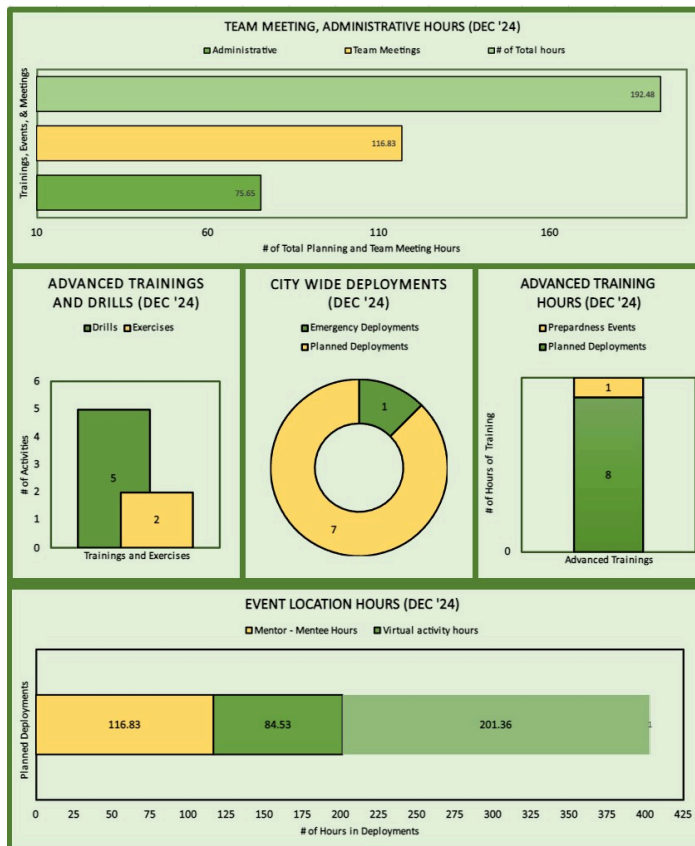


## December 2024 After Action Review



### MONDAY RADIO ROLL CALL

Radio Channel  
CERT BX

1/13  
Responding Borough: Manhattan

**Scenario:** Have you checked on a fellow NYC CERT member?

Documents to Review:  
[Citywide Radio Drill Refresher](#)  
[Call signs per Radio](#)

2024 was a year of significant growth and achievement for the NYC CERT program. We witnessed exceptional volunteer engagement across all program activities, from regular training exercises and drills to real-world emergency deployments.

Notably, the program implemented a system for tracking volunteer hours by both mentors and mentees, providing valuable data for program evaluation and improvement. This year demonstrated high levels of volunteer engagement, with strong participation in exercises, drills, and emergency deployments. A significant highlight was the program's successful support of the Department of Environmental Protection (DEP) during a flash flood event, contributing to the local catch basin clearing initiative as part of the activated flash flood plan. The successes of 2024 provide a strong foundation for continued growth and impact in the coming year. We are committed to building upon these achievements and further strengthening the NYC CERT's position as a vital resource for community preparedness and resilience.

**Download the NYC  
CERT SOPs**

New York City Emergency Management Staff is excited to announce the release of the updated [NYC CERT Standard Operating Procedures \(SOPs\)](#)! All volunteers are encouraged to review the latest iteration of expectations and guidance.

# CERT SPOTLIGHT



Delores Smith Johnson, affectionately known as "The Buddy Check Queen," is leaving our program and city to relocate to Georgia. Delores has dedicated countless years to the CERT program, tirelessly working to maintain strong connections among volunteers. Her implementation of Buddy Checks has significantly boosted volunteer engagement and activity. A veteran of public service, Delores retired from NYC HRA and seamlessly transitioned her commitment to the NYC CERT program. She actively sought out every opportunity to serve, diligently networking and expanding her Buddy Check system beyond her own Division. We extend our heartfelt gratitude to Delores for her invaluable dedication and unwavering support to our community, our program, and its members. While we'll miss her and her legendary potato salad, we know she will continue to spread cheer and contribute to her community with the same passion for public service that has always defined her.

## Human Trafficking Awareness Month

For any questions, please reach out to your volunteer leadership or email [CERT@oem.nyc.gov](mailto:CERT@oem.nyc.gov).



[View and Download the Complete NYC CERT Basic Training Student Manual](#)

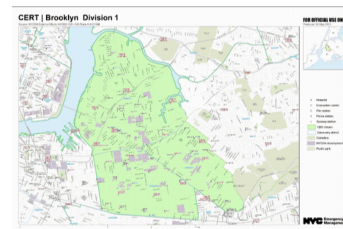


View the [NYC CERT Event Calendar](#) to see upcoming training, meetings, and planned deployments.

After you participate, be sure to [Submit Your Volunteer Hours!](#)

***\*Only events submitted and approved through the Event Request form will be available to volunteers to submit service hours. If you don't see your event listed, please connect with your division leadership. \****

For more questions on how to submit your service hours you can view the [Hours Submission FAQs](#).



NYC CERT Division maps are available (pdf format) to support recruitment and preparedness planning in your community.

- [Brooklyn](#) - [Bronx](#) - [Manhattan](#) -  
- [Queens](#) - [Staten Island](#) -



**ATP &  
VOICES OF  
HOPE  
COMMUNITY**

**January 21, 2025**  
**9am – 2 pm**

**In-Person & Virtual**

**Human Trafficking  
Awareness  
Event**

**41 Flatbush Avenue | Pioneer Building**  
**3rd Floor Suite 3F**

Light Refreshments ~ Space Limited

Safe Horizon is hosting a **Human Trafficking Awareness Event** on **January 21st, 9am-2pm**. There will be 2 panel presentations:

- Lived Experience Experts will share about their journey from crisis to confidence
- ATP staff will speak about the services they provide.

It would be an honor to have your support during this hybrid event, both in-person at 41 Flatbush Avenue, Suite 3F, Brooklyn NY 11217 and virtually on Zoom.

The links to register are listed below.

- [In-Person registration link](#)
- [Virtual Registration link](#)

Please feel free to share with your community networks.

**Submit your  
NYCEM  
CERT  
Volunteer Hours  
for 2024**

**Deadline: Friday, January 17, 2025**

## Have You Submitted Your Hours?

**Submit your NYC CERT Volunteer Service Hours** for 2024, **no later than Friday, January 17, 2025**. If you have any issues or concerns, please connect with your leadership for support.

## NYCEM READY NEW YORK

If your division is hosting or participating in an upcoming event, please complete the [Event Request form](#) to have your opportunity published through Eventbrite.com for members to register.

Your NYC CERT Ready New York Liaison can submit a [Ready New York Material Request](#) for upcoming events.



### Update on Material requests

All requests will contain the following:

- My Emergency Plan - 50
- Hurricane Map - 50
- Notify NYC card - 50
- NYC CERT card - 50
- Give-a-ways will depend on availability

*Note: Ready New York plastic bags and tablecloths are no longer available.*

All Division IDs are Ready



### Membership:

Credentials for probationary members, who graduated last cycle (April), expired on September 30th. All members should reach out to their division leadership to

**Starting in 2025 - To remain Active, volunteers must complete and report a minimum of 25 approved volunteer service hours annually.**

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## Connect with New Graduates

Thank you to all division leadership that reached out to their new members prior to graduation! That connection really helps to welcome them into the team and begin engaging with their fellow members.

Contact information for new membership were emailed to division leadership on Tuesday, November 26th. Please check your inboxes (and spam folders) to see if you received an email and follow up with any new members as soon as possible, if you have not already done so. Thank you! For new members - welcome! If you have not yet been contacted by leadership, please let us know by emailing [cert@oem.nyc.gov](mailto:cert@oem.nyc.gov) and we will make sure we connect you.

## Transitioning Leadership

**Schedule Your Exit Interview** As the two-year terms for division and district chiefs in Brooklyn and the Bronx conclude, we kindly request that all transitioning leaders schedule an exit interview with Regina Wilson.

Your insights are crucial! These interviews will help us improve the CERT program and ensure our teams remain strong.

Please use this link to schedule your meeting:  
<https://on.nyc.gov/leadtransition>

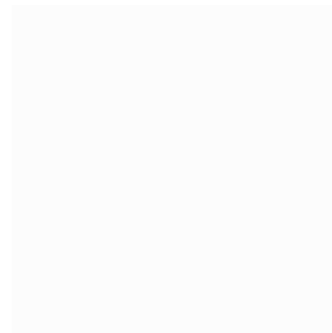
exchange expired credentials for updated ones.

### Leadership:

Please remember to schedule a pick-up, or permit your members to schedule a pick-up for their updated IDs using this link: <https://on.nyc.gov/CERTpickup>

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Get Notified with New York City's official source for information about emergency alerts and important city services. Download the free [Notify NYC](#) mobile app, available for [iOS](#) and [Android](#).



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## 13<sup>th</sup> Annual Community Preparedness Symposium





**NYCEM**  
New York City Emergency Management


# CALL FOR PRESENTERS

13th Annual Community Preparedness Symposium  
**Lead the Way and Prepare Today**

**Apply by 2/3/25**

<https://www.surveymonkey.com/r/CPSYMPOSIUM25>

Questions? Email:

 [communityprep@oem.nyc.gov](mailto:communityprep@oem.nyc.gov)



Do you know a community or faith leader in NYC paving the way on how communities can better prepare for, respond to, and recover for emergencies?

Have them apply to present at this year's symposium! They can apply here by February 3rd:

<https://www.surveymonkey.com/r/CPSYMPOSIUM25>

## TRAINING OPPORTUNITY

### Human Trafficking Awareness

As noted above, January is Human Trafficking Month. Safe Horizon is hosting a virtual presentation on the severity and scope of human trafficking, identify red flags of trafficking, the intersections between intimate partner violence and human trafficking, and trauma-informed lens, resources, and tools to increase efficacy in supporting survivors of trafficking.



[Registration](#) | [Wed](#) | [Jan 22](#) | [6:30 PM](#)

### Point to Point Radio Training

#### Student Pre-Requisite

All members interested must complete and send their certificate of completion by Thu, Jan 23rd, for [IS-242 Effective Communications](#) to [certtraining@oem.nyc.gov](mailto:certtraining@oem.nyc.gov).

#### Learning Objectives

- Local Point to Point Network
- UHF Radios 450 MHz
- Radio Terminology

- Call Protocol and Proper Communication Procedures
- Network Control Operator (Citywide trained only)

#### Exercise

As part of the Point to Point radio training, there's a mandatory exercise to be done outdoors.

#### Gear

CERT polo, Jacket, Baseball Cap and Safety Vest ( dress appropriately for the weather). Wear comfortable shoes for the exercise portion of the class.

[Point-to-Point Basic Radio Training \(In-Person\)](#)  
[Registration](#) | [Sun | Jan 26 | 9:00 AM](#)



## CISA Learning

CISA's new Learning Management System has replaced the Federal Virtual Training Environment (FedVTE) and will replace multiple other platforms. CISA Learning will be the go-to learning platform CISA staff, contractors and external partners. CISA Learning will continue to offer the same no cost online cybersecurity training as FedVTE on topics such as cloud security, ethical hacking and surveillance, risk management, malware analysis, and more.



CISA Learning using the following link: <https://learning.cisa.gov/>

- External users will access CISA Learning via Login.gov, a secure government site.
- While Login.gov uses personal identifiable information (PII) for verification, this information is not shared with or captured in CISA Learning.
- For more information, visit: [What is Login.gov?](#) | [Login.gov](#)

## VOLUNTEER OPPORTUNITIES



## NYC CERT Orientation Support

We are seeking volunteers from our active membership to assist with upcoming in-person Orientation sessions for new applicants in 2025. These evening sessions, held from 6:30 PM to 8:30 PM at NYCEM headquarters, will require volunteers to assist with light logistics, set-up, and answer questions from attendees. We encourage interested members to consider this valuable opportunity to contribute to the NYC CERT program.

## Register for an Orientation Date



The NYC Mayor's Office of Asylum Seeker Operations (OASO) seeks motivated volunteers to expand our ability to provide in-person English classes for asylum seekers in shelter. Volunteers will use the We Speak NYC curriculum—New York City's free English language learning program that provides civic focused multimedia resources created to empower adult immigrants through learning and practicing everyday English. The curriculum includes an Emmy-Award winning educational drama series that informs learners about important New York City resources. The episodes address issues that most concern immigrants and asylum seekers such as health care, democracy, education, immigration legal help, elder care, and managing finances. Previous teaching experience is welcomed but not required!

*Note: If interested, the NYC CERT background check is sufficient for your participation in this opportunity.*

**You may share the below sign-up link:**

<https://www.nycservice.org/opportunity/a0TQq000000vdXMAR/volunteer-english-class-facilitator-for-asylum-seekers>



## Make a Difference

Thank you again for your help in making previous HOPE nights a success!

Your support helps gather valuable information for determining how to allocate resources to best serve and support New Yorkers in need.

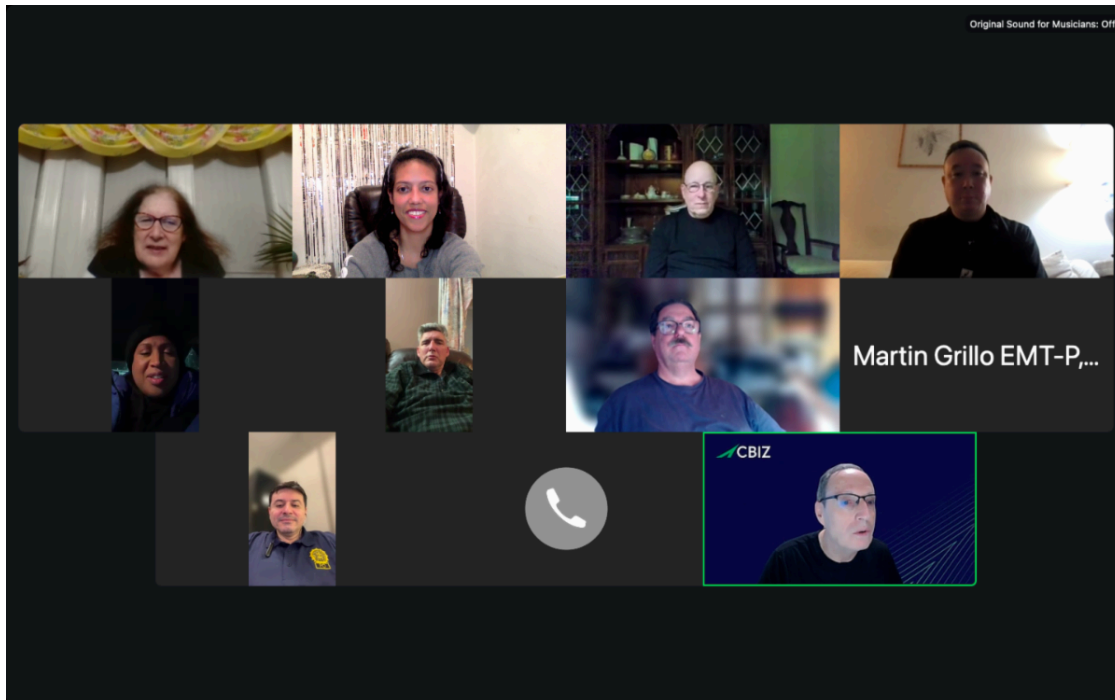
The 20th annual HOPE survey will take place on **Tuesday, January 28, 2025**, and we still need your help! Many volunteers have signed up so far, but we still need more to make HOPE 2025 a success. We especially have a need for volunteers in **Queens and the Bronx**.

Volunteers are critical to helping us conduct this citywide effort. Please register at [nyc.gov/hope](https://nyc.gov/hope) to join **HOPE 2025**! Every volunteer makes a difference.

## Recent Activity

## Meetings

### Queens Division 3



Queens Division 3 held their monthly meeting on January 5th. Members discussed some of the safety issues in the neighborhood and how they can work with City agencies to get them resolved. They also discuss an upcoming event they are preparing for in February. NYCEM program staff discussed the mentoring program and advised members to start planning for new leadership and were advised to take both the leadership and mentoring training classes. Term limits end for Queens and Manhattan at the end of 2025.

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### Brooklyn Borough Coordinators



Welcome aboard, Brooklyn Borough Coordinators Lisa Maurer and Deputy Coordinator Darya Matskin!



We recently met to ensure a smooth transition and establish clear expectations for all involved – general members, Division leadership, cabinet members, and program staff.

We extend our sincere gratitude to Elba Melendez for her invaluable contributions as the previous Borough Coordinator. We are thrilled that she continues to serve as a valued member of Brooklyn Division 7.

We are confident that Lisa and Darya possess the leadership skills and experience to excel in their new roles. Their proven track records of success in their respective Divisions demonstrate a strong ability to inspire and motivate others.

We are eager to witness the innovative work and impactful engagement that you both will bring to the Brooklyn Borough.

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## CERT Orientation



The first orientation session of the new year was held on Thursday, January 9th at NYCEM Headquarters. CERT Staff provided applicants with an overview of the NYC CERT program and distributed the schedules for all training cycles in 2025. Many registered for the upcoming winter cycle starting next month. Orientation will be offered again on Wednesday, January 15th and Tuesday, January 21st.

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## Send Us Your Photos!



*Please continue to share an and all photos and videos from your NYC CERT events at [on.nyc.gov/CERTupload](https://on.nyc.gov/CERTupload)*

*Please note **Date (including year), Borough, Division (or team), Event, members included (if available).***

If you have any questions, please contact us at [cert@oem.nyc.gov](mailto:cert@oem.nyc.gov). Thank you!

# NYC CERT CALENDAR



## What is a Buddy Check?

A simple check-in can mean the world. Reach out to family and friends, especially those who might be isolated. Your call, text, or visit could brighten their day and provide essential support. Don't underestimate the power of human connection. Be a good neighbor, be a good friend. Check in today!

## [Report your Volunteer Hours](#)

Search for *Buddy Check* Event



## MENTOR PROGRAM

Are you interested in becoming a mentor to new NYC CERT members?

All Volunteer leadership should be encouraging active members to serve in a mentor role in order to support both their growth as leaders and provide new opportunities for newer members to become more engaged.

Complete the [NYC CERT Mentor Program form](#) to let us know if you'd like to be a mentor or mentee. Complete the [Matching Questionnaire](#) to help pair the mentor to a mentee. Both forms must be filled out to participate in the program.

[NYC CERT online platform](#) includes online courses to support volunteer growth.

Schedule free training for your Division here : [FDNY Smart Fire Safety](#).

[FEMA Region 2 \(R2\) Webinar Catalogue](#) includes all recorded webinars.

## THINGS TO KNOW



## How To Request NYC CERT

If approached to support an event in your community, the following steps must be taken:



## What is the NYC CERT Uniform?

**We are a Team!** To ensure we all represent NYC Emergency Management with professionalism, this message serves as a friendly reminder about our uniform policy.

- Event organizer submits an official request using the [NYC CERT External Request Form](#).
- NYC CERT Leadership *should not* submit form on behalf of the event organizer.
- For events lead by a NYC CERT Division, volunteer leadership (Ready New York Liaison, if a preparedness event) should submit this [Event Request form](#).

NYC CERT program staff will review all requests. If approved, program staff will add the volunteer opportunity to the [NYC CERT Event Calendar](#) with a registration link. If more details are required for approval, program staff will use the contact information provided in the request form to connect with the organizer.

NYC CERT External Request

Form: <https://on.nyc.gov/CERTrequest>

Find the NYC CERT Protocols here: [NYC CERT SOPs](#)

Schedule a meeting with NYCEM staff: [NYC CERT Volunteer Support](#)

Whether it's a preparedness event or an emergency response, being in proper uniform allows us to be easily identified by the public and first responders. It signifies our commitment to safety and fosters a sense of unity.

Here's a quick rundown of the NYC CERT uniform:

- Green NYC CERT polo shirt (mandatory)
- Khaki pants (mandatory)
- NYC CERT reflective vest (always most visible outer layer)
- NYC CERT credential on lanyard, visible at all times (mandatory)
- Optional items: NYC CERT baseball hat, windbreaker, green helmet (for emergency responses), green CERT response bag (for emergency responses), NYC CERT branded sweaters/jackets (produced with NYCEM approval)

**Not sure about an item?** Don't hesitate to reach out! Contact us at [cert@oem.nyc.gov](mailto:cert@oem.nyc.gov) and we'll be happy to answer any questions or address any concerns you may have.



[Download the New NYC CERT Backgrounds](#) for use during CERT meetings and training in a virtual environment (e.g. Microsoft Teams, Zoom, etc.)



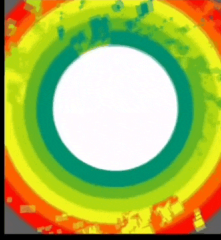
[NYCEM's YouTube page](#)  
[NYC CERT recruitment video](#)  
[2021 National Volunteer Week video](#)



[Resolve to Be Ready Calendar](#)  
 Regular reminders in simple steps that can help you work preparedness into your busy schedule.



Listen to all episodes of NYCEM's two podcasts, Prep Talk ([SoundCloud](#), [iTunes](#) & [Spreaker](#)) and ¡Prepárate! on [SoundCloud](#).



KNOW YOUR ZONE is your destination for everything you need to know about hurricanes in New York City.

You'll find information about the city's hurricane evacuation zones, the hazards you may face from a hurricane, and what to do to prepare.



**JOSEPH PUPPELLO**  
*Director*  
Volunteer Programs



**ANTHONY ESCOTO**  
*Program Manager*  
Training & Exercises



**DENISE ESPOSITO**  
*Specialist*  
Recruitment & Retention



**REGINA WILSON**  
*Specialist*  
CERT Leadership



**GABRIEN ZERVOS**  
*Specialist*  
Operations & Engagement



**VANESSA RODRIGUEZ**  
*AmeriCorps*  
Member

## **NYCEM CERT VOLUNTEER SUPPORT**

**Schedule a meeting with NYC CERT Staff:**  
<https://on.nyc.gov/bookCERT>

*Choose a Topic:*

CERT Pick-up  
(In-Person)

NYC CERT  
Operations

Advanced  
Training

Exercises  
& Tabletops

General  
Questions

CERT ID  
Questions

Leadership  
Interest

Borough  
Discussion

Division  
Discussion

This application lets you book a one-on-one meeting with a staff member who specializes in each specific topic. Please provide a clear description of your needs so we can prepare to address all of your questions and concerns.



NYC Emergency Management | [nyc.gov/emergencymanagement](https://nyc.gov/emergencymanagement)  
(Click here to view as a webpage)



**NYCEM**  
New York City Emergency Management

NYC Emergency Management Communications Network | 165 Cadman Plaza East |  
Brooklyn, NY 11201 US