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APPENDIX B: MINIMUM SERVICE CONTRIBUTION (MSC) GUIDE

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;
- Keep members engaged in their local NET and their communities;
- To protect the indemnification status of Active volunteers.

These values are fundamental to the spirit of the Portland NET program. For complete guidelines governing the MSC, please review section **300.15.b** of the NET Guidelines.

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

- A contribution of twelve hours of service each calendar year (excepting special conditions described in the Guidelines)
- 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 twofold objective of this appendix 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.

MSC Assignment Definitions

There is a simple rule of thumb that all volunteers may follow when considering whether their activities can be logged as valid volunteer time in the NET program. The rule of thumb is this:

If a volunteer undertakes an activity that is related to emergency/disaster response, and/or engaged in a task that s/he would not do but for the fact that s/he is an Active NET volunteer, the volunteer should log the hours as volunteer time. Travel time and study time also “count”.

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 the list that follows. 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 and/or study time, if applicable). The categories of MSC activities are as follows:

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

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. Examples include Emotional First Aid, Map Your Neighborhood, knots, meteorology, managing spontaneous volunteers, sand bagging, online [*FEMA independent study \(IS\) courses*](#), etc.

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).

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.

Basic NET Training

Initial training to receive NET or CERT certification. This is not the same as “Refresher Training” (see below).

Conference

For participation as an attendee at a conference related to NET activity or emergency management/preparedness. A conference might be CitizenCorps conventions, or a non-government conference such as [Swaptoberfest](#). The NET Coordinator must approve hours *prior* to attending conference. A volunteer *presenting* at a conference would credit the times as "Instruction" (see below).

CPR/First Aid Training

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

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).

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.

Instruction

Planning for and presenting a class or presentation related to emergency preparedness and/or response.

NET Meeting

Attending a routine meeting of any NET.

Outreach

Any activity a NET member undertakes to promote the NET program or emergency preparedness in local communities. Examples may include presentations at community or neighborhood association meetings, staffing an information table at a fair, or writing an article for a community newspaper on NET.

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.

Refresher Training

Basic NET or CERT courses for the purposes of re-teaching/refreshing a member's skills and confidence in the basic curriculum. For example, 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.

Team Leader Meeting

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

Team Leader Responsibilities

Activities specific to the responsibilities of a Team Leader, such as planning a community event or NET team meeting.

Posting MSC Assignment Hours in the Volunteer Database

PBEM uses a web-based volunteer management program called [Volgistics](#). Every registered volunteer (including Applicants) 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. Advanced Training, Program Service, etc).

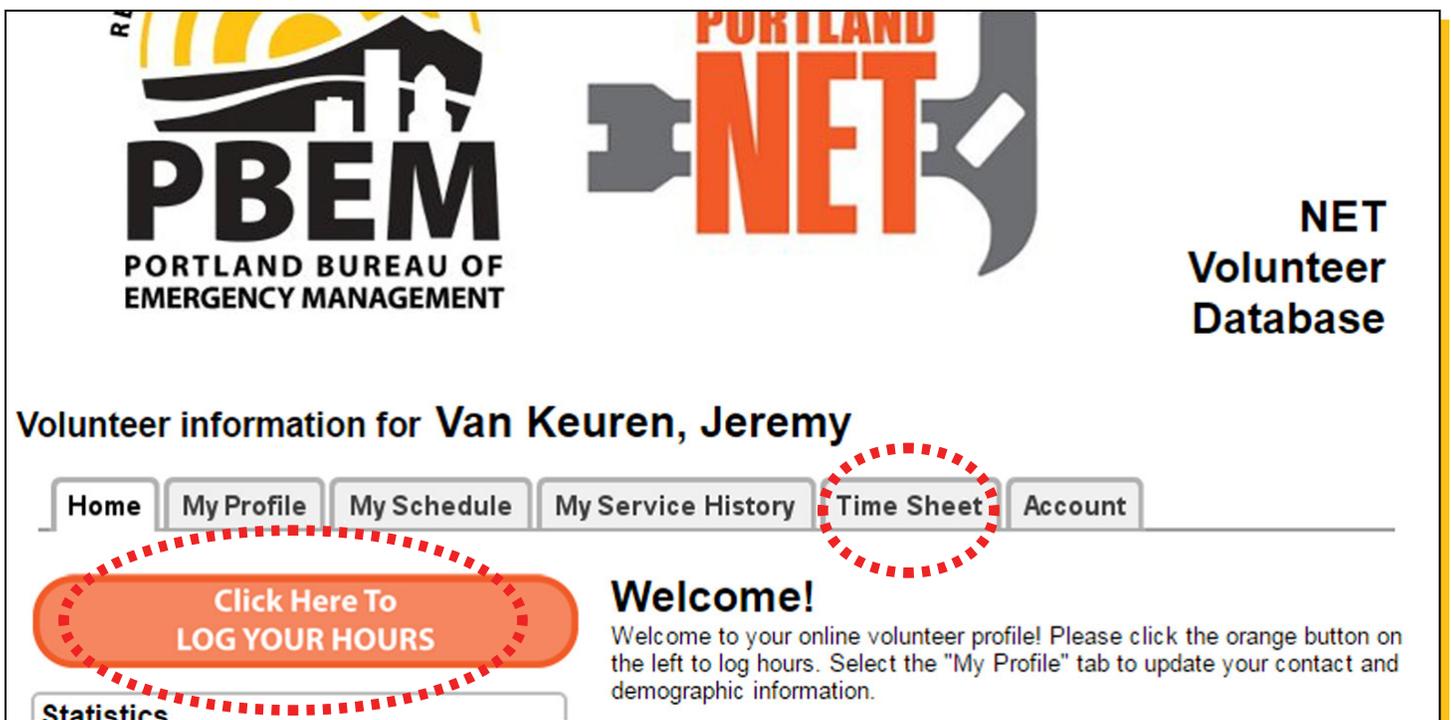
To post service hours:

1. Go to the Volgistics log in page at:

<https://www.volgistics.com/ex/portal.dll/?FROM=54535>

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 trouble logging in, please contact the **NET Coordinator**.

2. From the tab menu, select the tab labeled **Time Sheet** or click on the orange button that says **Click Here To LOG YOUR HOURS**; either will take you to the same place.



The screenshot displays the PBEM (Portland Bureau of Emergency Management) and NET (Portland NET) logos at the top. Below the logos, the text "NET Volunteer Database" is visible. The main heading reads "Volunteer information for Van Keuren, Jeremy". A navigation menu contains tabs for "Home", "My Profile", "My Schedule", "My Service History", "Time Sheet", and "Account". The "Time Sheet" tab is highlighted with a red dashed circle. Below the menu, there is a prominent orange button with the text "Click Here To LOG YOUR HOURS", also circled in red. To the right of the button, a "Welcome!" message reads: "Welcome to your online volunteer profile! Please click the orange button on the left to log hours. Select the 'My Profile' tab to update your contact and demographic information." A "Statistics" link is partially visible at the bottom left.

3. On the next screen (which is your Time Sheet tab; see next page for a screen shot), you will see three typical drop-down menus prompting you to select the date of your service, what kind of assignment it was, and the number of hours.

You are also asked to indicate if the assignment or activity was a team meeting. If it was a team meeting, please indicate that by placing a "1" in the blank. If it was not a team meeting, leave this counter at "0". Either way, next click on the green **Continue** button.

Instructions

To post your hours, enter your service information in the Time Sheet box and then click the "Continue" button.

Time Sheet

What was the date of your service? June ▾ 1 ▾ 2016 ▾

Which assignment did you serve in? Choose one ▾

How many hours did you serve? 0 ▾ hours, 0 ▾ minutes

How many Team Meetings? 0

Continue

Drop-down Menus

Indicate if assignment was team meeting

- Pressing the **Continue** button brings you next to a confirmation screen. Please check your entry! Because of the database set-up, you cannot correct your own entry if it is a mistake. You must ask the NET Coordinator to do it. If the entry is correct, please press **Yes**.

Instructions

To post your hours, enter your service information in the Time Sheet box and then click the "Continue" button.

Time Sheet

Please confirm your entry:

You served on: Wednesday, June 1, 2016

Assignment: Basic NET [NET\Volunteer Opportunities]

Hours: 1:00

Team Meetings: 0

Is this correct?

Yes

Click **Yes** to save this entry

No

Click **No** if you want to make a change

- And you're done! The next screen will confirm your entry and let you know how many hours you've racked up so far. Wasn't that easy? Go reward yourself with a nutritious snack.