



## PORTLAND NEIGHBORHOOD RESPONSE TEAM MINIMUM SERVICE CONTRIBUTION (MSC) GUIDE

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### INTRODUCTION

In order to maintain Active status, NET members are asked to contribute minimum hours of volunteer service each calendar year - the Minimum Service Contribution (MSC). The intention of the MSC is to keep the skills of NET members sharp and practiced, and to keep members engaged in their local NET and their communities. These values are fundamental to the spirit of the Portland NET program.

There are three elements to the MSC that Active members complete each calendar year:

- A contribution of twelve hours of service each calendar year;
- Attendance at no fewer than two team meetings each calendar year (which contribute to the twelve hour requirement);
- Participation in at least one training or exercise each calendar year (which contribute to the twelve hour requirement).

The objective of this guide is to detail what assignments can be credited towards a member's MSC, and how to log those hours into a volunteer's online profile so that PBEM can track the service contribution.

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## **PART 1: MSC ASSIGNMENT DEFINITIONS**

The list below covers typical assignments that will contribute to a member's MSC. However, it should not be considered exhaustive and members should contact the PBEM NET Coordinator if they have questions about an activity that does not appear on this list. The list corresponds to the menu of choices available on online volunteer profiles.

For any assignment to be eligible, the member should be prepared to input how many hours the member contributed (including travel time, if applicable) and the date (or dates) the activity took place.

- **Advanced Training**
- **Amateur Radio Activities**
- **Basic NET Training**
- **Conference**
- **CPR/First Aid Training**
- **Deployment**
- **Exercise**
- **NET Meeting**
- **Outreach**
- **Program Service**
- **Refresher Training**
- **Team Leader Meeting**

### **Advanced Training**

A course of instruction teaching a skill or competency relevant to the responsibilities of NETs, and is not covered in the Basic NET curriculum. This includes both live instruction and online instruction.

Note that while amateur radio training and First Aid/CPR classes would technically qualify as "Advanced Training", members should track those activities in different categories (see below).

*Examples:* Emotional First Aid; Map Your Neighborhood; knots; meteorology; managing spontaneous volunteers; sand bagging; online FEMA independent study courses (IS); etc.

For FEMA IS courses, PBEM recommends that members prioritize completing the following: IS-100, IS-200, and IS-700. You can find a full catalog of FEMA IS courses at:

<http://training.fema.gov/IS/crslist.aspx>

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### **Amateur Radio Activities**

Classes related to preparation for an amateur radio license exam, or a class on communications or radio operation directly relevant to NET operations. This category includes Amateur Radio Emergency Service (ARES) or Portland Amateur Radio Club (PARC) meetings (including on-air meetings or roll-calls), as well as exercises conducted as a member of a local amateur radio club or organization.

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### **Basic NET Training**

Initial training to receive NET or CERT certification.

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### **Conference**

For participation as an attendee (not presenter) at a conference related to NET activity or

emergency management/preparedness; e.g. ResilienceNW or Citizen Corps conventions. PBEM NET Coordinator must approve hours *prior* to attending conference.

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### **CPR/First Aid Training**

Initial training to receive CPR/First Aid certification, or training to become re-certified.

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### **Deployment**

For hours served as a NET member in an actual emergency; e.g. a disaster or welfare check deployment during inclement weather. Or, a non-emergency deployment for NET services at a community event (e.g. staffing first aid stations at events such as the Rose Festival or Greek Festival).

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### **Exercise**

An activity designed to evaluate emergency operations and demonstrate operational capability. In an exercise, members undertake duties, tasks, and operations similar to how they would be performed in a real emergency.

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### **NET Meeting**

Attending a routine meeting of any NET.

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### **Outreach**

Any activity a NET member undertakes to promote the NET program in local communities. Examples may include presentations at community or neighborhood association meetings, staffing an information table at a fair (such as Fix-It Fair), or writing an article for a community newspaper on NET.

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### **Program Service**

Time contributed to non-routine service for the NET program, such as contributing to a specific NET project. Examples might include inventorying a BEECN cache, providing moulage during a training exercise, or planning activities for team meetings.

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### **Refresher Training**

Basic NET or CERT courses for the purpose of re-teaching/refreshing a member's skills and confidence in the basic curriculum; e.g. an Active member attending a Basic NET class. MSR credit is only given for Refresher Training if the member has been Active for a year or more.

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### **Team Leader Meeting**

Attending a quarterly Team Leader meeting or a Leadership Committee meeting.

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## **PART 2: POSTING MSC ASSIGNMENT HOURS IN THE VOLUNTEER DATABASE**

PBEM uses a web-based volunteer management program called Volgistics. Every registered

volunteer has an individual profile in Volgistics through which they can manage personal information and post service hours.

When PBEM announces an event for which members can earn MSC credit, the announcement will include information concerning how many hours of MSC the event is creditable for, and which category from the menu above applies (e.g. Refresher Training, Program Service, etc).

**To post service hours:**

1. Go to the Volgistics log in page at:

<http://www.portlandoregon.gov/pbem/article/414227>

Enter your Login name and Password. Your default log in name is the email address you used to register as a NET. If you have any problem logging in, please contact the PBEM NET Coordinator.

2. From the tab menu, select the tab labeled **Time Sheet** (see Figure F-1).

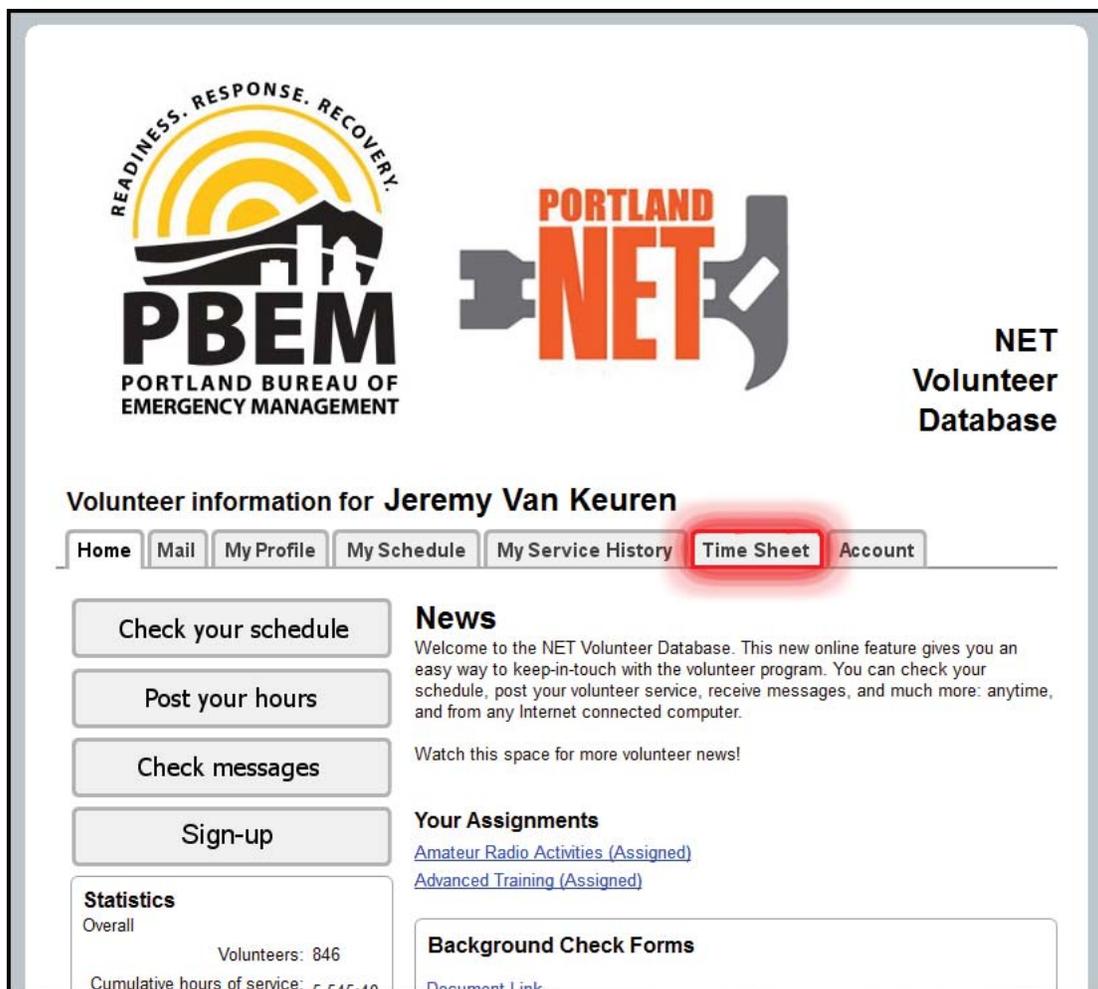


Figure F-1

- From the **Time Sheet** tab (see Figure F-2), click on the radio button for the day you completed your service.

Next, in the drop down box under the calendar, indicate the beginning and end times that correspond to your service.

Finally, click on the drop down menu to indicate the assignment type. This menu corresponds to the selections described in the first part of this appendix.

The screenshot shows a web interface with a navigation bar at the top containing tabs: Home, Mail, My Profile, My Schedule, My Service History, Time Sheet (selected), and Account. Below the navigation bar is an 'Instructions' section with the text: 'To post your hours, enter your service information in the Time Sheet box and then click the "Continue" button.' The main section is titled 'Time Sheet' and contains a form. The form asks 'What was the date of your service?' and displays two calendar grids. The first grid is for 'March 2013' with days of the week (S, M, T, W, T, F, S) and dates 16 through 31. The second grid is for 'April 2013' with days of the week (S, M, T, W, T, F, S) and dates 1 through 15. A red arrow points to the radio button for the 15th of April, with the text 'Calendar radio buttons to indicate service date'. Below the calendar grids, there are two drop-down menus. The first is labeled 'What times did you serve?' and shows '8:00 a' and '9:00 a'. A red arrow points to this menu with the text 'Drop down menu to select service time'. The second is labeled 'Which assignment did you serve in?' and shows 'Choose one'. A red arrow points to this menu with the text 'Drop down menu to select assignment type'.

Figure F-2

- Click on the green button labeled **Continue**, which will bring you to a review screen. Review the service information and click **Yes** if it is correct. You will then see a confirmation screen, indicating that you have successfully posted your service hours.

After posting, your service will be indicated under the **My Service History** tab when you click on the service year, and then the date of service.

- If the service is training for which you receive a certificate (such as FEMA Independent Study), forward your certificate or the confirming email to the PBEM NET Coordinator. The PBEM NET Coordinator will update your volunteer record to reflect that you completed the training.