

# #26

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## Page 1: Contact Info

### Q1

#### Contact Info

Name	L Styger
City/Town	San Francisco
State/Province	CA
Email Address	postygerity@gmail.com
Phone Number	412-589-9384

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### Q2

#### Name of CERT Program you are affiliated with

SFFD NERT (San Francisco Fire Department Neighborhood Emergency Response Team)

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### Q3

#### Name of Government Agency you are an employee with if applicable

San Francisco Department of Public Health

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### Q4

Please indicate your current CERT roles (choose all that apply)

**CERT Volunteer with leadership responsibilities,**  
**CERT Volunteer,**  
Other (please specify):  
Disaster Corps Volunteer (CERT Volunteer qualified to deploy within California)

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### Q5

Please indicate your region (where you are physically based)

**Region IX - Arizona, California, Hawaii, Nevada, Guam, America Samoa, Mariana Islands, Marshall Islands, Micronesia**

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**Q6**

Eligible candidates for NCA Board of Directors At Large Member - CERT Volunteer Subject Matter Expert, candidates must not be paid for their CERT related activities at the time of candidacy and election. This includes if you are paid to support one CERT program and volunteer to support other CERT programs. Please confirm that you are unpaid for any CERT related activities

**I confirm that I currently do not receive any financial compensation for my CERT related activities**

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**Q7**

How many years have you been involved with CERT?

7

**Q8**

Which CERT related courses have you taken (select all that apply)

**CERT Basic Training Course,  
CERT Train-the-Trainer Course**

**Q9**

Briefly describe your CERT experience

I completed CERT basic training in 2014 with the San Francisco Fire Department (SFFD), and have been an active volunteer since, serving as a neighborhood-level coordinator for one of the San Francisco teams, and attending advanced trainings offered by the home program. In 2015 I was nominated to, and completed training for, the Disaster Corps program, which trains and credentials CERT volunteers to deploy to other counties in California at the request of the Governor's office. I led teams of CERT volunteers in this capacity from 2015 to the present in environments such as EOCs and other operational activities. In August 2015 I was hired by SFFD to fill the roll of Disaster Volunteer Coordinator, which included CERT program volunteer coordination of 30,000 volunteers going back 30+ years, in addition to our Disaster Corps and Medical Reserve Corps volunteers. I held this position for 6 years, also covering the additional responsibilities of de-facto Program Coordinator in my final year. I have volunteered at CERT Conferences held in California since 2015, which included serving on the planning committee for the 30th Anniversary National CERT Conference in 2016, where I also presented at two sessions on deployment lessons learned and communications. I participated in our program's Training Committee, which develops and delivers curriculum within the scope of CERT response activities in a greater depth than they are covered in CERT basic training. From 2015-2019 I assisted the San Francisco Department of Emergency Management in updating its Volunteer Plan, which included emergency response procedures for both affiliated volunteers such as our CERT volunteers as well as spontaneous volunteers. This plan was successfully activated by the County to onboard medical staff for the COVID-19 Response in 2020. I am also deputised by the County Clerk to swear in Disaster Service Worker Volunteers, which provides liability coverage and workers-compensation-like coverage to all volunteers responding to a declared disaster within the scope of their training, a protection required for all SFFD NERT volunteer responders. I now serve as a member of our program's volunteer Advisory Board which provides advice, guidance, and direction to the Program Coordinator.

### Q10

Briefly describe a CERT project that you led or were a major part of and how it benefited your CERT program/community

With the support of the SFFD NERT Advisory Board, our program has provided a Monthly Training Day for our volunteers to practice skills within the scope of our response activities in a greater depth than they are covered in CERT basic training. Since implementing the training day on a recurring date [3rd Saturday of each month], the program has seen high and consistent engagement in our advanced trainings. In 2020 and 2021 in particular, I made it a program priority to continue offering these Training Days in a virtual capacity over Zoom and Webex. NERT engagement and retention has remained high throughout the last two years, and it is clear the volunteers welcome the opportunity to remain connected with one another. We've been able to leverage the skills of both our Volunteers and our Firefighter instructors to offer a broad curriculum that appeals to volunteers interested in different skills.

### Q11

Briefly describe how your skills, experience, and currently CERT related activities would be beneficial to the NCA and NCA Leadership team:

I'm fortunate to have worked with a large and well-developed CERT program that has been able to engage in a broad range of activities and collaborations, and believe that background will be a strong foundation for continuing participation in the NCA. However I have also volunteered for most of my life in other capacities, and spent that time in many locales across the Country [including California, Florida, Idaho, Illinois, Louisiana, Texas, Maryland, Maine, North Carolina, Pennsylvania, and Virginia], which has instilled in me the desire to consider the outcomes of decisions, those from leadership in particular, from many perspectives, and not just those of a large, urban program. In addition to CERT, my professional and educational background have had a focus on problem-solving [physics, robotics, technical quality assurance, emergency management], and I enjoy using those skills to help improve the organizations to which I belong.

### Q12

NCA Board Members are required to lead/participate in NCA committees. Please indicate your level of interest in the following current/future NCA committees

1: Awards; Marketing; membership

3: TTT/PM; Communication, Credentialing; International; Newsletter, Social Media; Youth

4: Volunteer Development; Elections; ID Card; National Conference; Training

### Q13

What are some projects that you think the NCA should be working on/emphasizing to better support CERT programs and how can you help lead this project?

Support idea: Volunteer retention [keeping volunteers engaged one they finish CERT Basic training]

Project idea: maybe start a survey or discussion-based webinar around this topic and then possibly build a presentation from the findings

Support idea: how to engage the 'whole community' [getting the CERT team to reflect the demo of your area, not just a few groups]

have fewer ideas on how to directly support this other than polling programs who have noticed a shift in this area one way or another, or consulting programs that focus on Youth/Teen preparedness.

### Q14

As a NCA Board of Directors At Large member, you are representing specific CERT stakeholders based on your at large designation. Briefly describe your relationship with these stakeholders, including your communication channel and how you could represent them accurately.

As a Volunteer SME, I would engage with the NCA Board with the perspective of other volunteers in mind, bringing my 7 years of engaged CERT experience, especially in the areas of Training, Response/Deployment, and Program Support as well as my volunteer experience from the last 30 years [including with other response orgs such as Red Cross and Medical Reserve Corps] from around the country. I would represent not just the perspective of the long-running, urban program with which I am currently affiliated, but my experience working in Orgs small and large, with different levels of experience and establishment, disparate levels of resources, and communities of different sizes, densities, and composition to consider. I would engage with other CERT program and volunteer stakeholders primarily through email, as well as face-to-face at conventions or meetings.

September 9, 2021

NCA Elections Committee

Dear NCA Elections Committee,

This is a letter of recommendation for Lauren Stiger. As the State Administrator for the CERT Program in California, I have known Lauren for many years. Lauren was hired at the San Francisco Fire Department many years ago to help manage their CERT program and Disaster Corps program. Disaster Corps is a volunteer credentialing program initiated by the state in 2009.

I have had the pleasure of working with Lauren during several disasters, where she led a team of San Francisco CERT volunteers. Lauren has proven to be a great leader and very dependable.

Lauren is transitioning from her paid staff position to manage the CERT program and will be staying involved with CERT as a volunteer. Having Lauren as a NCA Board member in the Volunteer SME At Large position will be a great benefit to the NCA.

Thanks

A handwritten signature in black ink, appearing to read 'Suu-Va Tai', enclosed within a large, loopy oval shape.

State CERT Administrator, California

**Gary J. Pegueros**  
**One Federal Street, Unit #21**  
**San Francisco, CA 94107**  
**Home (415) 904-9016**  
**Cell (415) 533-8982**  
**Email: [GaryPegueros@sbcglobal.net](mailto:GaryPegueros@sbcglobal.net)**

September 17, 2021

**To: NCA Elections Committee**

**RE: Lauren Stiger / Volunteer Applicant**

To Whom It May Concern,

I have been a San Francisco NERT volunteer since 2006, a Neighborhood NERT Coordinator since 2009, and I have served on the NERT Advisory Board since 2012. Over those many years I have worked closely with Stiger in many capacities.

Because she works directly with the NERT volunteers, she has managed and guided them thru various exercises, whether it is the initial NERT training classes, the bi-annual citywide drills, or the monthly continuing education workshops and classes. As a DSW Volunteer Coordinator, Stiger has amassed a great deal of skill and knowledge that she willingly shares with others. Her knowledge and skillset have provided her with an ideal perspective on what it means to be a NERT/CERT volunteer.

September 17, 2021

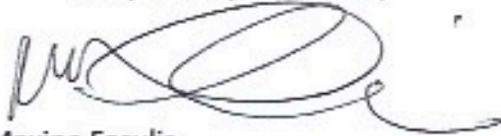
To the NCA Elections Committee

I have been a San Francisco SFFD NERT volunteer for well over twenty years. For many of these years, it has been my pleasure to work with Lauren Stiger, or as we at NERT affectionately call her, just Stiger.

Stiger is bright, articulate, analytical, and above all else, patient in her work with myself and the other NERT volunteers. She knows well the challenges faced by volunteers as we juggle work, family, and other obligations while still pursuing our volunteer work. Stiger understands the concerns of volunteers on multiple levels from health and safety to practical applications and is always ready with advice and information to help us tackle our assigned tasks. Stiger knows how to listen, a key asset when organizing and working with volunteers. She is also sensitive to the needs of all the communities we serve, including underserved diverse communities of color and economic disadvantage.

In short, it has been a joy working with Stiger. Her skill, personality, and perspective have been a welcome and much appreciated addition to the SF SFFD NERT community.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Maxine Fasulis', with a large, stylized flourish at the end.

Maxine Fasulis  
NERT volunteer  
NERT Advisory Board Member



L. Stiger &lt;styger@gmail.com&gt;

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**Re: National Cert Association recommendation**

1 message

**Styger** <postygerity@gmail.com>

Fri, Sep 17, 2021 at 4:47 PM

To: "L. Stiger" &lt;postygerity@gmail.com&gt;

Erica served as SFFD NERT's Program Coordinator until transitioning to SFFD Assistant Deputy Chief of Homeland Security in October 2020.

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**From:** Arteseros, Erica (FIR) <[erica.arteseros@sfgov.org](mailto:erica.arteseros@sfgov.org)>**Sent:** Friday, September 17, 2021 16:31**To:** Stiger, Lauren (DPH) <[lauren.stiger@sfdph.org](mailto:lauren.stiger@sfdph.org)>

Stiger has been a member of the SFFD NERT (CERT) Program since 2014, and has remained an active volunteer since completing Basic Training.

Stiger transitioned to a paid position in 2015 to support and led our Statewide volunteer deployment efforts. This included managing a team of CERT at a wildfire EOC in a neighboring County. Throughout the COVID-19 response duties included managing and tracking volunteers at our local City/County EOC. Stiger's efforts were appreciated by all involved.

Throughout Stiger maintained a keen understanding of the volunteer perspective and advocated on their behalf.

I highly recommend Stiger for the position

Erica Arteseros Brown  
Assistant Deputy Chief  
San Francisco Fire Dept.

Sent from my iPhone