

— Implements measures promoting immediate responder safety

— Assigns assistants qualified to evaluate special hazards

— Assures safety messages and briefings are made

— Initiates preliminary investigations of accidents or assures insurance claims are made

— Coordinates with the Planning and Operations Chiefs to address anticipated hazards or unsafe conditions

PLANNING/INTELLIGENCE SECTION

Includes Planning/Intelligence Chief, Deputy Planning Chief, Registrar and Database Manager

Planning/Intelligence Chief

(20–30 hours / month)
The Planning/Intelligence Chief is responsible for the planning of CERT Basic Training Courses and Continuing Education classes, their administration, recordkeeping, and CERT Auxiliary Instructor management. Plans and executes General Staff Meetings and notifications. Maintains Strategic Plan and produces Annual State of the Organization.

Deputy Planning Chief

(15–20 hours / month)
Deputy assists with Planning functions and assumes Chief's role when designated

(Immediate and Ongoing)
— Administration and Recordkeeping
- Oversight/population and data extract of the databases.
    - Auxiliary Roster – entry of demographics for all who have registered for any class or indicated interest on sign-up forms
    - Spreadsheet of all who completed CERT Training and have a DSW Badge. Needs bi-annual updating.
    - "Active CERT" List — those who have participated in a Branch activity in the last year (per Branch Leaders). Needs regular updating. (Participation Levels 1, 2, 3)
    - Branch Rosters — extract from DSW roster – may contain inactive members. Created on request of Branch Leaders
    - Training Registration and Completion — list of those registered for Basic Training and Continuing Education with notation of completion

— Planning and organizing CERT Basic Training courses and Continuing Education classes: dates, locations, trainers, site managers and subject matter experts. Communication with Registrar and Website Manager for information to be placed on the website.
- Certificate of Insurance — Requests annual certificates from Steelbridge Insurance Company for all training locations requiring liability insurance, as well as additional new locations used throughout the year
- Disaster Service Worker (DSW) Program — Responsible for assuring credentialing standards and application reporting accuracy
- Deputized by the County Clerk annually allowing for administration of the California Oath of Allegiance and verifying the DSW Badge requests to OES
- There may be multiple people authorized through OES. The oath of Allegiance is usually administered at the last class of the CERT Course for all graduates requesting to become California Disaster Service Workers. Additionally, the

DSW form and individual photos for the badge are taken at that time to be signed and sent to the OES DSW Badge Manager.

- Once badges are completed, OES will notify for pickup and badges will be distributed to Branch Leaders (BL) to give to new CERTs at Branch meetings. If DSW badges are unclaimed after 6 months they are returned by the BL and sent to OES for cancellation of DSW status.

— Initiate Merit software beta test is completed and successful.
- Once Merit is in use throughout the CERT Auxiliary, Merit will be used for recording and verifying CERT Basic Training and Continuing Education classes
- Sign-ins producing a record of who attended each class and completions of training may be accessed from the Merit database
- Class roster, name badges, sign-in sheets and roster completed by Registrar, sign-in may be done with Merit, name badges and other training details may be handled by Class Administration Assistant

— Registration (In Google Sheets)
- Registration is completed by members or trainees on the website. Shared List of registrations for each class is populated from the registration site by the Registrar.
- Communication to each registrant regarding acceptance into the class, reminders of the class and confirmation of intent to attend is sent to each registrant by the Registrar. Attendance or No Show in the class is added to the document following the completion of training.

— Instructor Sign-Ups
- Creation of attendance list of classes and list of primary and secondary trainers for each CERT basic training unit. Available to all instructors.
- Communication with trainers so that every training spot is covered by at least one instructor within one week of class start
- Outreach to new trainers to encourage commitment to secondary training spots for experience. Facilitate communication between primary and secondary trainers for each opportunity. Assistance in finding a substitute if last-minute change occurs. Communicates with the Lead Instructor regarding instructors.
- Close communication with Logistics assuring all training materials and training aids are available and in good condition. This may be a function of a Site Manager, Lead Instructor, or both.

— Branch Leader and Instructor Meetings
- In coordination with Operations, prepares meeting time, location, agenda and meeting summary for at least one Branch Leader and Instructor meeting each year

(*Long Term)*

— Strategic Plan: Vision of CERT Auxiliary's goals and objectives with timelines for accomplishments in a 2-year increment.
- Updated at least annually and reworked with new goals and objectives when previous ones are reached
- Contains strengths, weaknesses, opportunities and threats

— Annual State of the Organization: Overview of activities, membership, achievements, goals met, changes in operation, changes in vision. Overall financial health, energy, and viability of the organization, including direction and stability of the management staff.

Registrar

(30–32 hours / month)
The Registrar is responsible for maintaining all CERT Auxiliary class records, as well as students' requests for enrollment in classes, and gathering of demographic information. Responds to all students requests and provides additional information. Confirms attendance in classes, limits class size, if necessary, and sends specific information to students. Currently attends Zoom meetings to take roll of those in attendance for historical records.

— Creates a registration spreadsheet for all CERT Basic Training and Continuing Education classes using Google sheets (one page for each class). Transfers registration information from the website to the appropriate registration worksheet.

— Creates waiting lists for students when a class is filled (in order of registration, not alphabetical) and a listing of students who drop a class on the class sheet

— Responds to registrants notifying them that they are accepted in the class or that they are on the waiting list

— Sends reminders to registrants 3 or 4 days before class start date, as well as class materials if there are any.

— For popular classes with class size limits, requests confirmation of attendance with a deadline. Those who do not respond are phoned. Students who are unreachable are moved to the drop list and the first person on the waiting list is contacted and placed in the class, if interested. Three days before class start date, those still on the waiting list are informed of class unavailability.

— Responds to other queries that are sent through the website. (After reorganization, a list of which queries should be referred to whom needs to be compiled for the registrar so questions may be answered appropriately.)

— Attends Zoom classes and takes attendance, which is entered on the Registration Sheet facilitating participant tracking as completed or no-show. This information is used for creation of class participation certificates.

— Attends Working Group Meetings

Database Coordinator

(2–4 hours / month)

The Database Coordinator assures the accuracy of the database and updates files periodically.

— Enters names and contact information in the CERT database for new participants and prospects

— Confirms and maintains contact and status information of current CERT members as registrations are received for classes

— Cross-references bounced files after email blast or newsletters

— Interfaces with Website Manager and Registrar

OPERATIONS SECTION

Includes Operations Chief, Deputy Operations Chief, Course Managers, Course Administrative Assistant, Continuing Education, Branch Leaders and CERT Liaisons

Operations Chief

(20–30 hours / month)
Responsible for direct management of CERT volunteers, execution of tactical activities, recruitment, retention and all educational programs

Deputy Operations Chief

(15–20 hours / month)
Deputy assists with Operations functions and assumes Chief's role when designated

— Oversees Staffing and Volunteer Management
- Coordinates with the CERT representative at EOC
- Oversees Branch Leaders and interfaces with Fire Branch Managers
- Promotes Branch activities, periodic Branch meetings and group exercises
- Mentors Branch Leaders and encourages establishing Deputy to also function as a Safety officer, as well as a Communication Lead
- Executes Branch Leader and Instructor Meetings at least annually in coordination with Planning Chief
- Executes a CERT Train the Trainer Course, as necessary

— Recruitment and Retention
- Current Branches:
    - Aptos/LaSelva Beach (*Neighborhood Areas: Aptos Knoll, Day Valley, LaSelva Beach, Rio Flats, Seacliff, Seascape and Vienna Woods*)
    - Bonny Doon
    - Boulder Creek
    - Capitola
    - Felton Area
    - Live Oak/Soquel
    - Loma Prieta
    - Paradise Park
    - City of Santa Cruz
    - Scotts Valley/Branciforte
    - Sunset Beach
    - Watsonville

— Establish new Branches and neighborhood areas

— Execute educational programs in close coordination with Planning, Logistics and use of Site Managers (one for each Basic Training and Continuing Education location

- CERT Basic Training Courses
- Online Course — developed by University of Utah "onlineCert.org". A hybrid class with 12 hours of didactic and then 16 hours of hand-on training with CERT instructors.
- New FEMA curriculum — Assure all instructors are versed on new curriculum and able to deliver new course materials.
- Continuing Education Classes
- MYN Workshop
- Family Preparedness Classes
- Community Programs

Course Manager

(20–30 hours / month)

Responsible for all specifics necessary to execute a CERT BT Course in their area. Monitors all instruction for consistency and coverage of FEMA material. Assures all course equipment and supplies are available and resupplied following course completion. Works with Course Administration Assistant, DSW Manager, Chief-Planning, and Chief-Logistics, or designees.

Duties:

— Assures all necessary planning actions are completed prior to course start date — i.e., certificates of insurance, facility use forms, student registration (3 months ahead) and instructor sign-up (2–3 months ahead) for all units in course.

— Knows all specifics about particular facilities, such as entry codes or phone numbers for people to provide entry, audio/visual equipment, extra chairs and tables. Sets up room based on enrollment. Ensures the room is clean and reconfigured as originally found upon class completion.

— Provides sign-in listing for all classes. Annotates who misses a class. Also provides instructor sign-in lists.

— Brings CERT BT manuals (first class) and unit bins to all classes and restocks as necessary. Sets up CERT Auxiliary computers and all CERT Program slides, videos and teach-back stations.

— Provides the copy of the current Branch Leader contact list to pass out in class so students will learn who their Branch Leader will be based on their geographic area.

— Assures course tests and the answer sheets are available for the last class for all students. Evaluates each student's final test questions post-course. Contacts instructors if 5–10+ students miss specific questions on the test. Provides feedback to the instructor who taught the subject of the missed question so more emphasis may be placed on these areas in future classes.

— Sends the survey to students with the class photograph on Tuesday morning following the

last class. Reviews surveys and sends positive comments to instructors mentioned. If negative, has a private meeting with the instructor.

— Handles emails from students, make-up classes or other issues during the course

Course Administrative Assistant

(1–2 hours / class)

Supports the CERT Course Manager by producing the documents necessary for identifying student and instructor participation and items used for the classroom, such as name badges, resource documents, and participation completion certificate.

Duties:
— One week prior to the beginning of a Basic Training course produces the following documents and provides them to the course Manager. The primary source of the information is from the shared Google spreadsheets "Basic Training Registration Roster" and the "CERT Instructor Sign-Up Sheet."

- Basic Training Roster
  - Purpose: a roster of the student and contact information that is used to update the Basic Training Registration Roster and produce participation completion certificates.
  - Contents: This list includes the student last name, first name, city, neighborhood, email, cell phone number and other phone.
- Attendance Roster
  - Purpose: an alphabetized list of students, where the students record their attendance for each class, as well as sizes of gloves and vests. Also includes a section for the Waiting List students.
  - Contents: Student last name, first name, 5 dated columns — one for each class, glove size and vest size and DSW Badge.
- Make-up Roster
  - Purpose: an alphabetical list of students who will be making up one or more classes where the students record their attendance.
  - Contents: Student last name, first name, 5 dated columns — one for each class.
- Instructor Roster
  - Purpose: an alphabetized list of instructors, helpers, and observers who will be teaching or observing one or more classes where they record their attendance.
  - Contents: instructor last name, first name, 5 dated columns — one for each class.
- Resource Document
  - Purpose: a reference document listing the course class details, as well as other CERT resources
  - Contents: date, time, CERT BT Unit numbers covered by topics, location of classes, two links for CERT information.
- Student Name Badges

- o   Purpose: a name badge identifying the student.
- o   Contents: student first name, last name, city, and neighborhood.
- Instructor Name Badges
  - o   Purpose: a name badge identifying the instructor, helper, or observer.
  - o   Contents: instructor first name, last name, city and neighborhood.

— A few days prior to the last class of the CERT BT Course, produce participation completion certificates for those who have qualified and provide them to the Course Manager. The Course Manager identifies the qualified students on the shared Google spreadsheet "Basic Training Registration Roster."

Continuing Education Manager
(6–10 hours / month)
Responsible for the Continuing Education Program offered online, in person, or at Branch meetings. Assures quality of instruction. Determines subjects and solicits subject matter experts for presentations. Works with Chief—Planning, and Chief—Logistics, or designees.

Duties:
— Handles calendar for all Continuing Education classes. Communicates information to registrar, database and website managers.

— Determines subjects for presentations and solicits subject matter experts. Acts as Moderator for presentations.

— Creates sign-in roster for all classes and uses corrected roster for class completion certificates and emails them to students.

— Responsible for historical records until transferred to Planning/Intelligence Chief

Branch Manager
(2–6 hours / week)
Formerly known as Team Leader, responsible for direct management of CERT volunteers within a local area working with a specific Fire Service Area.

— CERT Basic graduate, attending continuing education courses, and maintaining Disaster Service Worker certification

— Attend CERT Working Group meetings, if available (or designee) and provide Auxiliary update on branch activities, and prepare/provide annual data on branch, as requested

— Have consistent access to internet, email, and cell phone and other technologies

— Regular meeting/training opportunities for branch

— Document and maintain attendance for all meetings/training/drills, monitor DSW Badges and branch roster, and branch documentation Code of Conduct, Participation Levels, etc.)

— Identify branch member skills and mentor branch members

— Develop branch organizational structure and delegate, where possible

— Communicate regularly with Fire Branch Manager in area and develop internal communications with branch members and external communications with community allies

— Maintain materials/supplies for branch activation

— Other duties, as assigned

LOGISTICS SECTION

Includes Logistics Chief, Deputy Logistics Chief, Facility Managers, Radio Operations Unit Leader

Logistics Chief

(6 hours / quarter minimum)
Responsible for all support requirements and resources needed for effective and efficient management of the CERT Program. Provides facilities, supplies, equipment maintenance, communication and information technology support. Works in close contact with Equipment and Communication Committees, Deputy Chief.

Deputy Logistics Chief

(6 hours / quarter minimum)
Assists with logistics functions and assumes Chief's role when designated

— Chairs Equipment Committee composed of Chief, Deputy Chief, and Facility Managers for maintenance, repairing or ordering equipment as needed.
- Knowledge of all classrooms' audio/visual equipment and internet operation, includes facilities layout. Works with Facility Managers.
- Inventory Management with support of Course Manager. Responsible for pick-up and delivery of all supplies and equipment for classes, including instructor bins.
- FEMA manuals and binders.
- Backpacks, vests, and gloves, etc.
- Responsible for all equipment management, maintenance and inventory.
  - Aptos (South Branch) — shed in back lot — Bullex system, other supplies and equipment stored there.
  - Felton (North Branch) — second floor at Felton Fire — Bullex system, other supplies and equipment stored there.

— Branch Leader Branch Manager Coordination

- Coordination with Branch Leaders of members' activation availability, if needed
- Determines resources each Branch brings to the event or drill

Facility Managers

(2 if possible) (3 Hours / quarter each)
- Knowledge of CERT storage facilities and all classroom facilities

- Interfaces with Course Managers to assure needed equipment and supplies are available for all CERT Basic Training courses and Continuing Education classes.
- Responsible for all equipment management, maintenance and sets inventory level.
  - Aptos (South Branch) — shed in back lot — Bullex system, other supplies and equipment stored there.
  - Felton (North Branch) — second floor at Felton Fire — Bullex system, other supplies and equipment stored there.

Radio Operations Unit Leader

(4–5 hours / month)

Create and maintain MURS to HAM to OES Communication Network across Santa Cruz County with regular nets and drills, in cooperation with Amateur Radio Emergency Service (ARES), and based upon policies put in place by the CERT Auxiliary Communications Committee in late 2019.

— Experienced HAM radio operator also familiar with CERT policies and procedures.

— Develop County-wide CERT Radio Operators Unit comprised of:
- At least 1 CERT Radio Operator member recruited from each Branch, who is an active HAM Radio Operator as well as having MURS communication ability.
- Additional Branch volunteers having MURS radios who participate and train with the CERT Radio Operations Unit.

— 1 monthly meeting or training for all CERT Radio Operators, prep for that meeting, and 1 meeting per month with ARES

— Maintains roster of Branch CERT Radio Operators

— Works with Branch Leaders to recruit at least one CERT Radio Operator member per Branch

FINANCE SECTION

Includes Finance Chief, Deputy Finance Chief

Finance Chief

(20 hours / month)
Responsible for the financial health of the CERT Auxiliary and transparency in all financial accounting, reporting, and records maintenance. Acts as Treasurer of the CERT Auxiliary Board.

Deputy Finance Chief

(6 hours / quarter minimum)
Assists with logistics functions and assumes Chief's role when designated

— Overall funding plan for fiscal year (Donations, Grants, Sales, and Events)

— Preparing Annual Budget (for Board approval)

— Quarterly reports for Auxiliary Board Meetings

— Financial Projections

— Grant applications and follow-up reports for funders

— Non-profit reporting requirements (taxes, reports to Attorney General, and Secretary of State)

— Accounting using recognized accounting principles

— Reconciling bank accounts

— Record of Branch held funds and quarterly reporting

— Maintaining historical and required financial records

— Chairs Finance Committee