

ORGANIZATION & LEADERSHIP PLAN

Last Revised: April 2021

University of South Florida Community Emergency Response Team

Contents

| Introduction | 2 |
|--|----|
| Purpose | 2 |
| Selection Process | 3 |
| Uniforms | 3 |
| Communication | 4 |
| Systems and Equipment | 4 |
| Retirement, Reassignment, and Dismissal | 5 |
| Organizational Chart | 6 |
| | |
| Command & Support Staff Job Descriptions | 7 |
| Program Director | 7 |
| Deputy Program Director | 8 |
| Co-Deputy Program Director | 9 |
| Director of Training | 10 |
| Director of Media & Communications | 11 |
| Health and Medical Director | 12 |
| Administration Director | 13 |
| Executive Assistant | 14 |
| Health and Medical Deputy Director | 15 |
| Training Officer | 16 |
| Fundraising Officer | 17 |
| Grants Officer | 18 |
| Media Officer | 19 |
| Instructor | 20 |
| Accietant Instructor | 21 |

Introduction

Purpose

The purpose of this plan is to define the organizational structure of the University of South Florida Community Emergency Response Team (USF CERT) program. Due to the nature of a university-based CERT, leadership roles in the program change frequently. This document contains an organizational chart and guidelines for the recruitment of officers to lead the program in both day-to-day operations and during emergency activation. This plan is limited to specific information on the leadership team, thus general information about the program should be referenced in the Standard Operating Procedures. This plan may be modified as positions change, at the discretion of the Command Staff.

Concept of Operations

Leadership roles are split into two categories: Command Staff and Support Staff. Command Staff positions include the Program Director, Deputy Program Director, Co-Deputy Director, Director of Media & Communications, Director of Training and Health and Medical Director. All Command Staff positions must be filled by a qualified individual at all times that can dedicate the time necessary for this position. This may include each position being filled by individuals or members of the Command Staff taking on additional roles in the absence of another. For example, there may be as few as one person in the Command Staff or as many as six. In the case that there are less than the total six, the Program Director, Deputy Program Director or Co-Deputy Director may be required to take on the additional role of the missing Director(s) in order for the program to operate smoothly. In this case, the individual who is taking on the additional role would become the Acting Director of the additional department.

Support Staff positions include Administrative Assistant, Liaison Office, Training Officers, Media Officers, , Health and Medical Deputy Officer, Financial Officer, Grants Officer, Emergency Management Advisors, Instructors, and Assistant Instructors. These positions are designed to assist the Command Staff in their roles, as there are often multiple projects ongoing simultaneously. Support Staff positions do not need to be filled at all times. The use of these positions is at the discretion of the Director or Acting Director, who may recruit and assign these roles as they see fit. Although there is no minimum, there shall be a maximum of three Training Officers and three Media Officers.

Instructors play a vital role in the training of our team. These Support Staff officers have been FEMA certified to teach the G-317 Community Emergency Response Team Basic Training and may do so without supervision. Due to the Instructors' strict training requirements, this position is not a dedicated position, meaning that the only role for the Instructor is to teach when class is in session. Instructors may take on additional duties if desired and may have a primary role in another Command Staff of Support Staff position. Those who wish to assist with the Basic Training may take on the role of Assistant Instructor. However, they must be supervised by an Instructor when teaching. Assistant Instructors may be subject matter experts, experienced CERT members, or other qualified volunteers. Ideally, those who have gained experience as an

Assistant Instructor will be invited by the Hillsborough County Office of Emergency Management to take the FEMA CERT Basic Train-the-Trainer course when offered and may teach with supervision from a certified instructor.

Selection Process

When leadership positions become available, the process to fill them should begin as soon as possible. New leaders may be selected from those who have already expressed interest in the position or those who show that they may be a good fit for the position based on their activity with the program. If this is not the case, an email will go out to request individuals to apply through an application process. All interested must complete the leadership application form.

The USF CERT Leadership Team Application is designed to capture information about the interests, goals, and skills of an applicant. The application should be made available when a position is vacant, shared via USF CERT media and through email outreach, and will remain open until it is filled. As applications are received, the supervisor of the vacant position shall review the applications and schedule a short interview with those who seem to be a good fit.

Interviews should focus on an overview of the position description from the list at the end of this document. All applicants must understand the requirements of the position by the end of the interview and be able to accept or decline the position. If there are multiple applicants for the same position, the final offer to the selected applicant may be delayed until all interviews are complete and a selection has been made by the supervisor and/or a group discussion between the leadership team. If there is no intense competition for the position, it may be offered during the interview.

Interviews should also examine the goals of the applicant. As a training program, the professional and intellectual development of our leadership team is a priority. Identifying the goals of the applicant may help determine if they are a good fit for the leadership team and to plan how their goals will be met by their time with USF CERT.

After the application, interview, and selection, the applicant will be officially part of the Leadership Team. Then they must begin the onboarding process, which will include the following:

- Review of this plan and other essential plans
- · Completion of any required training
- Added to group messaging and project management systems
- Added to appropriate media, such as the program web site and leadership contact lists

Uniforms

Although optional, members of the Leadership Team are encouraged to purchase USF CERT apparel. Uniform items are custom made with the official USF CERT logo and may be ordered by contacting Image Depot Express on Fowler Avenue. Additional items include a standard polo shirt, jackets, hats, vests.

Communication

Effective communication is vital to the success of an organization. The Leadership Team shall frequently communicate through face-to-face staff meetings, email, conference calls, and group instant messengers such as GroupMe, Facebook, Discord. Each department may hold its own messaging group for internal communications. However, every officer must be a part of the primary leadership group. Upon retirement or dismissal of an officer, removal from the group is optional so long as there is room to add their replacements, and the inclusion of the non-officer individual does not disrupt operations.

A list of email addresses and phone numbers for all leadership positions will be maintained, revised, and distributed after any personnel changes.

Systems and Equipment

The USF CERT program has a number of resources available for day-to-day operations, training, and emergencies. Day-to-day operations require the use of media and communication systems that are openly accessible. Training resources such as instructors, equipment, and venues may need to be requested from another agency but are readily available. During emergencies, internal systems and equipment and supply systems, and equipment will be used to complete the mission at hand. A short overview is below:

Google Drive & Gmail Account

A shared drive is used for the storage of all essential documents. This will include training materials, plans, contact lists, media, spreadsheets, and other documents deemed necessary by the Leadership Team. These two systems will be managed by the Co-Deputy Director, Executive Assistant, and Director of Media & Communications.

Mission Manager

This system is used to manage new CERT members and coordinate resources during an emergency activation. It is designed with options for ICS functions, mapping, mass notification, equipment tracking, event scheduling, and document sharing.

Command Staff shall always have access to the following systems:

- USF CERT Gmail Account including the Google Drive
- USF CERT Facebook & Instagram Pages
- USF CERT Website
- USF CERT GroupMe
- Mission Manager

Support Staff shall always have access to the following systems:

- · USF CERT Gmail Account including the Google Drive
- USF CERT GroupMe
- Media Officers will have access to the USF CERT Facebook and Instagram Pages and the USF CERT Website

Training Officers and Instructors will have access to Mission Manager

During activation, the following resources are likely to be used by those in leadership roles:

- Mission Manager
- WebEOC
- Hillsborough County/City of Tampa transportation (HART, Sunshine Line)
- Hillsborough County/City of Tampa spaces (EOC, Shelters, Staging Areas)
- Hillsborough County/City of Tampa equipment (PPE, radios, telephones, vehicles)

Retirement, Reassignment, and Dismissal

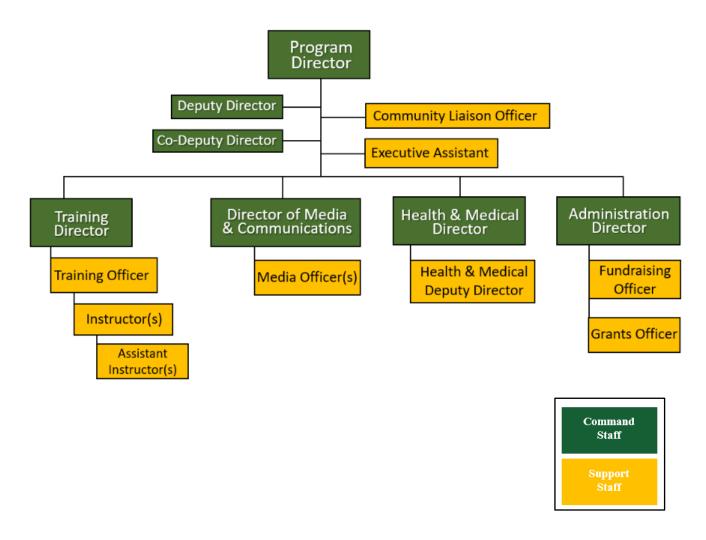
Upon completing a term in a Command Staff or Support Staff position, officers may choose to retire from the position or stay on for another consecutive term, and repeat as desired. Those who retire are encouraged to identify replacements for their position if applicable, so long as the replacement meets the training requirements and is approved by the individual's superior.

Officers who wish to be relieved of their current role but wish to stay involved in a leadership position may elect to be reassigned to a position of their choice. This allows changing departments to explore interests as well as lowering responsibilities to meet new availability. All reassignments must be to an available position and the original position must have an identified replacement or Acting replacement, if applicable. Reassignments must be approved by both the original and new superior.

Those who neglect their responsibilities are subject to dismissal from their position. It is understood that in a university-based environment that commitments change, however those who find themselves not able to continue in their current position should request to be reassigned or retire rather than neglect their responsibilities outright.

The Position Descriptions in this document outline the title, purpose, responsibilities, reporting structure, appointment length, approximate time commitment, and training details of each position.

USF CERT Organizational Chart



Leadership Position Job Descriptions

Program Director

Purpose Responsible for overall management of the program

Responsibilities

- Recruit and supervise USF CERT Leadership Team
- Serve as primary Point of Contact for local Emergency Management Agencies and the University of South Florida.
- Submit reports to sponsoring agencies on annual basis
- Approve after-action reports and improvement plans for exercises, events and activation
- Coordinate CERT and spontaneous volunteers during training, events, exercises, and activation
- Manage operations during emergency activation
- Manage program funds and fundraising efforts
- Manage legal documentation

Reports To Program Director

Appointment Permanent

Time Commitment

Average 20 hours per month

Required Training

- G-300 Intermediate Incident Command System for Expanding Incidents
- G-317 Community Emergency Response Team Basic Training
- G-427 CERT Program Manager Course
- G-428 CERT Train-the-Trainer
- IS-100 Introduction to the Incident Command System
- IS-120 An Introduction to Exercises
- IS-130 Exercise Evaluation and Improvement Planning
- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-700 Introduction to the National Incident Management System
- IS-800 National Response Framework, An Introduction

- CPR/AED
- Supplemental emergency management training
- Supplemental training in desired disciplines

Deputy Program Director

Purpose

Assist Program Director with overall management of the program

Responsibilities

- Recruit and manage USF CERT Leadership Team
- Receive and approve emergency and non-emergency activation requests
- Develop and review plans, procedures, and administrative documents
- Submit quarterly reports to Hillsborough County Citizen Corps Council
- Approve after-action reports and improvement plans for exercises and activation
- Coordinate CERT and spontaneous volunteers for training, events, exercises, and activation
- Manage operations during emergency activation

Reports To

Program Director

Appointment

From time of appointment to the end of the current USF semester. May be extended as desired.

Must have previously served on USF CERT Leadership Team

Time Commitment

Average 20 hours per month

Required Training

- G-317 Community Emergency Response Team Basic Training
- G-428 CERT Train-the-Trainer
- IS-100 Introduction to the Incident Command System
- IS-120 An Introduction to Exercises
- IS-130 Exercise Evaluation and Improvement Planning
- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-700 Introduction to the National Incident Management System
- IS-800 National Response Framework, An Introduction

- G-300 Intermediate Incident Command System for Expanding Incidents
- CPR/AED
- Supplemental emergency management training
- Supplemental training in desired disciplines

Co-Deputy Program Director

Purpose

Assist Co-Deputy Program Director with communications of program management decisions to ensure the leadership team is informed

Responsibilities

- Assist with recruiting and manage USF CERT Leadership Team
- Communicate emergency and non-emergency activation requests to leadership team
- Develop and review plans, procedures, and administrative documents
- Submit quarterly reports to Hillsborough County Citizen Corps Council
- Assist with developing and approving after-action reports and improvement plans for exercises and activation
- Assist in the coordination of CERT and spontaneous volunteers for training, events, exercises, and activation
- Assist with managing operations during emergency activation

Reports To

Deputy Program Director

Appointment

From time of appointment to the end of the current USF semester. May be extended as desired.

Time Commitment

Average 20 hours per month

Required Training

- G-317 Community Emergency Response Team Basic Training
- IS-100 Introduction to the Incident Command System
- IS-120 An Introduction to Exercises
- IS-130 Exercise Evaluation and Improvement Planning
- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-700 Introduction to the National Incident Management System
- IS-800 National Response Framework, An Introduction

- G-300 Intermediate Incident Command System for Expanding Incident
- · CPR/AED
- Supplemental emergency management training
- Supplemental training in desired disciplines

Director of Training

| Purpose Oversee training initiatives of the pr | rogram to ensure readiness of personnel. |
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|---|--|

Responsibilities

- Ensure training requirements are met for all USF CERT Leadership Positions
- Plan and conduct monthly training opportunities
- Plan and manage G-317 CERT Basic Training each semester (Spring, Summer, Fall)
- Develop after-action reports and improvement plans for exercises and activation
- Assist with operations during emergency activation
- Work with external agencies to plan and conduct training and exercises
- Supervise Training Officers to assist in the above duties

Reports To Deputy Program Director & Co-Deputy Program Director

Appointment

From time of appointment to the end of the current USF semester. May be extended as desired.

Time Commitment

Average 16 hours per month

Required Training

- G-317 Community Emergency Response Team Basic Training
- G-428 CERT Train-the-Trainer
- IS-100 Introduction to the Incident Command System
- IS-120 An Introduction to Exercises
- IS-130 Exercise Evaluation and Improvement Planning
- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-700 Introduction to the National Incident Management System
- IS-800 National Response Framework, An Introduction

- G-300 Intermediate Incident Command System for Expanding Incidents
- · CPR/AED
- Supplemental training in desired disciplines

Director of Media & Communications

| Director of Maddin to Communications | | |
|--------------------------------------|---|--|
| Purpose | Oversee public relations, media, and internal communications for the program | |
| Responsibilities | Manage emergency and non-emergency communications including activation notices, monthly newsletters, and others Manage social media accounts, web site, and email inbox Captures CERT Stories from the field sharing on CERT Website Maintain primary and emergency contact information for CERT members Assist with operations during emergency activation Supervise Media Officers to assist in the above duties | |
| Reports To | Deputy Program Director and Co-Deputy Program Director | |
| Appointment | From time of appointment to the end of the current USF semester. May be extended as desired. | |
| Time Commitment | Average 16 hours per month | |
| Required Training | G-317 Community Emergency Response Team Basic Training IS-29 Public Information Officer Awareness IS-42 Social Media in Emergency Management IS-100 Introduction to the Incident Command System IS-200 ICS for Single Resources and Initial Action Incidents IS-700 Introduction to the National Incident Management System IS-800 National Response Framework, An Introduction | |
| Recommended Training | G-300 Intermediate Incident Command System for Expanding Incidents | |

Training

- · CPR/AED
- Supplemental training in desired disciplines

Health and Medical Director

Purpose

Assist the Director and Deputy Director with Health and Medical training and partnerships across the USF Health System and through partnerships in Hillsborough County.

Responsibilities

- Assist with planning and facilitation of monthly training opportunities that are health related
- Assist with Basic Medical Ops G-317 CERT Basic Training if needed
- Assist with development of exercises and implementing improvement plans for public health and medical response
- Assist with Points of Dispensing (PODs), Special Needs Shelters (SpNS) and other MRC operations during emergency activation
- Captures field notes for reports and to document CERT Stories from the field for health and medical response activites
- Other duties as assigned by the CERT Director

Reports To

Director and/or Deputy Director

Appointment

From time of appointment to the end of the current USF semester. May be extended as desired at discretion of Director/Deputy Director

Time Commitment

Average 15 hours per month

Required Training

- G-317 Community Emergency Response Team Basic Training
- IS-100 Introduction to the Incident Command System
- IS-700 Introduction to the National Incident Management System
- Medical Reserve Corps (MRC) member through Hillsborough County Department of Health.

- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-800 National Response Framework, An Introduction
- G-300 Intermediate Incident Command System for Expanding Incidents
- CPR/AED
- Supplemental training in desired disciplines

Administration Director

Purpose

Assist the Director and Deputy Director with administration and finance for documentation of hours, activities, and funding to provide to Hillsborough County Office of Emergency Management for all activations and serve in the community.

Responsibilities

- Assist with documenting monthly training and meeting hours
- Managing Mission Manager
- Identify Grants and work with the Grants Officer in putting together the budget and documentation necessary for the grant application
- Document fundraising opportunities, hours for service, and activation hours at each location team members and spontanious volunteers are serving. Ensure all hours are reported in Mission Manager.
- Other duties as assigned by the CERT Director

Reports To

Director and/or Deputy Director

Appointment

From time of appointment to the end of the current USF semester. May be extended as desired at discretion of Director/Deputy Director

Time Commitment

Average 15 hours per month

Required Training

- G-317 Community Emergency Response Team Basic Training
- IS-100 Introduction to the Incident Command System
- IS-700 Introduction to the National Incident Management System
- Mission Manager Training
- USF A&S Funding Training Course for Financial Officers

- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-800 National Response Framework, An Introduction
- G-300 Intermediate Incident Command System for Expanding Incidents
- · CPR/AED
- Supplemental training in desired disciplines

Executive Assistant

Purpose

Oversee meeting notes, assists with after-action reports, helps respond to USF CERT emails, and internal communications for the program

Responsibilities

- Coordinate meetings, assist with developing an agenda and taking meeting notes to be disseminated as needed
- Manage emergency and non-emergency communications including activation notices, monthly newsletters, and others
- Assists with after action reports and all internal communications
- Assist with operations during emergency activation
- Helps planning for events and training opportunities for the year
- Assist with managing and organizing the CERT Drive folder

Reports To

Co-Deputy Director, Duputy Director, and Director

Appointment

From time of appointment to the end of the current USF semester. May be extended as desired.

Time Commitment

Average 16 hours per month

Required Training

- G-317 Community Emergency Response Team Basic Training
- IS-29 Public Information Officer Awareness
- IS-42 Social Media in Emergency Management
- IS-100 Introduction to the Incident Command System
- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-700 Introduction to the National Incident Management System
- IS-800 National Response Framework, An Introduction

- G-300 Intermediate Incident Command System for Expanding Incidents
- · CPR/AED
- Supplemental training in desired disciplines

Health and Medical Deputy Director

Purpose

Assist the Director and Deputy Director with Health and Medical training and partnerships across the USF Health System and through partnerships in Hillsborough County.

Responsibilities

- Assist Health and Medical Director with planning and facilitation of monthly training opportunities that are health related
- Assist with Basic Medical Ops G-317 CERT Basic Training if needed
- Assists Health and Medical Director with development of exercises and implementing improvement plans
- Assists Health & Medical Director with Points of Dispensing (PODs),
 Special Needs Shelters (SpNS) and other MRC operations during emergency activation
- Captures field notes for reports and CERT Stories from the field for health and medical response activites
- Other duties as assigned by the Health and Medical Director

Reports To

Health and Medical Director

Appointment

From time of appointment to the end of the current USF semester. May be extended as desired at discretion of Director/Deputy Director

Time Commitment

Average 15 hours per month

Required Training

- G-317 Community Emergency Response Team Basic Training
- IS-100 Introduction to the Incident Command System
- IS-700 Introduction to the National Incident Management System
- Medical Reserve Corps (MRC) member through Hillsborough County Department of Health.

- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-800 National Response Framework, An Introduction
- G-300 Intermediate Incident Command System for Expanding Incidents
- · CPR/AED
- Supplemental training in desired disciplines

Training Officer

| Purpose | Assist the Director of Training with training and exercise development |
|-------------------------|---|
| Responsibilities | Assist with planning and facilitation of monthly training opportunities Assist with G-317 CERT Basic Training Assist with development of exercises and implementing improvement plans Assist with operations during emergency activation Other duties as assigned by the Director of Training |
| Reports To | Director of Training |
| Appointment | From time of appointment to the end of the current USF semester. May be extended as desired at discretion of Director of Training |
| Time Commitment | Average 4 hours per month |
| Required Training | G-317 Community Emergency Response Team Basic Training IS-100 Introduction to the Incident Command System IS-120 An Introduction to Exercises IS-700 Introduction to the National Incident Management System |
| Recommended Training | IS-130 Exercise Evaluation and Improvement Planning IS-200 ICS for Single Resources and Initial Action Incidents IS-800 National Response Framework, An Introduction G-300 Intermediate Incident Command System for Expanding Incidents CPR/AED |

Supplemental training in desired disciplines

Fundraising Officers

Purpose

Identify fundraising opportunities and the timeline to complete any activities throughout the fiscal year.

Responsibilities

- Develop an annual fundraising plan that will support the team
- Develop a timeline for the team to host set fundraising event and identify stratigeies to raise money to support the Website, CERT gear and team shirts, equipment, and other items for the team
- Work with the Disaster and Humanitarian Relief (DAHR) Student Collaborative to plan and organize any fundraising for community initiatives or activities on campus
- Identify funding needed for future training and events

Reports To

Administration Director

Appointment

From time of appointment to the end of the current USF semester. May be extended as desired at discretion of the Administration Director

Time Commitment

Average 10 hours per month

Required Training

- G-317 Community Emergency Response Team Basic Training
- IS-100 Introduction to the Incident Command System
- IS-700 Introduction to the National Incident Management System

- IS-29 Public Information Officer Awareness
- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-800 National Response Framework, An Introduction
- G-300 Intermediate Incident Command System for Expanding Incidents
- CPR/AED
- Supplemental training in desired disciplines

Grants Officers

Purpose

Identify grants and the timeline to complete any funding opportunities for the fiscal year and work with the Disaster and Humanitarian Relief (DAHR) Student Collaborative on Annual Budget

Responsibilities

- Identify grants that we may qualify for to support the team
- Develop a timeline for the team to put together the grant application or fundraising event to support CERT operations
- Work with the Disaster and Humanitarian Relief (DAHR) Student Collaborative to develop the annual budget and request funds for upcoming training and events held on campus
- Identify funding needed for future training and events

Reports To

Administration Director

Appointment

From time of appointment to the end of the current USF semester. May be extended as desired at discretion of Administration Director

Time Commitment

Average 10 hours per month

Required Training

- G-317 Community Emergency Response Team Basic Training
- IS-100 Introduction to the Incident Command System
- IS-700 Introduction to the National Incident Management System
- Grant Writing with Hillsborough County OEM

- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-800 National Response Framework, An Introduction
- Supplemental training in desired disciplines

Media Officer

Purpose Assist the Director of Media & Communication with public

relations, media, and internal communications.

Responsibilities

- Distribute emergency and non-emergency communications including activation notices, monthly newsletters, and others
- Contribute to social media accounts, website, and email correspondence
- Assist with operations during an emergency activation
- Other duties as assigned by the Director Media and Communications

Reports To Director of Media & Communications

Appointment From time of appointment to the end of the current USF semester. May be

extended as desired.

Time Average 10 hours per month Commitment

Required Training

- G-317 Community Emergency Response Team Basic Training
- IS-29 Public Information Officer Awareness
- IS-42 Social Media in Emergency Management
- IS-100 Introduction to the Incident Command System
- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-700 Introduction to the National Incident Management System
- IS-800 National Response Framework, An Introduction

- G-300 Intermediate Incident Command System for Expanding Incidents
- CPR/AED
- Supplemental training in desired disciplines

Instructor

Purpose Instruct G-317 CERT Basic Training

ResponsibilitiesInstruct units during G-317 CERT Basic Training

Evaluate CERT exercises

Assist with operations during emergency activation

Reports To Director of Training

Appointment Indefinite as long as willing and able. Any CERT member in any other

position may take on the additional role of Instructor after having gone

through the required training.

Time Average 16 hours every 4 months. **Commitment**

Required Training

G-317 Community Emergency Response Team Basic Training

G-428 CERT Train-the-Trainer

IS-100 Introduction to the Incident Command System

IS-700 Introduction to the National Incident Management System

Recommended Training

IS-120 An Introduction to Exercises

IS-130 Exercise Evaluation and Improvement Planning

IS-200 ICS for Single Resources and Initial Action Incidents

IS-800 National Response Framework, An Introduction

G-300 Intermediate Incident Command System for Expanding

Incidents

· CPR/AED

Supplemental training in desired disciplines

Assistant Instructor

Purpose Assist with instruction of G-317 CERT Basic Training

Responsibilities

- Instruct units during G-317 CERT Basic Training under Instructor supervision
- Evaluate CERT exercises
- Assist with operations during emergency activation

Reports To Director of Training and Instructors

Appointment Indefinite as long as willing and able. Automatic promotion to Instructor

upon completion of required training for the Instructor position.

Time Commitment Average 8 hours every 4 months.

Required Training

- G-317 Community Emergency Response Team Basic Training
- IS-100 Introduction to the Incident Command System
- IS-700 Introduction to the National Incident Management System

- IS-120 An Introduction to Exercises
- IS-130 Exercise Evaluation and Improvement Planning
- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-800 National Response Framework, An Introduction
- G-300 Intermediate Incident Command System for Expanding Incidents
- G-428 CERT Train-the-Trainer*
- · CPR/AED
- Supplemental training in desired disciplines

^{*}Automatic promotion to Instructor upon completion