

Oklahoma's CSS



Training Program



CSS Training = RSS Warehouse



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Operation Firework Fanfare

- ❖ Full Scale Exercise
 - ❖ TED Package – CDC Containers
 - ❖ July 2005
- ❖ Training
 - ❖ SNS Intro – 2 hours
 - ❖ Specialized Training – 4 hours
 - ❖ Leadership – 4 hours
 - ❖ Hands-on – 2 hours



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Smooth Running

- ❖ Workers bused in
- ❖ Workers checked in & briefed
- ❖ Setup occurred
- ❖ THEN:
- ❖ Second bus arrived, TARU arrived, SNS assets arrived

...ALL AT ONCE



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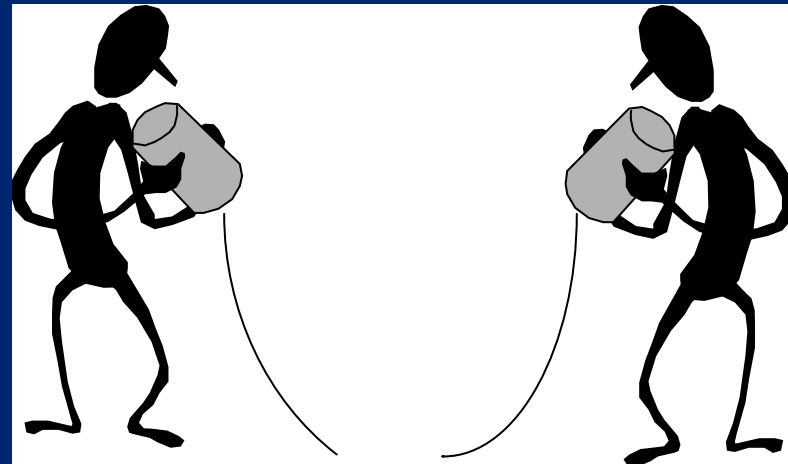
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... ALL AT ONCE

- ❖ Computer problems
- ❖ Inventory database issues
 - ❖ Knowledge of database
- ❖ Failure of communications



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Me

I could fix any problem but I couldn't be everywhere at once to fix them all.



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Not enough training



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OFF II

- ❖ Second Full Scale Exercise
 - ❖ Komatex sheets only
 - ❖ Simulated cards
 - ❖ March 2006



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OFF II

- ❖ Training
 - ❖ Every Friday
 - ❖ 4 hours
 - ❖ 4 – 5 months
 - ❖ Self taught



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Extremely successful!
But . . .
Was it asking too much?



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Somewhere in the Middle

- ❖ Required “outlined” training
 - ❖ Classroom
 - ❖ Hands-on
- ❖ Participation in yearly exercises
- ❖ Refresher training

- ❖ How do we get people to stay in the program?



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Skill-based Pay

- ❖ Proposal given to health department leadership
- ❖ Plan of action sent to health department finance division
- ❖ Request for use of funds sent to State Office of Personnel Management



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Four Skill Levels

- ❖ Level 1 – Basic Awareness Training
- ❖ Level 2 – Technician Level Training
- ❖ Level 3 – Advanced Level Training
- ❖ Level 4 – Expert Level Training



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Basic Level 1

- ❖ Awareness Training
 - ❖ Four hour classroom
 - ❖ Introduction to response
 - ❖ Are they still interested?



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Level 1 – Module Components

- ❖ Welcome & Introduction
- ❖ History of Public Health Response
- ❖ Strategic National Stockpile (SNS) *Video*
- ❖ Receiving, Staging, and Storage (RSS) *Video*
- ❖ The Preparedness Mindset
- ❖ Reporting for Duty
- ❖ Emergency Family Plans
- ❖ Maintaining a “Go-Bag”
- ❖ CSS Program Expectations
- ❖ Module Review
- ❖ Written Exam



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Technician Level 2

- ❖ Overview of warehouse operations
 - ❖ Two hour classroom
 - ❖ Four hour hands-on
- ❖ Capability assessment
 - ❖ Physical
 - ❖ Mental
 - ❖ Are they right for the job?



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Level 2 – Module Components

- ❖ Classroom
 - ❖ Welcome & Introduction
 - ❖ Review OPSEC/Confidentiality Requirements (Level 1)
 - ❖ Receiving, Staging, and Storage (RSS) Operations
 - ❖ Module Review
 - ❖ Written Exam



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Level 2 – Module Components

- ❖ Hands-on
 - ❖ Welcome & Introduction
 - ❖ Introduction to Warehouse
 - ❖ Pallet Building
 - ❖ Pallet Jack Operation
 - ❖ Push Package Staging
 - ❖ Module Review
 - ❖ Skills Testing
 - ❖ *Hands-on Picking
 - ❖ *Quality Assurance



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Assessment

- ❖ Are they physically capable?
- ❖ Are they mentally capable?
- ❖ What section would they offer the most skills? (Operations, Logistics, Administration)



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Advanced Level 3

- ❖ Specific section training
 - ❖ Administration, Logistics, Operations
 - ❖ Learn all functions
 - ❖ Six hours total
 - ❖ Admin – 3 class/3 hands-on
 - ❖ Log – 2 class/4 hands-on
 - ❖ Ops – 2 class/4 hands-on



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Level 3 Advanced - Admin

- ❖ Classroom Module Components
 - ❖ Welcome & Introduction
 - ❖ “Go Bag” Review
 - ❖ Administration Review (Job Action Sheets)
 - ❖ Information Technology (IT)
 - ❖ Documentation
 - ❖ Forms Flow
 - ❖ Inventory
 - ❖ Module Review
 - ❖ Written Exam



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Level 3 Advanced - Admin

- ❖ Hands-on Module Components
 - ❖ Welcome & Introduction
 - ❖ Safety Briefing
 - ❖ Confidentiality
 - ❖ Warehouse Review
 - ❖ Pallet-jack Review
 - ❖ IT Review
 - ❖ Pick Sheet Creation
 - ❖ Pick Sheet Flow
 - ❖ Role Recitation
 - ❖ Module Review & Clean-up



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Level 3 Advanced - Log

- ❖ Classroom Module Components
 - ❖ Welcome & Introduction
 - ❖ “Go Bag” Review
 - ❖ Logistics Review (Job Action Sheets)
 - ❖ TARU Overview
 - ❖ Medical
 - ❖ Ground Support
 - ❖ Supply
 - ❖ Communications
 - ❖ Hide & Speak
 - ❖ Module Review
 - ❖ Written Exam



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Level 3 Advanced - Log

- ❖ Hands-on Module Components
 - ❖ Welcome & Introduction
 - ❖ Safety Briefing
 - ❖ Confidentiality
 - ❖ Warehouse Review
 - ❖ Medical Overview
 - ❖ Ground Support
 - ❖ Pallet-jack Review
 - ❖ Communications
 - ❖ TARU Responsibilities
 - ❖ Supply
 - ❖ Pick Sheet Flow
 - ❖ Role Recitation
 - ❖ Module Review & Clean-up



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Level 3 Advanced - Ops

- ❖ Classroom Module Components
 - ❖ Welcome & Introduction
 - ❖ “Go Bag” Review
 - ❖ Operations Review (Job Action Sheets)
 - ❖ Operations Paperwork
 - ❖ Farmer in the Dell
 - ❖ Module Review
 - ❖ Written Exam



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Level 3 Advanced - Ops

- ❖ Hands-on Module Components
 - ❖ Welcome & Introduction
 - ❖ Safety Briefing
 - ❖ Confidentiality
 - ❖ Warehouse Review
 - ❖ Pallet-jack Review
 - ❖ Picking
 - ❖ QA
 - ❖ Distribution & Dispatch
 - ❖ Role Recitation
 - ❖ Module Review & Clean-up



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Skill-Based Pay

- ❖ Level 3 Advanced
 - ❖ One year in program
 - ❖ Time starts at Level 1 training date
- ❖ Exercises
 - ❖ Scheduled in advance
 - ❖ Workshop
 - ❖ Drill
 - ❖ Full-scale
- ❖ Level 3 Completion - \$1,200 lump sum



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Expert Level 4

- ❖ Level 3 workers demonstrating
 - ❖ Excellent leadership
 - ❖ Dedication
 - ❖ Knowledge
- ❖ Complete remaining Level 3 courses
 - ❖ Admin, Log, Opsor
 - ❖ Command and Log/Ops



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Level 4 - Command

- ❖ Classroom Module Components (3 hrs)
 - ❖ Welcome & Introduction
 - ❖ Review OPSEC/Confidentiality Requirements
 - ❖ Review Sections (Ops, Log, Admin)
 - ❖ Command Staff Responsibilities
 - ❖ SNS Plan Overview
 - ❖ Apportionment
 - ❖ Warehouse Activation
 - ❖ Command Staff Expectations
 - ❖ Module Review
 - ❖ Written Exam



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Level 4 - Command

- ❖ Hands-on Module Components (3 hrs)
 - ❖ Welcome & Introduction
 - ❖ Review OPSEC/Confidentiality Requirements
 - ❖ Exercise Definitions
 - ❖ Tabletop Exercise
 - ❖ Module Review



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Skill-Based Pay

- ❖ Level 4 Expert
 - ❖ One year in Level 4 status
 - ❖ Complete classroom & hands-on for two modules
 - ❖ Participate in all exercises
- ❖ Level 4 Completion
 - ❖ \$2,400 lump sum pay



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Refresher

- ❖ Level 3
 - ❖ One refresher – specific to section
 - ❖ Participate in all scheduled exercises
 - ❖ \$1,200
- ❖ Level 4
 - ❖ Two refreshers
 - ❖ Participate in all scheduled exercises
 - ❖ \$2,400



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Training Plan

- ❖ Lesson Plans
- ❖ Classroom
 - ❖ PowerPoint presentations
 - ❖ Handouts
 - ❖ Exams
- ❖ Hands-on
 - ❖ Instructor guides



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Questions

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