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Collector: Web Link 1 (Web Link)
Started: Wednesday, September 15, 2021 9:31:35 AM
Last Modified: Friday, September 17, 2021 4:29:53 PM
Time Spent: Over a day
IP Address: 163.191.194.59

Page 1: Contact Info

Q1

Contact Info

Name	Michelle Hanneken
City/Town	Springfield
State/Province	Illinois
Email Address	michelle.j.hanneken@illinois.gov
Phone Number	2175242251

Q2

Name of CERT Program you are affiliated with

State of Illinois

Q3

Name of Government Agency you are an employee with if applicable

State of Illinois

Q4

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

**Staff for a State or Territory Government Agency,
State or Territory CERT Coordinator**

Q5

Please indicate your region (where you are physically based)

**Region V - Illinois, Indiana, Michigan, Minnesota, Ohio,
Wisconsin**

Page 2

Q6

How many years have you been involved with CERT?

19

Q7

CERT Program Manager Course

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

Q8

Briefly describe your CERT experience

I have managed the Illinois CERT and Citizen Corps programs at the state level since 2002. This has involved the implementation of over 100 Citizen Corps and CERT programs funded by nearly \$6 million in that time period. Presently, the state of Illinois has over 60 local CERT programs and a state association of which I am an ex-officio member since 2019.

Q9

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

We created a statewide exercise for all local CERT programs called the Prairie State CERT Challenge in 2010. This event is held annually in an effort to provide continuing education for our local CERT programs. The exercise has been nationally recognized via the Federal Emergency Management Agency (FEMA) Individual and Community Preparedness Awards including:

- Recipient as the winner of the 2013 Outstanding State Citizen Corps Council Initiatives.
 - Recipient of an honorable mention of the 2011 Outstanding State Citizen Corps Council Initiatives.
 - Recipient of an honorable mention of the 2011 Outstanding Drill, Exercise, or Event.
-

Page 3: Contribution as a NCA Board Member

Q10

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

As one of the longest standing CERT state coordinators, I bring a vast historical knowledge about the management of the program at both the federal and state levels. I have the benefit of seeing a large number of programs develop at the local level and the knowledge of what has worked and not worked at that level. Because of my vast program management knowledge, when the NCA was created, I was nominated by the FEMA Region 5 Community Preparedness Officer to be part of these efforts. I am interested in continuing on the NCA and anticipate more time in my role in order to be able to dedicate to CERT. Not only does this serve my state well, but the local programs I serve in a liaison capacity with.

Q11

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

CERT Awards Committee	2 - I will support this committee if needed and relevant experience in this area
CERT Train-the-Trainer and Program Manager Committee	2 - I will support this committee if needed and relevant experience in this area
CERT Volunteer Development and Support Committee	2 - I will support this committee if needed and relevant experience in this area
Communications Committee	4 - I am interested in joining this committee had have relevant experience in this area
Credentialing Committee	1 - I will support this committee if needed but have little experience in this area
Elections Committee	1 - I will support this committee if needed but have little experience in this area
ID Card Committee	1 - I will support this committee if needed but have little experience in this area
International CERT Committee	1 - I will support this committee if needed but have little experience in this area
Marketing and Promotion Committee	4 - I am interested in joining this committee had have relevant experience in this area
Membership Committee	2 - I will support this committee if needed and relevant experience in this area
National CERT Conference Committee	2 - I will support this committee if needed and relevant experience in this area
Newsletter Committee	4 - I am interested in joining this committee had have relevant experience in this area
Social Media Committee	4 - I am interested in joining this committee had have relevant experience in this area
Training Committee	2 - I will support this committee if needed and relevant experience in this area
Youth Preparedness Committee	1 - I will support this committee if needed but have little experience in this area

Q12

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?

I would love to get CERT in a place whereby we once again encourage each state to have a CERT coordinator. In many states, this is a forgotten necessary coordination element. I think this consistency in our state is one reason we've been able to continue our program outputs and would suggest that each state needs to do so in order for their local programs to be fully successful. I would suggest a joint letter from FEMA and the NCA encourage this to each state EMA, and I would be happy to draft a letter for review.

Q13

As a NCA Regional Representative, you are representing CERT programs in your region. Briefly describe your relationship with CERT programs in your region, including your communication channel and how you could represent them accurately.

As the state CERT coordinator, it is my job to support the approximately 60 local CERT programs. We do this by offering training and exercise opportunities in concert with the CERT Association of Illinois. At the regional level, I work with the FEMA Region 5 Community Preparedness officials. I would like to see us more strongly engage my counterparts in each state with regular communications. The states that have strong state leadership are doing this regularly, but my fear is that in some states, CERT programs at the state level are an afterthought. At the regional level, we need to re-engage those states so that there is a good flow of information back and forth from local programs to the states and then among the states up to FEMA. Fortunately, we have the NCA for these efforts as well now so that no program falls through the cracks which has been a major improvement in the last 2 years. We should further strengthen these efforts to reach those programs at a regional level if there is not an active program at the state level.

Q14

NCA Leadership candidates are required to have a recommendation from their next in line in the CERT Hierarchy. CERT Volunteers need a recommendation letter from their CERT Program Manager CERT Program Managers need a letter of recommendation from their CERT Sponsoring Agencies CERT Program Managers that are also the Sponsoring Agency Point of Contact need a letter of recommendation from their supervisor State/Territory CERT Coordinators need a letter of recommendation from their supervisor and/or FEMA Region

Hanneken Letter of Recommendation.docx (293.3KB)

Q15

Respondent skipped this question

(optional) Please upload any additional letters of recommendations or supporting documents

Q16

Respondent skipped this question

(optional) Please upload any additional letters of recommendations or supporting documents

Q17

Respondent skipped this question

(optional) Please upload any additional letters of recommendations or supporting documents



September 17, 2021

National CERT Association
Membership Committee

Please accept this letter as a letter of both support and recommendation for Michelle Hanneken to continue to serve as the regional representative of the National CERT Association Board of Directors. While I have known Michelle for nearly a year as her supervisor, her knowledge and reputation regarding CERT in the state of Illinois is well known. As the state's only CERT coordinator in the program's 19 years of existence, Michelle has an excellent understanding of the program. This knowledge base has helped over 100 local jurisdictions interested in CERT throughout this time.

Illinois has supported CERT through its state leadership in a variety of ways from funding, training, and exercises, but the vision was always worked in a cooperative spirit with our local programs. Michelle has always promoted the program as a way for local units of government to engage its citizens in disaster preparedness, response, and recovery and as such, the state will work to provide necessary supportive elements in this. Over the years, Michelle has hosted numerous conferences, training, and exercise opportunities for the local programs.

Because of Michelle's leadership, CERT in Illinois has had national recognition. The CERT program in particular through its annual statewide exercise was the winner of a 2013 FEMA Individual and Community Preparedness Award. Michelle herself was also personally recognized by the White House in 2013 as a Champion of Change in the Community Preparedness and Resilience category and by the Federal Emergency Management Agency in 2012 as an honorable mention as a Community Preparedness Hero.

I believe Michelle would represent Illinois and the CERT program well by continuing as a regional representative on the National CERT Association Board of Directors. If you have any questions regarding this letter of support, please contact me at noelle.samuels@illinois.gov.

Sincerely,

Noelle Ayoka Samuels
Executive Director

Improving Illinois communities by enhancing volunteerism and instilling an ethic of service throughout the State.

