

# Ensuring Resilience to Threats and Hazards

Despite ongoing vigilance and efforts to protect this country and its citizens, major accidents and disasters, as well as deliberate attacks, will occur. The challenge is to build the capacity of American society to be resilient in the face of disruptions, disasters, and other crises. Our vision is a nation that understands the hazards and risks we face; is prepared for disasters; can withstand the disruptions disasters may cause; can sustain social trust, economic, and other functions under adverse conditions; can manage itself effectively during a crisis; can recover quickly and effectively; and can adapt to conditions that have changed as a result of the event.

## Business Preparedness

**Business Continuity Planning Suite** Critical Manufacturing SSA developed an introductory *Business Continuity Planning Suite* to assist small- to medium-sized companies reduce the potential impact of a disruption to business. The Suite includes Business Continuity Planning Training, Business Continuity and Disaster Recovery Plan Generators and a Business Continuity Plan Validator.

**FEMA Continuity of Operations Division** supports the nations resiliency capabilities by developing and promulgating continuity directives and guidance for the Federal Executive Branch and providing continuity guidance to state, territorial, tribal, and local government jurisdictions and private sector critical infrastructure owners and operators. Additionally, the division coordinates, and participates in national, state, territorial, tribal, and local level continuity tests, training, and exercises, and facilitates the coordination of continuity efforts among federal and non-federal entities throughout the United States. For more information, visit <http://www.fema.gov/about/org/ncp/coop/index.shtml> or email [FEMA-STTLContinuity@dhs.gov](mailto:FEMA-STTLContinuity@dhs.gov).

**National Earthquake Hazards Reduction Program** FEMA created the *QuakeSmart* program to help local businesses mitigate earthquake losses and get back up and running as quickly as possible after a disaster. Among other resources, FEMA has developed the *QuakeSmart* toolkit (FEMA P811 Earthquake Publications for Businesses), which contains an actionable and scalable guidance and tools for the private sector, owners, managers, and employees about the importance of earthquake mitigation and the simple

things they can do to reduce the potential of earthquake damages, injuries, and financial losses. For more information, see <http://www.fema.gov/hazard/earthquake/> or <http://www.fema.gov/plan/prevent/earthquake/quakeSMART.shtm>.

**Public Transportation Emergency Preparedness Workshop - Connecting Communities Program** brings mass transit and passenger rail agency' security and emergency management officials together with federal, state, local, and tribal government representatives and the local law enforcement and first responder community to discuss security prevention and response efforts and ways to work together to prepare and protect their communities. The two-day workshops enable the participants to apply their knowledge and experiences to a range of security and emergency response scenarios. For more information, see <https://transit-safety.volpe.dot.gov/Training/ConnectingCommunities/EmergencyPreparedness.asp> or contact: [MassTransitSecurity@dhs.gov](mailto:MassTransitSecurity@dhs.gov).

**Ready Business** helps owners and managers of small- and medium-sized businesses prepare their employees, operations and assets in the event of an emergency. For free tools and resources, including how to create a business emergency plan, please visit [www.ready.gov](http://www.ready.gov).

**Situational Awareness Viewer for Emergency Response & Recovery (SAVER2)** SAVER<sup>2</sup> is a web-based information sharing application that geospatially displays operationally relevant data from governmental and non-governmental partners. As the system is further developed, the agency plans to make it accessible to other trusted partners, including

operational private sector partners. The primary goals of SAVER<sup>2</sup> are to facilitate collaborative planning and expand shared situational awareness in order to improve decision-making during emergencies, national level exercises and national security events. For example, SAVER<sup>2</sup> will have the ability to show hurricane evacuation routes, which can be shared with federal, state, and local emergency management officials as well as the private sector. This information will aid decision makers when there is a need to mobilize assets and route resources, ensuring every community is supported. For more information on SAVER<sup>2</sup> see [www.fema.gov/pdf/privatesector/saver2\\_factsheet.pdf](http://www.fema.gov/pdf/privatesector/saver2_factsheet.pdf) or email [FEMA-Private-Sector@dhs.gov](mailto:FEMA-Private-Sector@dhs.gov).

**The Technical Assistance (TA) Program** builds and sustains capabilities through specific services and analytical capacities. TA is offered to a wide variety of organizations and grantees through an extensive menu of services responsive to national priorities. To best accommodate the wide variety of TA needs and deliverables, three levels of TA are provided. Level I/II services can be made available to private sector organizations and includes general information, models, templates, and samples. Level III services, available to private sector organizations that may be DHS grantees, provide onsite support via workshops and interaction between TA providers and recipients. For more information, visit [http://www.fema.gov/about/divisions/pppa\\_ta.shtml](http://www.fema.gov/about/divisions/pppa_ta.shtml) or contact (800) 368-6498 or email [FEMA-TARequest@fema.gov](mailto:FEMA-TARequest@fema.gov).

**Voluntary Private Sector Preparedness Accreditation and Certification Program (PS-Prep)** The PS-Prep Program is mandated by Title IX of the *Implementing Recommendations of the 9/11 Commission Act of*

2007. Congress directed the Department of Homeland Security (DHS) to develop and implement a voluntary program of accreditation and certification of private entities, and DHS delegated the program management to FEMA. The purpose of the PS-Prep Program is to enhance nationwide resilience in an all-hazards environment by encouraging private sector preparedness. The program uses standards adopted by DHS to promote private sector preparedness, including disaster management, emergency management and business continuity programs. In particular, it will provide a mechanism by which a private sector entity, such as a company, facility, not-for-profit corporation, hospital, stadium, university, or other organization, may be certified by an accredited third party, or by a Self Declaration of Conformity in the case of a small business, to demonstrate their conformity with one or more of the preparedness standards adopted by DHS. For more information see, [www.fema.gov/privatesectorpreparedness](http://www.fema.gov/privatesectorpreparedness).

## Emergency Communications

**Commercial Mobile Alert Service (CMAS)** is a component of the Integrated Public Alert and Warning System. It is an alert system that will have the capability to deliver relevant, timely, effective, and targeted alert messages to the public through cell phones, smartphones, pagers, and other mobile devices. This national capability will ensure more people receive Presidential, Imminent Threat, and AMBER alerts. For more information, see <http://www.cmasforum.com/> or contact [cmasforum@sra.com](mailto:cmasforum@sra.com).

**Communications Sector Specific Plan (COMM SSP)** involves the National Communications System in partnership with government and private sector communications members to ensure the Nation's communications networks and systems are secure, resilient and rapidly restored after an incident. Communications SSP is available at [http://www.dhs.gov/files/programs/gc\\_117986619](http://www.dhs.gov/files/programs/gc_117986619)

[7607.shtm](#). For more information, contact [comms\\_sector@hq.dhs.gov](mailto:comms_sector@hq.dhs.gov).

**Emergency Communications Guidance Documents and Methodologies** are stakeholder-driven guidance documents and methodologies to support emergency responders across the nation as they plan for and implement emergency communications initiatives. These resources identify and promote best practices for improving statewide governance, developing standard operating procedures, managing technology, supporting training and exercises, and encouraging use of interoperable communications. For more information, contact the Office of Emergency Communications at [oecc@hq.dhs.gov](mailto:oecc@hq.dhs.gov).

**Emergency Data Exchange Language (EDXL)** messaging standards help emergency responders exchange critical data, including alerts, hospital capacity, and availability of response personnel and equipment. The National Incident Management System Supporting Technology Evaluation Program (NIMS STEP) evaluates the adherence of products to the EDXL suite of standards. NIMS STEP provides industry with an independent third party evaluation of products, devices, systems, and data management tools – including off-the-shelf hardware and software – that support emergency managers and responders in decision making prior to, and during, emergency operations. Evaluation activities are designed to help expand technology solutions, and provide the emergency management/response community with a comprehensive process to assist in the purchasing of incident management products. For more information on the EDXL standards, see <http://www.oasis-open.org> and for more information on the NIMS STEP see, <http://www.nimsstep.org>.

**Government Emergency Telecommunications Service (GETS)** provides authorized emergency response personnel with the resources to make emergency phone calls by priority queuing through the Nation's public communications networks. By calling the GETS access number and using an assigned PIN, federal, state, local and tribal leaders, first responders, and private sector emergency response

personnel receive priority queuing – allowing emergency calls to be placed ahead of routine phone traffic. The GETS website provides information on eligibility, technical assistance and administrative assistance for registering, maintaining and using GETS. For more information, see <http://gets.ncs.gov>, or contact [gets@dhs.gov](mailto:gets@dhs.gov).

**Multi-Band Radio (MBR) Technology** offers the emergency response community an opportunity to improve interoperability across agencies, disciplines, and jurisdictions by providing the capability to communicate on all public safety radio bands. The S&T Office for Interoperability and Compatibility's (OIC) MBR technology project is evaluating this new technology through a series of test demonstrations and pilot evaluations to ensure that equipment meets the user requirements identified by the emergency response community. Upon completion, data and user feedback collected during the test and evaluation phases will be published in a procurement guide that will assist emergency response agencies in identifying equipment functionality offered by various manufacturers that meets their mission requirements. For more information, see <http://www.safecomprogram.gov/currentprojects/mbr/Default.aspx> and contact [sandtfrg@dhs.gov](mailto:sandtfrg@dhs.gov) to obtain more information on the public safety user requirements that help inform these pilots.

The **National Council of Statewide Interoperability Coordinators (NCSWIC)**, managed by the Office of Emergency Communications (OEC), was established to assist state and territory interoperability coordinators with promoting the critical importance of interoperable communications and the sharing of best practices to ensure the highest level of interoperable communications is achieved for America's first responders and the individuals they are providing services to. The NCSWIC members are enhancing the response capabilities of public safety responders by coordinating and collaborating with federal, state, local, tribal and non-governmental public safety and public safety responder agencies. For more information contact [OEC@hq.dhs.gov](mailto:OEC@hq.dhs.gov).

**National Communications System (NCS) Fiscal Year Report** provides government agencies, private sector entities and the general public a synopsis on the accomplishments of the NCS during each fiscal year. The report covers the NCS role in emergency response operations, highlights the accomplishments of the Office of the Manager branches, and publishes updates on national security and emergency preparedness communications efforts from the 24 Federal Departments and Agencies that comprise the NCS. NCS Fiscal Year reports can be found at <http://www.ncs.gov/library.html>. For more information, contact [ncsweb1@dhs.gov](mailto:ncsweb1@dhs.gov).

**National Emergency Communications Plan (NECP)** sets goals and identifies key national priorities to enhance governance, planning, technology, training, exercises, and disaster communications capabilities. The NECP establishes specific national priorities to help state and local jurisdictions improve communications interoperability by adopting a series of goals and milestones that measure interoperability achievements over a period of years beginning in 2008, and ending in 2013. For more information, see [http://www.dhs.gov/files/publications/gc\\_1217521334397.shtm](http://www.dhs.gov/files/publications/gc_1217521334397.shtm) or contact the Office of Emergency Communications, [oeq@hq.dhs.gov](mailto:oeq@hq.dhs.gov).

**National Interoperability Field Operations Guide (NIFOG)** is a technical reference for radio technicians responsible for radios that will be used in disaster response applications, and for emergency communications. The NIFOG includes rules and regulations for use of nationwide and other interoperability channels, frequencies and channel names, and other reference material, formatted as a pocket-sized guide for radio technicians. The NIFOG can be accessed online at [http://www.dhs.gov/files/publications/gc\\_1297699887997.shtm](http://www.dhs.gov/files/publications/gc_1297699887997.shtm). For more information, contact the Office of Emergency Communications, [oeq@hq.dhs.gov](mailto:oeq@hq.dhs.gov).

**National Security Telecommunications Advisory Committee (NSTAC) Recommendations** address

national security and emergency preparedness issues from a private sector perspective and reflects over a quarter-century of private sector advice to the president and the nation. Issues include network convergence, network security, emergency communications operations, resiliency and emergency communications interoperability. NSTAC recommendations can be found at [http://www.ncs.gov/nstac/nstac\\_publications.html](http://www.ncs.gov/nstac/nstac_publications.html). For more information, contact [nstac1@dhs.gov](mailto:nstac1@dhs.gov).

**SAFECOM Guidance on Emergency Communications Grants** provides recommendations to grantees seeking funding for interoperable emergency communications projects, including allowable costs, items to consider when funding emergency communications projects, grants management best practices for emergency communications grants, and information on standards that ensure greater interoperability. The guidance is intended to ensure that federally-funded investments are compatible and support national goals and objectives for improving interoperability nationwide. See <http://www.safecomprogram.gov/grant/Default.aspx>.

**SAFECOM Program** is a public safety-driven communications program managed by the Office of Emergency Communications (OEC). SAFECOM works to build partnerships among all levels of government, linking the strategic planning and implementation needs of the emergency response community with federal, state, local, tribal, and territorial governments, to improve emergency response through more effective and efficient interoperable wireless communications. Together, DHS and the SAFECOM Executive Committee and Emergency Response Council shape emergency communications policy and standards to ensure projects are compatible, interoperable, and most importantly, meet the needs of end-users. For more information visit <http://www.dhs.gov/files/programs/safecom.shtm> or contact [SAFECOMGovernance@dhs.gov](mailto:SAFECOMGovernance@dhs.gov).

**Telecommunications Service Priority (TSP) Program** is a Federal Communications Commission program managed by the National Communications System that registers communications circuits for eligible federal, state, local, tribal and private sector entities. By registering these key circuits, eligible agencies will receive priority restoration in the event of a national disaster or emergency. The TSP website provides information on eligibility, technical assistance and administrative assistance for registering circuits for TSP. For more information, see <http://tsp.ncs.gov>, contact [tsp@dhs.gov](mailto:tsp@dhs.gov).

**Voice over Internet Protocol (VoIP) Project** researches IP-enabled communication technologies and evaluates promising solutions. This project enables the emergency response community to confidently deploy and use IP technologies and integrate video, cellular, and satellite communications. The project will complete the development of a set of standards based on the needs of emergency responders. For more information, see <http://www.pscr.gov/projects/broadband/voip/voip.php>, or contact [VoIP\\_Working\\_Group@sra.com](mailto:VoIP_Working_Group@sra.com).

**Wireless Priority Service (WPS)** is the sister program to GETS and provides authorized emergency response personnel with the resources to make emergency wireless phone calls by priority queuing through the nation's public communications networks. Authorized WPS users – using authorized WPS wireless carriers – are granted priority service during national emergencies. Federal, state, local and tribal leaders, first responders, and private sector emergency response personnel are eligible. The WPS website provides information on eligibility, technical assistance and administrative assistance for registering, maintaining and using WPS. See <http://wps.ncs.gov>, contact [wps@dhs.gov](mailto:wps@dhs.gov).

## Emergency Responder Community

**Center for Domestic Preparedness (CDP)** offers several interdisciplinary programs that are designed for those with emergency response and healthcare responsibilities, or who meet the criteria specified in the website mentioned below. CDP offers courses in chemical, biological, radiological, nuclear, and explosive incident response, toxic agent training, and healthcare response for mass casualty incidents, Radiological Emergency Preparedness Program courses, field force operations, and incident command. CDP is home to the only facility where civilian responders can train in a toxic agent environment using both chemical and biological agents—the Chemical, Ordnance, Biological, and Radiological Training Facility (COBRATF). The CDP’s healthcare courses include exercises in the nation’s only hospital facility dedicated solely to preparedness and mass casualty response training—the Noble Training Facility (NTF). CDP training is free for state, local, and tribal agencies; round-trip air and ground transportation, lodging, and meals are provided at no cost to responders or their agency. Federal, private sector, and international agencies are encouraged to attend on a space available basis but they must pay a tuition fee for the courses in addition to transportation, meals and lodging fees. For more information, see <http://cdp.dhs.gov/index.html> or call (866) 213-9553.

**Cybersecurity in the Emergency Services Sector** The one-hour course will provide an overview of the types of cyber systems and infrastructure that the Emergency Services Sector utilizes and address the threats and vulnerabilities to those cyber resources. The Webinars are available on the Homeland Security Information Sharing – Critical Sectors (HSIN-CS) Emergency Services Sector portal. For access and more information, contact the NPPD/IP Emergency Services Sector at [ESSTeam@hq.dhs.gov](mailto:ESSTeam@hq.dhs.gov).

**Emergency Planning Exercises** are a series of Tabletop Exercise presentations to advance organizational continuity, preparedness and resiliency. Each exercise is conducted with a realistic disaster scenario and facilitated discussion of how to plan, protect, respond and recover. To learn more or to download the exercises visit <http://www.fema.gov/privatesector/exercises.shtm>.

**Emergency Services Sector (ESS) Video** This is a three-minute video providing an overview of the ESS Sector. The video is appropriate for conferences and events to grow awareness and participation in sector activities. For more information, or to request materials contact the Emergency Services Sector-Specific Agency at <http://training.fema.gov/EMIWeb/IS/is860a/CIRC/emergency1.htm>.

**Emergency Services Personal Readiness Guide for Responders and Their Families** is a tri-fold handout providing a description of the Ready Campaign, the Emergency Services Sector-Specific Agency, a list of website resources and instructions on family preparedness that include suggestions on developing an emergency kit and family emergency plan. For more information, or to request materials contact the Emergency Services Sector-Specific Agency at [ESSTeam@hq.dhs.gov](mailto:ESSTeam@hq.dhs.gov).

**FEMA Emergency Management Institute Independent Study Program** offers self-paced courses designed for those with emergency management responsibilities, as well as for the general public. The FEMA Independent Study Program offers courses that support the five mission areas identified by the National Preparedness Goal: prevention, protection, mitigation, response, and recovery. For more information on EMI training courses, please visit <http://training.fema.gov/IS/> or contact us (301) 447-1200.

**FEMA Emergency Management Institute Programs** offers several programs that are designed for those with emergency management responsibilities or meet the criteria specified at the website cited below. The

training is free of charge, but individuals from the private sector or contractors to state, local or tribal governments must pay their own transportation and lodging fees. EMI has an integrated training approach and encourages individuals from the private sector to participate in its courses. EMI programs include, but are not limited to, the Master Trainer Program, Master Exercise Practitioner Program, Professional Development Series, Applied Practices Series and the FEMA Higher Education Program. For more information, see <http://www.training.fema.gov/Programs/> or call (301) 447-1286.

**FEMA Learning Resource Center (LRC)** provides current information and resources on fire, emergency management and other all-hazards subjects. With its collection of more than 180,000 books, reports, periodicals, and audiovisual materials, the LRC houses the most extensive collection of fire service literature in the U.S. The LRC collection of books and research reports may also be accessed by requesting interlibrary loan through a local library. For more information see <http://www.lrc.fema.gov> or [netclrc@dhs.gov](mailto:netclrc@dhs.gov) (800) 638-1821.

**FEMA Library** is a searchable, web-based collection of all publicly accessible FEMA information resources, including thousands of CDs, DVDs, audio tapes, disability resources, posters, displays, brochures, guidance, policy papers, program regulations, guidelines, and forms. Users can search the collection by subject, audience category (including categories specific to private sector audiences), hazard type, and other categories. For more information, visit <http://www.fema.gov/library/> or call (800) 480-2520.

**First Responder Communities of Practice** is an online network of vetted, active, and retired first responders, emergency response professionals and federal, state, local, or tribal homeland security officials sponsored by the DHS S&T’s First Responder Technologies (R-Tech) program. Registered members of this professional network share information, ideas, and best practices, enabling them to more efficiently

and effectively prepare for all hazards. See [www.firstresponder.gov](http://www.firstresponder.gov) or <https://communities.firstresponder.gov>.

**FirstResponder.gov** is a portal that enables federal, state, local, and tribal first responders to easily access and leverage federal web services, information on resources, products, standards, testing and evaluation, and best practices, in a collaborative environment. The portal provides first responders with information to develop or deploy technologies that would enhance homeland security. For more information, see [www.firstresponder.gov](http://www.firstresponder.gov).

**First Responders ‘Go Kit’** This video is designed to demonstrate step by step what First Responders should have in their personal and family emergency kit. For more information please contact the Emergency Services SSA at [ESSTeam@hq.dhs.gov](mailto:ESSTeam@hq.dhs.gov).

**Information Dashboard Framework** technology offers a customizable incident command interface that allows emergency response personnel to integrate data, organize and analyze inputs, display information, and update decision-making in real-time through preparedness and response applications, including the Emergency Response Support System (ERSS), the Laboratory Capacity Estimation Model (LCEM) and a Secure Egg Supply component. ERSS and LCEM enhance first responder capabilities by organizing data from authoritative sources to facilitate rapid information sharing between industry and government at the local, state, and national levels during an animal disease event. The LCEM is a pluggable component to ERSS allowing automated determination of diagnostic testing capacity estimates, supply and equipment usage, personnel requirements, and any process limitations for individual laboratories and the overall network. The Federal and State Transport eggs (FASTeggs) tool is a business continuity component of ERSS providing data on each premise to enable decision making by state animal health officials. For more information, visit <http://fazd.tamu.edu/information-analysis-systems/online-dashboard-to-enhance-decision-making-during-disease-outbreaks/>.

**Integrated Pilot Comprehensive Exercise (IPCE)** is an FBI led activity, developed in coordination with DHS and the Nuclear Regulatory Commission, to enhance the capabilities of responders to integrate with onsite security personnel in response to a security incident at a nuclear power plant. The initiative is a no-fault training opportunity which culminates in both tabletop and full-scale exercises at a nuclear power plant. For more information, contact [NuclearSSA@hq.dhs.gov](mailto:NuclearSSA@hq.dhs.gov)

**Lessons Learned and Information Sharing (LLIS.gov)**, is the national online network of lessons learned, best practices, and innovative ideas for the emergency response and homeland security communities. This information and collaboration resource helps emergency response providers and homeland security officials prevent, protect against, respond to, and recover from terrorist attacks, natural disasters, and other emergencies. To register for LLIS, visit [www.llis.gov](http://www.llis.gov), or contact the program via e-mail [feedback@llis.dhs.gov](mailto:feedback@llis.dhs.gov), or call (866) 276-7001.

**National Training and Education Division (NTED)** courses are delivered in a variety of formats including web-based, resident, and non-resident. For more information, visit [www.firstrespondertraining.gov](http://www.firstrespondertraining.gov) or contact [askCSID@dhs.gov](mailto:askCSID@dhs.gov) (800) 368-6498.

**Responder Knowledge Base (RKB)** serves as a resource to the state, local and tribal homeland security responder community by providing information on commercial equipment and technology to assist them with purchasing and equipment decisions. The services include online, integrated sources of equipment-related information such as available FEMA grants, the FEMA Authorized Equipment List (AEL), equipment specifications, related certifications and applicable standards, test reports, the InterAgency Board (IAB) Standardized Equipment List (SEL), and other information. For more information visit: <http://www.rkb.us>.

**The R-Tech Bulletin** is a publication on technologies of interest to first responders who have received

funding, in part, from the federal government. Interested individuals can subscribe to the bulletin by RSS feed or can download the bulletin at <http://www.firstresponder.gov/Pages/Newsletter.aspx>.

**Technologies for Critical Incident Preparedness (TCIP) Conference and Exposition** highlights DOJ, DHS, and DoD technologies; Research, Development, Testing & Evaluation investments; and training tools for the emergency responder community. It provides a forum for emergency responders to discuss best practices and exchange information and offers a unique opportunity for emergency responders; business and industry; academia; and local, tribal, state, and federal stakeholders to network, exchange ideas, and address common critical incident technology, preparedness, response and recovery needs, protocols, and solutions. For more information, see <http://www.tcipexpo.com>.

**Video Quality in Public Safety (VQIPS)** Working Group was formed to focus on the major policy, technology, and practical uses and challenges of public safety video systems. Comprised of emergency responders, academics, federal partners, and vendors, the working group developed an end-user guide to help practitioners articulate their needs to vendors when they look to purchase or upgrade video systems. For more information, see [http://www.pscr.gov/projects/video\\_quality/video\\_about.php](http://www.pscr.gov/projects/video_quality/video_about.php). Contact [VQIPS\\_Working\\_Group@sra.com](mailto:VQIPS_Working_Group@sra.com).

**Webinar: The Ready Responder Program for the Emergency Services Sector** The one-hour web-based seminar focuses on first responder preparedness and best practices and how the Ready Responder program contributes to a safer, more secure and more resilient America. The webinars are available on the Homeland Security Information Sharing – Critical Sectors (HSIN-CS) Emergency Services Sector portal. For access and more information, contact the NPPD/IP Emergency Services Sector at [ESSTeam@hq.dhs.gov](mailto:ESSTeam@hq.dhs.gov).

## Personal and Community Preparedness

**Are You Ready? An In-depth Guide to Citizen Preparedness** provides a step-by-step approach to disaster preparedness by walking the reader through how to get informed about local emergency plans, how to identify hazards that affect their local area, and how to develop and maintain an emergency communications plan and disaster supplies kits. For more information see [www.fema.gov/areyouready](http://www.fema.gov/areyouready) or call (800) 480-2520 to order materials. Questions regarding the Citizen Corps program can be directed to [citizencorps@dhs.gov](mailto:citizencorps@dhs.gov).

**Citizen Corps E-mail Alerts** provide weekly Community Preparedness news and events from various departments of the federal government and our national Citizen Corps partners and affiliates. For more information, visit [www.citizencorps.gov](http://www.citizencorps.gov) or sign up for the alert at [citizencorps@dhs.gov](mailto:citizencorps@dhs.gov).

**Citizen Corps Program:** Citizen Corps provides a platform for collaborative community planning and creates opportunities for individuals to volunteer to help their communities prepare for, respond to, and recover from emergencies. By fostering collaboration among all sectors of the community, citizens can participate in making their communities safer, stronger, and more resilient against the threats of terrorism, crime, and disasters of all kinds. A Citizen Corps Council is the forum where all organizations and members of the community are welcome to share ideas and learn about what to do before, during and after a disaster. One of the contributions of the more than 1,100 Citizen Corps Councils nationwide includes increased awareness through public education and training. Citizen Corps Councils on average, support four to five types of outreach to increase personal preparedness. Most Councils (70.5 percent) provide all hazard public education and training. In addition, most Councils provide education and training on essential local information such as local alerts and warnings (81.1 percent), local

sheltering (75.5 percent), local evacuation (66.3 percent), family emergency planning (90.4 percent) or local drills (64.5 percent). Citizen Corps Councils also promote a whole community approach to comprehensive emergency planning. Approximately 70 percent of Councils supported whole community planning by discussing, reviewing or providing input to key local plans such as community vulnerability/risk assessments, mitigation plans, evacuation plans and shelter plans. [www.fema.gov/citizencorps](http://www.fema.gov/citizencorps).

**Community Emergency Response Team (CERT)** helps train citizens to better prepare for and respond to emergency situations in their communities. When emergencies happen, CERT members can give critical support to first responders, provide immediate assistance to survivors, and organize spontaneous volunteers at a disaster site. CERT members can also help with non-emergency projects that help improve the safety of the community. For more information visit [www.citizencorps.gov/cert](http://www.citizencorps.gov/cert) or contact [cert@dhs.gov](mailto:cert@dhs.gov).

**DisasterAssistance.gov** is a secure, web portal that consolidates disaster assistance information. If you need assistance following a presidentially-declared disaster that has been designated for individual assistance, you can now go to [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) to register online. Local resource information to help keep citizens safe during an emergency is also available. Currently, 17 U.S. government agencies, which sponsor almost 60 forms of assistance, contribute to the portal. For website technical assistance, contact (800) 745-0243.

**DisabilityPreparedness.gov** is the Disability Resource Center of the Interagency Coordinating Council on Emergency Preparedness and Individuals with Disabilities (ICC). Maintained by the DHS Office for Civil Rights and Civil Liberties, this site is the main repository for information related to the activities of the ICC, including bimonthly updates regarding federal programs and services relevant to individuals with disabilities and emergency preparedness. The site also contains information to assist individuals with

disabilities in personal preparedness planning; provides emergency managers, first responders, and other disaster service providers with resources relevant to working with individuals who have disabilities; and offers tips regarding how individuals with disabilities can get involved in preparedness activities within their communities. This resource can be accessed at [www.disabilitypreparedness.gov](http://www.disabilitypreparedness.gov). For more information, contact [Disability.preparedness@dhs.gov](mailto:Disability.preparedness@dhs.gov), (202) 357-8483.

**DHS Center of Excellence: National Center for the Study of Preparedness and Catastrophic Event Response (PACER)** is improving the nation's preparedness and ability to respond to disasters through scientific research focused on medical and public health preparedness strategies, response capabilities, and surge capacity. Resources include the Electronic Mass Casualty Assessment and Planning Scenarios, the Triage Tool for Accurate Disposition of Patients in Disaster Response, the Urban Evacuation Model, and the Global Scale Agent Model. For more information, see <http://www.pacercenter.org/> or contact [universityprograms@dhs.gov](mailto:universityprograms@dhs.gov).

**Donations and Volunteers Information** FEMA offers information on the best way to volunteer and donate during disaster response and recovery. For more information, see [www.fema.gov/donations](http://www.fema.gov/donations).

**The Emergency Food and Shelter National Board Program (EFSP)** was created in 1983 to supplement the work of local social service organizations, both non-profit and governmental, within the U.S. and its territories, to help people in need of emergency economic assistance. Funding is open to all organizations helping hungry and homeless people. This collaborative effort between the non-profit and public sectors has provided over \$3.6 billion in federal funds during its 28-year history. For more information, visit <http://efsp.unitedway.org>.

**FEMA Regulatory Materials** These regulations are typically open for public comment before they go into effect. The public can access the regulations that are currently in effect electronically, by selecting Title 44

from the drop down menu at <http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&tpl=%2Findex.tpl>. The public can submit and view comments submitted by other individuals at [www.regulations.gov](http://www.regulations.gov). For more information on federal agency rulemaking, visit [www.reginfo.gov](http://www.reginfo.gov) or to contact FEMA regulatory officials e-mail [FEMA-RULES@dhs.gov](mailto:FEMA-RULES@dhs.gov).

**Grants:** In FY 11, FEMA inserted new grant guidance on private sector engagement into the Homeland Security, Emergency Management and Tribal grant programs. A correlating grant supplemental specifically identifies ways that states may spend funding from these grants in support of private sector collaboration, based on actual needs communicated by states and localities that are already working proactively with the private sector. The FY12 grant supplemental ([http://www.fema.gov/pdf/government/grant/2012/fy12\\_hsgp\\_public.pdf](http://www.fema.gov/pdf/government/grant/2012/fy12_hsgp_public.pdf)) expands on the resources available to support state/local/tribal/territorial efforts to partner with the private sector in emergency management and homeland security initiatives.

**National Flood Insurance Program** focuses on flood insurance, floodplain management and flood hazard mapping. Nearly 20,000 communities across the U.S. and its territories participate in the NFIP by adopting and enforcing floodplain management ordinances to reduce future flood damage. In exchange, the NFIP makes Federally-backed flood insurance available to homeowners, renters, and business owners in these communities. For more information, see [www.floodsmart.gov](http://www.floodsmart.gov); flood insurance agents, please visit [www.agents.floodsmart.gov](http://www.agents.floodsmart.gov) or e-mail [asktheexpert@riskmapcds.com](mailto:asktheexpert@riskmapcds.com).

**Public Private Partnerships: An Introductory Course** In December 2011, FEMA launched FEMA IS-660: Introduction to Public-Private Partnerships, the first web-based course on building public-private partnerships in emergency management. The training is offered through the Emergency Management Institute's (EMI) Independent Study Program (ISP) and was designed in collaboration with both the

public and private sector. It is available to anyone, but particularly recommended for emergency management and community planners, senior-level personnel from response agencies, representatives from private-sector organizations, and Federal, state, local, and tribal government agencies that may participate in collaborative continuity planning efforts. <http://training.fema.gov/EMIWeb/IS/is660.asp>

**Public-Private Partnership Models** A growing collection of sample partnership models are posted to FEMA's website for reference and inspiration. Those seeking ideas on starting a partnership, or interested in sharing their own good practices can visit <http://www.fema.gov/privatesector/ppp.shtm>.

**Ready.gov** is the preparedness resource for your family. Launched in February 2003, Ready is a national public service advertising (PSA) campaign designed to educate and empower Americans to prepare for and respond to emergencies including natural and man-made disasters. Ready and its Spanish language version Listo ask individuals to do three key things: (1) get an emergency supply kit, (2) make a family emergency plan, and (3) be informed about the different types of emergencies that could occur and their appropriate responses. For more information, see [www.ready.gov](http://www.ready.gov).

**Sample State Position Description and Toolkit** FEMA's Private Sector Division collaborated with the National Emergency Managers Association (NEMA) to distribute a letter to all of NEMA's membership, outlining tools and resources available to support private sector engagement within the state. In addition to the tools and resources listed in this section of the report to Congress, the letter included a sample position description based on existing successful state and federal positions. The template is written for any government emergency manager to adapt to his or her regional requirements, and offers a starting place for those who are just beginning or refining their outreach efforts. This information is also available on request by emailing [fema-private-sector@dhs.gov](mailto:fema-private-sector@dhs.gov)

**Self-Facilitated Tabletop Exercises** FEMA has developed several tabletop exercises, complete with video injects and facilitator notes. These exercises can be used as an activity at the community, organization, or partnership level. Additional scenarios are planned for 2012.

<http://www.fema.gov/privatesector/exercises.shtm>

**Tornado Safety Initiative** assesses building damages and identifies lessons learned after tornadoes occur; funds research on shelter design and construction standards; develops best practices and technical manuals on safe rooms and community shelters; and produces public education materials on tornado preparedness and response. FEMA produces technical manuals for engineers, architects, building officials, and prospective shelter owners on the design and construction of safe rooms and community shelters. For more information, visit <http://www.fema.gov/plan/prevent/saferoom/index>.

**Unified Hazard Mitigation Assistance (HMA) Grant Programs** present a critical opportunity to reduce the risk to individuals and property from natural hazards while simultaneously reducing reliance on Federal disaster funds. HMA programs are subject to the availability of appropriation funding or funding based on disaster recovery expenditures, as well as any directive or restriction made with respect to such funds. HMA programs include Hazard Mitigation Grant Program, Pre-Disaster Mitigation program, Flood Mitigation Assistance program, Repetitive Flood Claims (RFC) program and Severe Repetitive Loss program. For more information, see [www.fema.gov/government/grant/hma/index.shtm](http://www.fema.gov/government/grant/hma/index.shtm).

**U.S. Fire Administration (USFA Fire Prevention and Safety Campaigns)** delivers fire prevention and safety education to reduce the loss of life from fire-related hazards, particularly among the very young and older adults. The campaigns encourage Americans to practice fire safety and to protect themselves and their families from the dangers of fire. In addition, they provide dedicated support to public fire educators and the media to facilitate community outreach to targeted

audiences. For more information, visit <http://www.usfa.dhs.gov/campaigns/> or call (301) 447-1000.

**U.S. Fire Administration Publications** encourage Americans including private sector constituents to practice fire safety and protect themselves and their

families from the dangers of fire. Order online at <http://www.usfa.dhs.gov/applications/publications/> or contact the U.S Fire Administration via e-mail, [usfa-publications@dhs.gov](mailto:usfa-publications@dhs.gov) or phone, (800) 561-3356.