



## Minutes for Delaware Continuity Coordinator Council

**November 19, 2015**

**1 p.m. – 3 p.m.**

### **Remote Meeting:**

[Join online meeting](#)

### **Audio Portion**

(302) 526-5475 (State of Delaware) / Conference ID: 9052127

or

### **Optional Physical Meeting Location:**

DTI, 801 Silver Lake Blvd, Dover, DE

**\*Note: This is a secure location – email to the meeting coordinator to request access is required. Pre-registration and Identification required\***

- **Attendees:** Sandee Alexander, Mark Devore, Kevin Eickman, Monica Fisher, Melissa Freeman, George Giles, Lori Gorman, John Healy, Lynn Hooper, Jackie Keel, Virginia Lane, Tony Lee, John Mancus, Claudette Martin-Wus, Staci Marvel, Susan Mateja, Marny McLee, Catherine Oravez, Vicki Smith, Karen Smith, Beverly Swiger, Janice Taylor, Doyle Tiller, Heather Volkomer,
- **DECCC Updates**
  - 2016 meeting dates are: February 25, May 26, August 25, and November 17
  - CERT Training occurring 12/11-12
  - Statewide COOP Exercise – 1<sup>st</sup> or 2<sup>nd</sup> quarter of 2016
  - DEMA Training Calendar updated for January trainings at <http://dema.delaware.gov/services/training.shtml>
- **Cyber Security Exercise Review** (provided in ppt slides below)
- **Citizens Corp Presentation: Personal Preparedness** (provided in ppt slides below) (Marny McLee, Citizens Corp Program Manager)

Q. Is Citizens Corp International?

A. It is believed that other countries have similar organizations. In the U.S., Citizens Corp is mandated through the U.S. Presidential Directive 8.

Q. How long does it take to go through the train-the-trainer course?

A. 20 hours of CERT training and 4 hours for the instructor course.

Q. How long is the CERT Course?

A. CERT courses can be customized for organizations; however, anything less than the 20 hour certification course would be an awareness course.

Q. If anyone is interested in the 1 (800)Force stickers, who do they contact?

A. Contact Marny at marny.mcleee@state.de.us.

➤ **COOPsgiving: A Time to Reflect on and Share Lessons Learned from 2015**

(Open Discussion By All)

- Ways to present social engineering attacks
- Leg Hall fire event – currently no COOP Plan
- COOP Planners need to educate and promote Family Emergency Planning to staff
- Add cyber element to individual agency COOP drills
- Create 1-page document identifying available resources, presentations, etc to be sent to Organization Heads to promote a top-down support structure
- Suggest all agencies practice Notifind messaging now since Paris attacks are fresh in everyone's minds
- Send follow-up communications to the OMB State outage email sent to all employees to remind agency staff to update contact information with COOP Planners for notification purposes

➤ **Q&A Session**

**DECCC Steering Committee members:**

Claudette Martin-Wus – Co-Chair

Tony Lee – Co-Chair

***Vacant*** – Vice-Chair

Monica Fisher – Education and Training Officer

Carolyn Dunch – IT Systems Officer

John Mancus – Disaster Preparedness Officer

Mark Devore – Facilities Officer

Lori Gorman – Vital Records Officer

\*\*If interested in the vacant position(s), please contact any one of the Steering Committee members\*\*

Qualifies as 1 CEU per hour towards COOP certification(s)



## Delaware Continuity Coordinator Council (DECCC)

### November 19, 2015

## Agenda

- Welcome/Introductions
- DECCC Updates
- Cyber Exercise Review
- Personal Preparedness Presentation  
(Marny McLee, Citizens Corp Program Manager)
- COOPsgiving: Sharing Lessons Learned in 2015
- Q&A

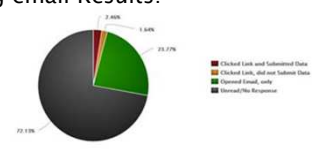
## DECCC Updates

- Upcoming 2016 meetings
  - February 25
  - May 26
  - August 25
  - November 17
- Upcoming Events
  - CERT Training @ DelTech (Dover) 12/11-12
  - \*Note: Register NLT 12/5 by email to [marny.mcllee@state.de.us](mailto:marny.mcllee@state.de.us)**
  - Statewide COOP Exercise 2016
  - DEMA Training Calendar 2016 - January trainings posted
  - NIMS/ICS Training
  - ICS 300

## 2015 Cyber Security Exercise: *Cyber Swarm!!*

Participating Agencies			
Appoquinimink	DFM	DOJ	DVI
BDPA	DHSS	DOL	Fire Marshal
Elections	DIAC	DSAAPD	NCC Govt
Courts	DIVCOMM	DSP	ODS
Capitol Police	DNG/DANG	Corporations	OMB
Agriculture	DNREC	PSC	OPEN
DEDO	DOC	DSCYF	Unemployment Insurance
DeIDOT	Dept. of Education	DSSC	
DEMA	DOI	DTI	

- ▶ 130+ Participants from Federal, State, and Local Governments
- ▶ Hactivist group targeting the Delaware Refinery and Government Agencies using Spearphishing, Phishing tactics, and Explosive attempts
- ▶ Phishing email Results:



Clicked Link and Submitted Data	25.39%
Clicked Link, did not Submit Data	29.27%
Opened Email, only	21.44%
Ignored/No Response	23.90%

- ▶ Phishing Lessons Learned
  - 1) Ensure you know who the sender is and contact them to determine the legitimacy of the email
  - 2) Report any suspicious emails to your Information Security Officer (ISO) and/or the IT Service Desk
  - 3) **Do not provide user credentials either electronically or verbally to ANYONE**
- ▶ More Information Security Tips can be discovered by attending the OMB Information Security 101 Course
  - Login with Single sign-on or State Credentials at <http://hrm.omb.delaware.gov/training/index.shtml>
  - Search for Cyber Security
  - Click "Notify me of new sessions"

## Added Realism

- ▶ Similar Real-life Situation – Operation Green Rights
- ▶ Realistic News Report videos, News Articles, and Bulletins
- ▶ Full-scale operations included:
  - EOC Activation
  - JIC Formation
  - EOD Team Deployment
  - Real UAV props
  - Actors

## Exercise Lessons Learned

- ▶ Facilitation through Skype/Lync needs to be improved
- ▶ Pre-exercise Briefing for all participants to review expectations and how to exercise effectively
- ▶ Require person for each role to meet criteria to participate and/or have agencies designate backups
- ▶ Continue to encourage ICS course completion prior to exercise
- ▶ Encourage agencies to hold own Exercises to practice before larger Exercises

## Hot Wash Results

	NOT ENGAGED		ENGAGED		ENTHUSIASTICALLY ENGAGED		
	1	2	3	4	5		
<b>Hot Wash Questions</b>							
Job Aids: Do the participants have appropriate job aids to assist them in responding to a Cyber Security Incident? This may include COOP, written Crisis Communications Plan, Recovery Plan, Disaster Plans, checklists, etc.							3.79
Participant Engagement: Were the participants fully engaged during the exercise (excluding any programmed time when they were waiting for "triggering" events)?							4.26
Participant Engagement: Did the participating organization personnel have an understanding of the event/inject as they were presented? Did they communicate appropriately with their technical department, Agency Management, Public Information Officer, the DTI Service Desk, and other participating organizations?							3.95
Communications with Participating Departments and Other Organizations: Internal Communications-Did organizations communicate frequently with participating player and player organizations regarding incident response actions? Did they use established common response communication language (i.e. plain english) to ensure information dissemination is timely, clear, acknowledged, and understood by all receivers? Did they confirm and log receipt of messages sent?							3.79
Internal Organization Hot Wash: Were the participants aware of their cyber threats (dependent systems)? Did participants know the proper response?							4.32
Internal Organization Hot Wash: Were the participants engaged during the hot wash							4.32
Overall Average							4.07

## Next Steps

- ▶ Participants to receive Participation Certificate
- ▶ Exercise After Action Report (AAR) to be reviewed and finalized
- ▶ Individual Agency AAR to be created and sent to Agency Leadership
- ▶ Update applicable Plans
- ▶ Complete **FREE** ICS Courses through FEMA <http://training.fema.gov/programs/coop/level1.aspx>

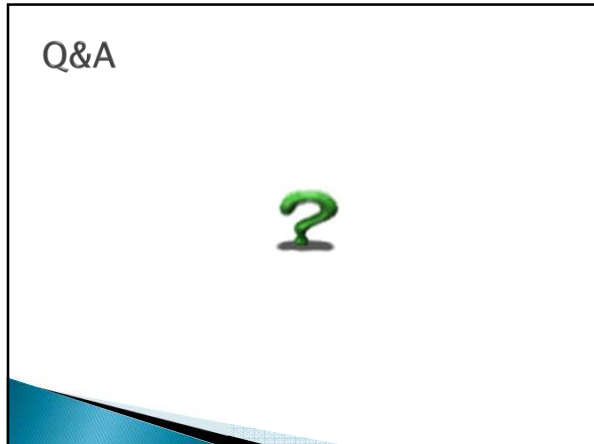
## Citizens Corp Presentation: Personal Preparedness

- ▶ Marny McLee

[Presentation](#)

## COOPsgiving

- ▶ 2015 Lessons Learned
- ▶ Time to Share
- ▶ Open Discussion





**citizen corps** **Mission**

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**To have everyone participate in making America safer**

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*Everyone can do something to be safer from the dangers we all face – natural disasters, terrorism, crime, public health issues and other medical emergencies – and to help our communities be safer too.*

**citizen corps** **Charter Federal Programs**

- Department of Justice**
  - Neighborhood Watch
  - Volunteers in Police Service (VIPS)
- Department of Homeland Security**
  - Community Emergency Response Teams (CERT)
  - Fire Corps
- Department of Health and Human Services**
  - Medical Reserve Corps

 **Volunteers in Police Service - DOJ**

- On line directory of hundreds of existing local programs, sample policies and documents at [www.policevolunteers.org](http://www.policevolunteers.org)
- Best practices guidance to recruit, train, and use citizen volunteers in police departments
- Partnership with the International Association of Chiefs of Police



 **Medical Reserve Corps - HHS**

- Active and retired health care professionals and others with an interest in public health issues
- Support in large-scale local emergencies
- Promote community public health year round
- Nov 2003: 167 grants announced  
42 continuing and 125 new communities
- [www.medicalreservecorps.gov](http://www.medicalreservecorps.gov)





## Neighborhood Watch - DOJ

- 30 years old – success in crime prevention
- Goal - Double number of Neighborhood Watch Programs to 15,000 by Jan 2004
- Partnership with the National Sheriffs' Association



A partnership of International Association Fire Chiefs / Fighters and National Volunteer Fire Council

- Enhances the capacity of Resource Constrained Fire Departments by using citizens in non-operational roles
- Provides a medium for citizens to find departments looking for help
- Provides resources for departments to start or improve on programs



- Disaster response training:
  - Disaster Preparedness
  - Fire Safety
  - Team Organization
  - Terrorism
  - Light Urban Search and Rescue
  - Medical Principles and Treatment
  - Disaster Psychology
  - Final Exercise
- Train-the-Trainer Courses



- Citizen Corps provides an opportunity for all citizens to be involved in the safety of their communities.
- This can be accomplished through education, training and volunteerism.
- Three pillars of Citizen Corps are:
  - Homeland Security
  - Community Preparedness
  - Family Safety



## State of Delaware Citizen Corps Council

- Emergency Responders
- Service Organizations
- Governmental Agencies
- Volunteer Organizations
- **Joint meeting w/VOAD**



## State of Delaware Citizen Corps Council

### Background:

- ✓ Citizen Corps / CERT Grants
- ✓ Developed state implementation plan for CERT
- ✓ Briefed C.C.C. on CERT program development plan
- ✓ Tasked by DEMA director to coordinator Citizen Corps
- ✓ 18 February 2004, re-energized Delaware C.C.C.



## State of Delaware Citizen Corps Council

### Priorities:

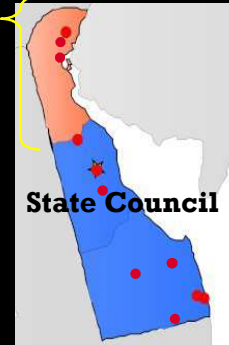
- Establish county and local councils
- Develop community outreach programs which promote...

Homeland Security,  
Community Preparedness,  
Family Safety.

- Provide resources to support programs

## Delaware Citizen Corps Councils:

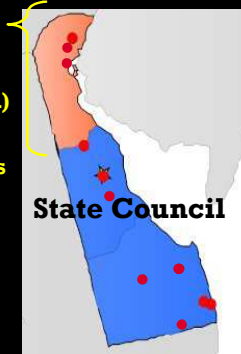
- New Castle County
- Wilmington
- City of New Castle
- Elsmere-XX
- Smyrna
- DSU – Kent County
- Harrington
- Sussex County
- Milton
- Bethany Beach
- Ocean View
- Millville



## Delaware Citizen Corps Councils:

### • New Councils

- Univ of DE – CDS
- DSP (Youth Program)
- DIAC
- Middletown-Jaycees



- Disaster response training:
  - Disaster Preparedness
  - Fire Safety
  - Team Organization
  - Terrorism
  - Light Urban Search and Rescue
  - Medical Principles and Treatment
  - Disaster Psychology
  - Final Exercise
- Train-the-Trainer Courses

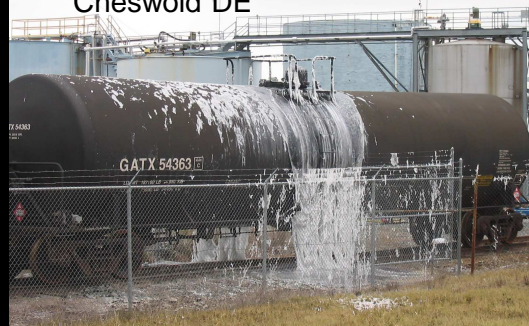


## Disaster Preparedness

- Objectives:
  - Natural
  - Man Made
  - Technological
- Community Response



## Chemical Spill-Reichhold 2006 Cheswold DE





## Medical Operations I & II

- Medical Operations I - Triage
- Medical Operations II
  - Stop the bleeding
  - Clear the airway
  - Treat for shock



## Fire Safety

- Objectives:
  - Identify and practice safety procedures
  - Conduct basic situation size-up
  - Operate a portable fire extinguisher



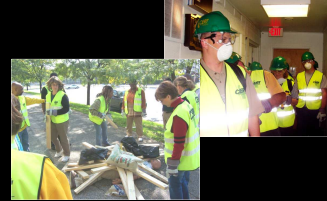
## Terrorism

- Objectives:
  - Define terrorism
  - Identify potential targets in their community
  - Recommended actions



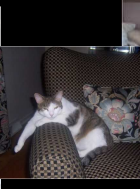
## Search and Rescue

- Objectives:
  - Identify effective size up procedures
  - Demonstrate common techniques for searching a structure
  - Techniques for extrication and debris removal



## Animals in Disaster

- Objectives:
  - Identify issues involving animals during a disaster
  - Identify areas of special concern
  - Identify hazards to CERT members

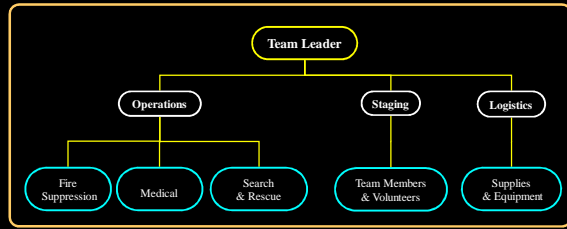


## Disaster Psychology

- Objectives:
  - Identify and explain four phases of a disaster
  - Define Stress and identify self-help stress relievers
  - Recognize signs of stress in children



## Team Organization



## Citizen Corps Affiliates

- National Fire Protection Association
- Save-A-Life Foundation
- The U.S. Junior Chamber (Jaycees)
- National Volunteer Fire Council
- National Voluntary Organizations Active In Disaster
- National Crime Prevention Council

## Citizen Corps Affiliates

- Points of Light Foundation and the National Network of Volunteer Centers
- National Safety Council
- American Radio Relay League
- American Red Cross
- Civil Air Patrol
- Veterans of Foreign Wars
- American Legion

## Citizen Corps Affiliates

### Additional Federal Partners

- National Oceanic and Atmospheric Administration
- American Association of Community Colleges

## Local Partners

- Public Health Preparedness
- ARC (Del Marva)
- RSVP
- National Guard
- State Police
- Civil Air Patrol
- American Legion
- LDS(Faith Base)



## Local Partners

- Medical Reserve Corps
- PAWs for People
- Developmental Disability-Univ of DE
- State Disability Council
- DE VOAD
- State Office of Volunteerism



## Local Partners cont

- Healthy Del with Disability
- Div Aging/Child Care
- Amputee Support Group
- Death & Hard of Hearing
- Chinese Culture Club
- Lions Club/ Jaycees



## Emergency Management Partnership

- NCC OEM
- Kent Public Safety
- City of Dover
- Sussex County OEM
- City of Wilmington OEM
- US Attorney Office



## Educational Partners

- Delaware Technical Community College
- University of DE
- Delaware State University
- Wesley
- Goldey Beacom
- Wilmington University

## Every American can participate through:

- **Personal responsibility:** preparedness plans and disaster supplies kits - home health and safety practices - disaster mitigation measures - crime prevention and reporting
- **Training:** emergency preparedness - response capabilities - first aid - fire suppression - search and rescue procedures - public health and safety
- **Volunteer service:** law enforcement - fire - emergency medical services - community public health - emergency management - disaster relief & community safety organizations

## Accomplishments:

- Establishment of Councils (20)
- Fire Corps (18)
- MRC (2)
- CERT (4,000 +)
- VIPS (9)
- Neighborhood Watch (3)



## Accomplishments

### Delaware Volunteer Firemen's Association

- [Minquedale Fire Company Fire Corps](#)
- [Christiana Fire Company Fire Corps](#)
- [Lewes Fire Department Fire Corps](#)
- [Magnolia Volunteer Fire Company Fire Corps](#)
- [Carlisle Fire Company Fire Corps](#)
- [Little Creek Volunteer Fire Company Fire Corps](#)
- [Hartly Volunteer Fire Company Fire Corps](#)
- [Delaware City Fire Company Fire Corps](#)
- [Volunteer Hose Company of Middletown Fire Corps](#)
- [Townsend Fire Company Fire Corps](#)
- [Odessa Fire Company Fire Corps](#)
- [Wilmington Fire Department Fire Corps](#)
- [Mill Creek Fire Company Fire Corps](#)



## Accomplishments



- Ocean View
- Bethany Beach
- Selbyville
- Harrington
- Delaware State University
- Smyrna
- Elsmere
- City of New Castle
- Millville (NW)
- Milton (Neighborhood Watch)



## Accomplishments

### MRC Organizations:

- Christiana Care
- Department of Health



## Delaware Communications Corps



- Radio Amateur Civil Emergency Service
- Military Affiliate Radio System
- Amateur Radio Emergency Service
- Civil Air Patrol

## Accomplishments



- 4000 + CERT trained
- 4-Train-the-Trainer courses



## Accomplishments



- See Something-Say Something
- Terrorism Module
- Outreach to the community



## CERT for Business



- Happy Harry's
- Day Zimmerman ,Artesian Water
- Bank of America –DuPont-Wilm Trust,
- American Society of Industrial Security

## Recent Projects DDS/Univ of DE local CCC

- Emergency Preparedness and Response for Individuals with Disabilities
1. **Autism** Recognition, Response and Risk Management for Law Enforcement
  2. **Alzheimer's**
  3. Library/Museums staff

## Past Projects

- Child Care Provider Training
- Preparedness film  
Closed caption/Spanish
- Special Needs notification system
- Volunteer Reception Center



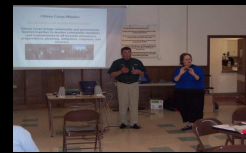
## Annual Outreach Initiatives

- Preparedness Night - Blue Rocks Baseball
- Preparedness Night - 87ers Basketball
- Faith Base Leaders Conference
- Family Emergency Prep Day Event- Sept
- Disability Council workshop
- Life (Disabilities) Conference



## Disability Community

- Easter Seals
- Independent Resource Center
- Amputee Support Group
- Deaf and Hard of Hearing Community
- State Disability Council
- Center for Disability Study-Univ of DE



## Accomplishments

Delaware Family  
Emergency  
Preparedness Day



## Accomplishments Blue Rocks Preparedness



## Community Outreach?

- **Presentations**
  - Civic groups
  - Faith based organizations
  - Special Needs
  - Community at large
- **Brochures**
  - Citizen Corps brochure
  - Animals in Disaster brochure
  - CERT brochure
- **Training**
  - Disaster preparedness
  - CERT



## Citizen Corps Approach

**National network of state/local/tribal**

**Citizen Corps Councils to:**

- tailor activities to the community
- build on community strengths to develop and implement a local strategy for all to participate

**National Voice – National public awareness and media campaign**

## Citizen Preparedness

To ensure that all Americans have the necessary information, education and skills to protect themselves, their families, homes and businesses



## National Citizen Corps Council

**Membership:** Leaders of national organizations

- |  |                                   |
|--|-----------------------------------|
| - law enforcement                              | - volunteer groups                |
| - fire   | - private sector                  |
| - emergency management                         | - federal partners                |
| - emergency medical and public health services | - intergovernmental organizations |

whose colleagues at the state and local level will collaborate to create local Citizen Corps Councils and to advance the Citizen Corps mission

## Citizen Corps Community Benefits

- Greater sense of security, responsibility, and personal control
- Builds community pride, unity and patriotism
- Promotes risk reduction, mitigation, and preparedness practices
- Prepares us all for helping others in a crisis

## Citizen Corps Community Benefits

**Benefits for First Responders:**

- Year round support through volunteer programs
- Reduces burden on first responder services by promoting mitigation and preparedness measures
- Creates well trained, better informed, and better prepared citizens to take care of themselves and others during times of crisis -- allowing first responders to address the most critical needs

## What YOU Can Do?



- Partner with volunteer organizations, first responder and emergency management leadership, elected leadership, private sector and educational groups
- Help form Citizen Corps Councils and start the programs in your community
- Help with public education, risk assessment, training, and volunteer participation
- Mentor others: organizations and communities



[www.citizencorps.gov](http://www.citizencorps.gov)  
[delawarecitizencorps.org](http://delawarecitizencorps.org)  
[prepareDe.org](http://prepareDe.org)  
Face Book/Twitter



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659-2225



## QUESTIONS?



## Voted Best State Citizen Corps Council in America 2014

Honored at the White House by  
FEMA 2014

