

2013 Emergency Human Services Conference

Citizen Corps:
Your EHS Cavalry



citizen  ***corps***
Christian County, Missouri

Christian County Emergency Management / Citizen Corps

Introduction



- Appointed Director in 1997
 - Started part-time. Full time in 2003
- The “Office”
 - Myself
 - Full-time assistant.
 - 8 Presidentially Declared Disasters since 2002

Introduction cont.

Community Involvement ~ Exposure!

- LEPC
- C.O.A.D.
- Homeless Alliance
- 911 Board of Directors
- Child Abduction Response Team
- Assistant – SW MO Walk for Autism
- Safety Palooza Committee
- Other community events, committees.....



Get Involved! First step in marketing!!

Introduction cont.

● Our Citizen Corps

- About 200 active members
- Programs
 - CERT ~ 970 trained
 - VIPS
 - Amateur Radio
 - Fire Corps
 - Medical Reserve Corps

● Becoming a Non-Profit





Volunteer Hours



2011 Total hours 1,237
2012 Total hours: 3,325
2013 Total hours: 3,200

Joplin Tornado Volunteer Hours: 2,564.25
94 members traveled to Joplin

Joplin Response

- Initially, Search and Rescue
- Moved to Red Cross Safe and Well Team
 - Found over 300 missing people!
- Transitioned to debris clearance and cleanup.
- Extreme Makeover: Home Edition

Before CERT Arrived.....



After CERT Arrived!!



JOPLIN TORNADO

DIGGING OUT, RISING UP

STILL REELING FROM THE DEADLIEST U.S. TORNADO IN DECADES, THE SMALL BUT RESILIENT MISSOURI CITY FINDS HOPE AND HEROES IN THE WRECKAGE



"You're not missing anymore," rescue worker Jeff Morrissey told Willis (with Adlich, far right, and her daughter Allison, left).

LOST ... AND FOUND

Grace Willis, 82

Five days had passed, and Angela Adlich of Warrensburg, Mo., still couldn't track down her great-aunt Willis, who lived alone in Joplin, three hours away. Adlich, 36, finally decided to take things into her own hands and, with her two young daughters, drove to Joplin to search for herself. Nearing Willis's house, Adlich saw that the roof was completely torn off and felt her heart sink. She waved down a firefighter and handed him a note to tack to the house: *Aunt Grace Willis, This is Angela Adlich. I am Eunice Hill's granddaughter. . . . Can you please call me and let me know that you are OK? Thank you and we love you.* Minutes later, a firefighter yelled, "Ask and you shall receive." There was Willis (center), climbing down from the truck of a friend, whom she'd been out with when the tornado hit and who had been sheltering her ever since. When she saw Adlich, Willis smiled. "It made me feel like somebody cared," she says.

PHOTOGRAPHS BY RON HAVIV

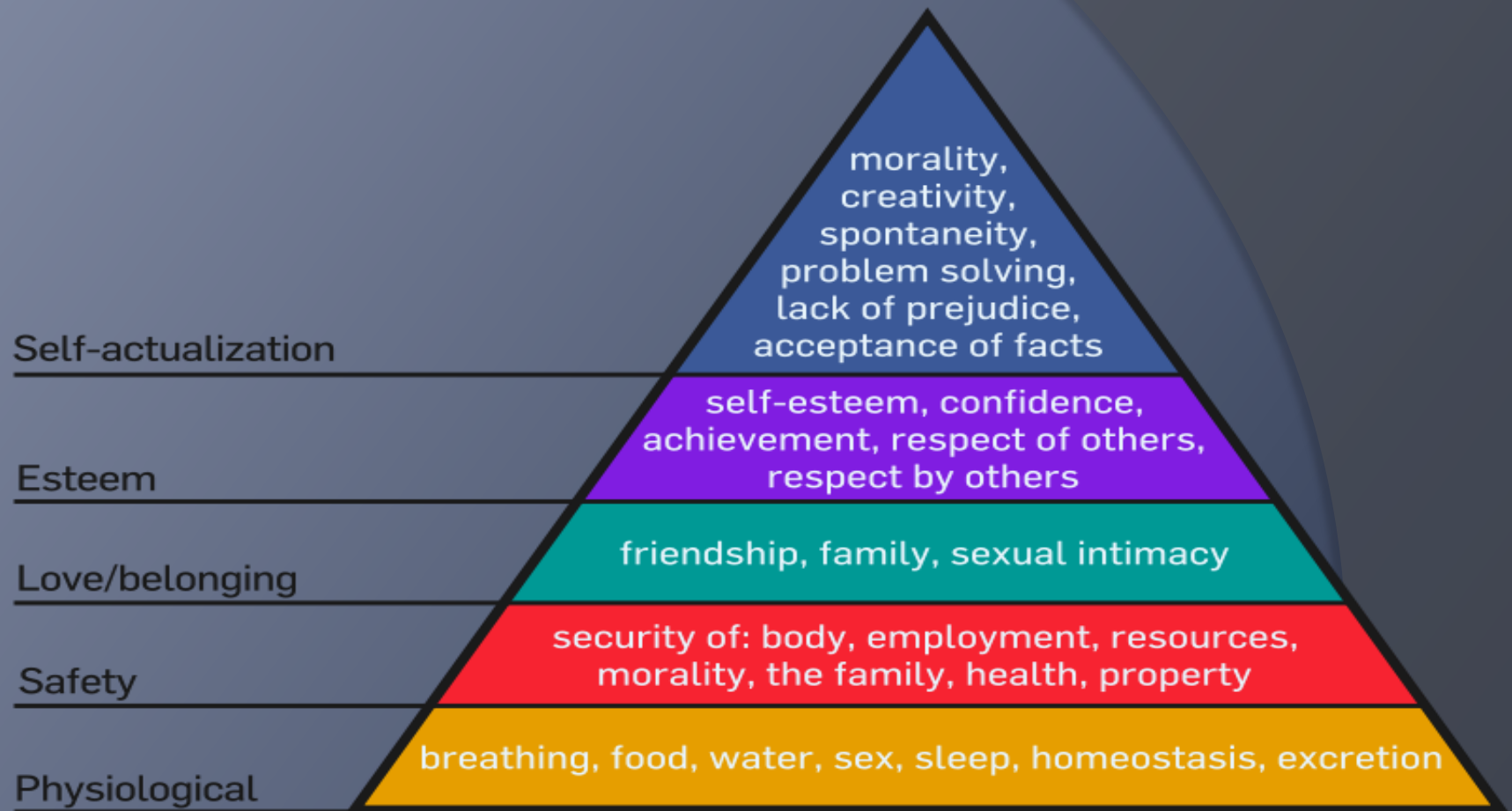
Article in June 13th issue of People Magazine.

Our member "Vince".

Why People Volunteer

- Help the community and others
- Increase self-esteem
- Help out friends
- Make new friends
- Try out a job
- Polish their resumes
- Develop new skills
- Enjoy something they love





Maslow's theory suggests that the most basic level of needs must be met before the individual will strongly desire (or focus motivation upon) the secondary or higher level needs.

Recruiting and Keeping GOOD Volunteers...

A lot depends on:

- How their treated
 - Would you volunteer for a person that you cant stand?
- How their used
- How they are recognized
- People want to volunteer for a reputable and Professional organization.

- ◎ Support from Commission, Fire Chief's , etc.
 - Do some homework on the person your meeting with!
 - “Our job to make you look good!”

- ◎ Local EMA has to be involved.
 - Only place grant money can come to.
 - Have to be integrated into the system, if not, you become “free-lancers” and just add to the problem.



Long Term Recovery

Executive Committee
Comprised of Elected Officials, Fire, EMS, Police, etc. Including chairs of committees Liaison from each Division



Neighborhood Watch



Community Emergency Response Teams
*Course Delivery
C.E.U.'s*



LEPC
*Tier II Compliance
Training
Database Mngt.*



Amateur Radio Emergency Services

Communications
Weather Spotting

County City



Volunteers in Police Service

*Sheriff Cadet Program
City Programs*



Medical Reserve Corps
*SNS Program
Mass Casualty
Training / Education*

Organization: Policies-Procedures

◎ Citizen Corps Handbook

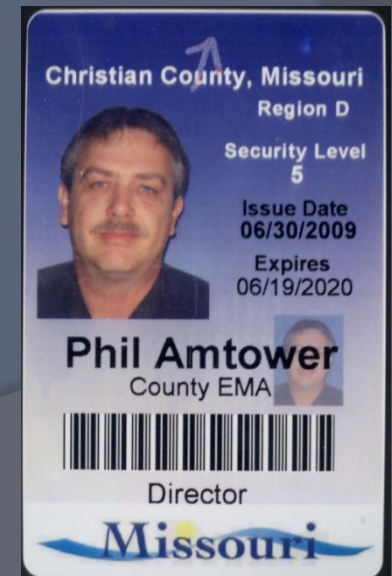
- Every member gets a copy.
- Explains organization, how they should act, what they wear, etc.

◎ Background checks

- Everyone **MUST** submit to one.
- We don't usually accept others.

Organization: Policies-Procedures

- All get an ID tag
- 5 “Levels” of training
 - Levels created somewhat of a competition.
- Encourage “Cross Training”
 - Red Cross
 - Health Department
 - Citizen’s Police Academy
- All Citizen Corps Members have to take the CERT Class!!!



CERT Training classes

- 51 CERT Classes so far.
 - Offer them at different times.
 - Do what ever we can to accommodate their schedule
- Taught high school students at an alternative school. AWESOME!
- Don't care if they take the class just for their own benefit...great if they want to be a volunteer.
- To be a Citizen Corps member...have to take the CERT Class!

Marketing

- Getting your name out there, exposure.
 - Hats, shirts, pins, cups, blankets, stickers, patches
-
- When you do something in the community, send a press release!



○ Recruiting

- Posters, speak at events, trade shows, churches, schools, Rotary meetings, etc

○ Web site

- Interested citizens can fill out a form on-line if they want to take a class.



Retention – Motivation

- USE them!
 - Special events
 - Parades
 - Exercises



Let them be in the spotlight! Just because you're in charge, doesn't mean you have to get all the credit.

Main CC Divisions we have...

- ◎ CERT, VIPS, MRC, Fire Corps, Amateur Radio, DART
- ◎ Each has a leader
 - They have limits, but each leader has freedom to “lead” their division
 - Copy us on all correspondence
- ◎ Raise money for their operation

C.E.R.T.



- Search and Rescue/Missing Persons
 - Light Urban S&R after a tornado
 - Assisting Law Enforcement in searching for missing persons.
 - Debris clearance / chainsaw work
 - Damage assessment / Wellness checks
 - Logistics
 - Shelter Ops
 - Deliveries
 - Whatever Else!!!!





VIPS –Volunteers in Police Service

- Primary mission is to support Police
- Fitness Runs – Fund Raisers
 - Traffic Control
- Staff Informational Booths
- National Night Out
- “Light” security - patrols



Fire Corps



- Structure Fire Response
 - Re-hab / canteen services
 - SCBA bottle changes
- Public Education
 - Open houses
 - Fire Prevention Week
 - Safety Fairs / Staff booths



Medical Reserve Corps

- First Aid Stations
 - MS 150 Bike Ride
 - 5 K runs
 - Large special events
- H1N1 Flu Clinics
- Train for SNS – POD operations
- Functional Needs Support
- Shelter Ops



Amateur Radio



- ⦿ COMMUNICATION
 - Invaluable in Joplin
- ⦿ Damage assessment
 - Each team has an amateur radio person
- ⦿ Weather Spotters
- ⦿ Joplin Safe and Well operation, each team had an amateur radio person
- ⦿ Search and Rescue team communications

Disaster Animal Response Team D.A.R.T.

- New division we started last year.
- Assist Pets and their owners in times of Disaster
- Pet Walk this year raised \$1,800!



◎ Keep them informed!!!

- Web sites
- Social Media!!
- Text messaging system
- E-mail newsletters
- Forward National Newsletters

Rewards – Recognition

- Annual “Appreciation Dinner”
 - Reward hard work with prizes
 - Door prizes
 - We pay for dinner, have a slide show of what we did that year.
- *Most tell me its not the recognition they are looking for...it’s the personal satisfaction they get of being able to help.*



- ⦿ <http://ema.christiancountymo.gov/citizen corps.htm>
- ⦿ <http://ema.christiancountymo.gov/members.htm>
 - Members area has all of our policies, handbooks, forms, levels, etc.
- ⦿ Facebook Page (Christian County Citizen Corps)
- ⦿ philamtower@christiancountymo.gov
- ⦿ lindabarger@christiancountymo.gov

Thank You!!

