RECREATION OF "CHAMPS V1 ADD TRAINING FEEDBACK FINAL SUMMARY REPORT"

Appendix E-2-4

Enhanced Portion: Integration with Other Planning Initiatives

Commonwealth of Kentucky Enhanced Hazard Mitigation Plan: 2013 Version

Kentucky Emergency Management (KYEM)
University of Kentucky, Martin School of Public Policy and Administration
Hazard Mitigation Grants Program (UK-HMGP)
University of Louisville Center for Hazards Research and Policy Development (CHR)

CHAMPS

Community Hazard Assessment & Mitigation Planning System

CHAMPS v1

ADD Training Feedback

Final Summary Report

Report Date: April 12, 2013

Prepared by: The Center for Hazards Research & Policy Development

COMMONWEALTH OF KENTUCKY • DIVISION OF EMERGENCY MANAGEMENT • RESPOND PREPARE EM

DLG DEPARTMENT FOR LOCAL GOVERNMENT

CENTER FOR HAZARDS RESEARCH AND POLICY DEVELOPMENT
University of Louisville

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Introduction

Upon completing the development of the first version (v1) of the Community Hazard Assessment and Mitigation Planning System (CHAMPS), the Kentucky Division of Emergency Management (KyEM) conducted the first round of regional trainings throughout the Commonwealth of Kentucky in late 2012- early 2013. These trainings provided an in-depth and hands-on orientation for local representatives to become familiar with the modules and sub-modules of the system.

This report is a compilation of attendance information, responses and feedback provided and observed by both participants and instructors. This report shall serve as a reference for the Department for Local Government, KyEM, and other partner organizations to utilize when planning for subsequent trainings on CHAMPS version 2 (v2) and beyond.

For more information on this report and other questions regarding CHAMPS, please contact Doug Eades, KyEM Systems Integration Manager at james.eades2@us.army.mil or 502-607-1633 or Josh Human, Director of the Center for Hazards Research and Policy Development at josh.human@louisville.edu or 502-852-8922.

Executive Summary

Local CHAMPS v1 trainings were held at Area Development District (ADD) offices throughout the Commonwealth of Kentucky over a four month period from December 2012 to March 2013:

Training	Location	Date	Attend-ance
Training 1	Bluegrass ADD[1]	12/18/2012	7
Training 2	Pennyrile/Purchase ADDs	01/10/2013	8
Training 3	Lake Cumberland ADD	01/15/2013	20
Training 4	Lincoln Trail ADD	01/17/2013	21
Training 5	Northern KY ADD	01/23/2013	12
Training 6	KIPDA ADD	02/05/2013	9
Training 7	Buffalo Trace ADD	02/06/2013	24
Training 8	KY River ADD (w/Big Sandy & Cumberland Valley)	02/07/2013	17
Training 9	Barren River ADD	02/13/2013	24
Training 10	Green River ADD Building	02/14/2013	23
Training 11	Gateway/FIVCO ADD	02/27/2013	22
Training 12	Pennyrile ADD	03/15/2013	8
		TOTAL	**195**

Participants representing 83 of 120 counties attended the trainings; from area development districts (ADDs), local emergency planning committees (LEPCs), emergency management, fiscal court, elected officials, and a few from other agencies.

Each of the 12 trainings was conducted using a "tag-team" approach with one trainer navigating the system on a computer that is visible to trainees through overhead projection, while the other guided participants verbally through each module of the system. An additional projection of a training Powerpoint presentation provided the introduction to the training, log-in instructions, role assignment information, training goals, objectives, and any other additional talking points.

Participants were requested to bring a laptop computer so navigation of the system could occur simultaneously during the training. While trainees were logged in as "author", trainers conducted the training logged in as "administrator" so that trainees were able to view the full content of the modules that were presented.

Five modules were introduced over a period of three hours: Disaster Management, Briefings, Planning, Mitigation Actions, and Projects. Participants were encouraged to ask questions anytime throughout the training, and constructive feedback was encouraged.

The following report provides a summary and notable questions/comments received. Through a structured method of gathering feedback, participants were asked to complete a "Training

[1] Bluegrass ADD was not covered as the response form was developed after the first training had been conducted.

Response Form" in hard copy or electronically via Surveymonkey. Participants completed both closed and open-ended questions; totaling 127 completed response forms.

Included in this CHAMPS v1 training summary report is the following feedback:

- Agency/sector representation
- Intentions to attend future trainings
- Recommendations for other agencies to include in trainings
- Average ratings per training
- Most valuable aspects of trainings
- Least valuable aspects of trainings
- Recommendations for improvements to trainings
- Other recorded questions and comments

Recommendations for improvement:

- **Relevancy of module(s) to users** – The CHAMPS v1 trainings drew a diversity of local agency representatives who play a variety of different roles in disaster management planning. For future trainings, hone in on individual modules in more depth, allowing for participants to have the option of attending those most relevant to their agency roles.

- **Training format/duration** – Continue to offer a live and interactive format but more in-depth, providing participants more time to navigate the system with assistance. Consider a scenario-based format that puts roles and modules into context in relation to a disaster event.

- **Accessibility of module content according to user role** – If continuing to use a computer lab-type format, ensure that content being projected on-screen by instructors matches that of participant computers screens.

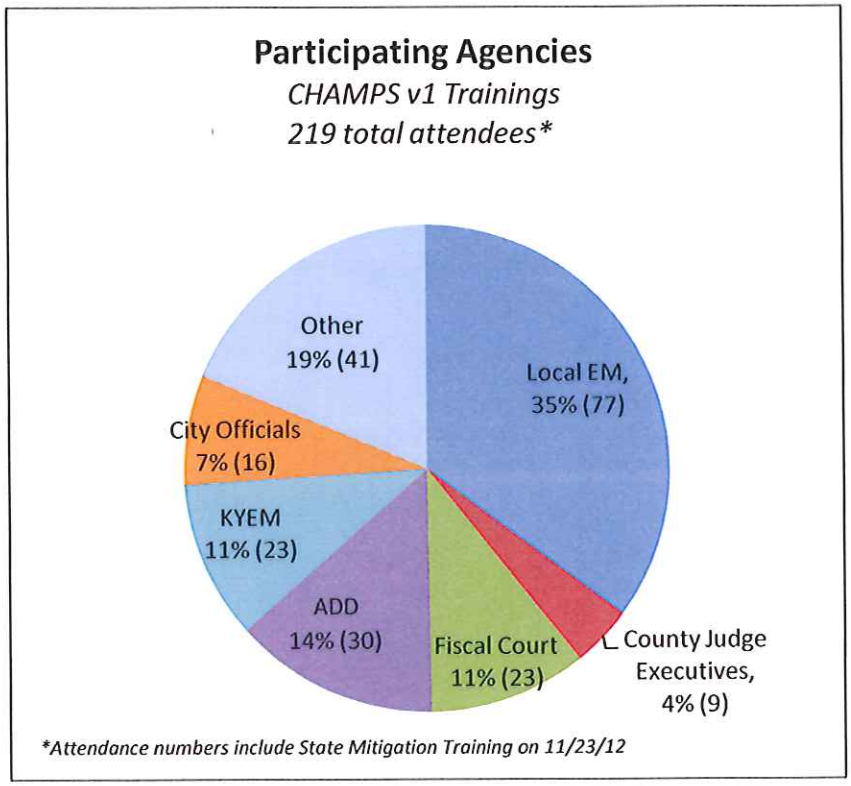
- **Module/sub-module visibility according to user role** – In the system, consider limiting the visibility of certain modules/sub-module functions based on user role.

- **Business Rules** – Continue to develop and define business rules in training documentation and change text/language within the system for ease in navigation.

- **Communicating training objectives** – While the CHAMPS v1 instructors did communicate the objectives of the training *during* the session, ensure that for future trainings the same objectives are communicated *in advance* through invitations and upon registration.

Participant Feedback

Who attended the trainings?



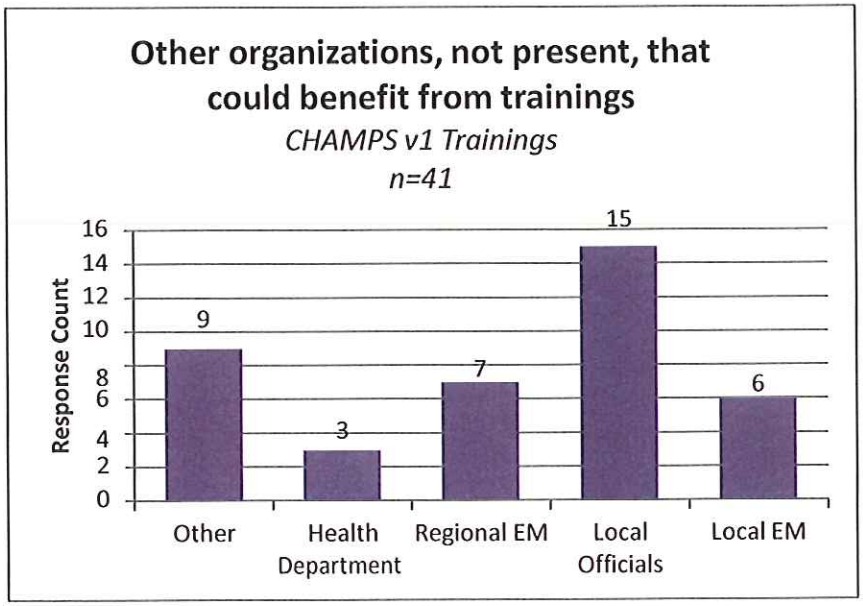
Other participating agencies:

- City/county clerk
- Road Department
- Congressional Representatives
- Private Consulting Firms (AMEC, URS)

When asked whether participants plan to attend other trainings:

80%	Yes
3%	No
17%	No reply

Who was not present that could benefit from future trainings?



Other organizations listed:

- Road Department
- Floodplain Managers
- Schools

Ratings

Participants were asked to circle the ratings for the overall training on a scale of 1 to 5; 1 being the lowest, most negative rating, and 5 being the highest, most positive rating. The graph below demonstrates the average ratings for each ADD training, broken down according to question. For example the blue segment of each horizontal bar represents the average participant rating of being well-informed about the objectives of the training.

In summation, the ratings per training session were considerably high. One recommendation for future trainings will be to further clarify the objectives of the training to participants upon registration, then during the session, and to lengthen the amount of time devoted to training, while slowing down the pace.

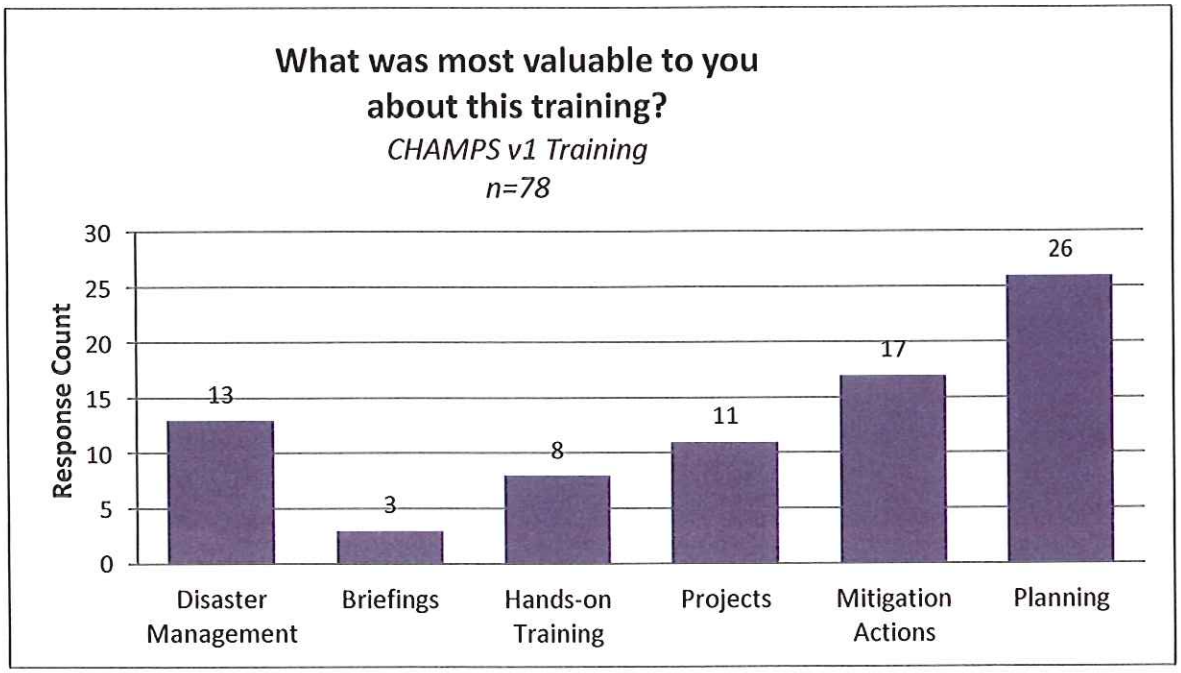
Average Ratings for CHAMPS v1 Training Sessions
(N = 126)

Area Development District (ADD)	N= (# of Attendees)	Average Rating (1-5)	Average Rating (1-5)	Average Rating (1-5)	Average Rating (1-5)	Average Rating (1-5)
FIVCO/ Gateway	N = 4	4.0	4.5	4.0	4.0	4.25
Barren River	N= 15	4.0	4.5	3.9	3.9	4.1
Green River	N= 20	4.2	4.5	4.4	4.2	4.5
Kentucky River/ Big Sandy/ Cumberland Valley	N=14	4.4	4.4	4.8	4.5	4.6
Buffalo Trace	N=14	4.1	3.8	4.2	3.9	3.8
KIPDA	N=10	4.4	4.2	4.3	3.7	4.2
Northern Kentucky	N=11	3.5	4.0	3.7	3.5	3.7
Lincoln Trail	N=14	4.0	4.1	4.0	3.6	4.2
Lake Cumberland	N=15	3.7	4.3	3.8	4.0	4.3
Pennyrile/Purchase	N=9	3.5	4.0	4.1	3.9	3.9
Sum of Averages		***39.8***	***42.3***	***41.2***	***39.2***	***41.55***
Average of Averages		***3.98***	***4.23***	***4.12***	***3.92***	***4.16***

Legend

	"I was well-informed about the objectives of this training."
	"The content is relevant to my represented organization."
	"The training provided me with new and useful information about disaster management training."
	"The pace of this training was appropriate."
	"I plan to utilize CHAMPS for my represented organization."

What was most valuable to you about this training?



Other comments (n=39):

- Learning about a completely new system.
- Learning how to help my county/region.
- To know the requirements/tools going forward that will be available to access plans and components. MAF submission process seems reasonable. Just need time to learn the access points, maybe need a thumbnail guide to get to a specific form/point quickly.
- This will help when we start the new hazard mitigation plan again. Nice to have all info in one place!
- On-site demo.
- Hands-on practice.
- The training was brought to us and presented LIVE! "Tag-team" presentation taking us step-by-step through the processes.
- Instructors were well-prepared. Excellent Presentation.
- Gives a better way to plan, organize and keep track of information in case of a disaster.
- The ability to better understand the new mitigation process for grant funding.
- Basic content of maneuvering in the new program is very helpful.

What was least valuable about the training?

Participant responses to this open-ended question focused on training format, module accessibility, and relevancy of information presented. Below are the more notable responses of the 33 total received.

Training format:

- Program was too short.
- Not enough time.
- Wrong learning format for me. I cannot learn computer application by watching someone else.

Accessibility of module content during training:

- Limited ability to access due to privileges prevented me from following along.
- Some confusion when your screen and the screen you are looking at does not match.
- Going over things that were not accessible on my laptop.
- Planning because we were not able to pull up any on our computers.
- The planning module was not covered well and at the regional multi-jurisdictional level may be a difficult fit.
- More valuable if we had the examples the speaker had overhead.

System Visibility:

- Seems to be overly complex to navigate. If you are a planner – only need a segment, if you are an applicant/author/viewer or administrator – why does all the functionality have to be visible to all?
- Most was much too early or not applicable to local officials. Many/most elected officials won't use CHAMPS directly. State level info not needed only see local/regional data based on login profile.
- Not much useful information for me to look at that is pertinent to my County.
- For most "viewers" and "authors" it would be easier if they only saw their area of interest e.g. their county, city, region vs. the entire state's plans and MAF's. Could this access be determined by a user profile?

How can we make improvements for future trainings?

Participant responses to this open-ended question focused on slowing down the pace of the training, and ensuring better internet connectivity. Below are the more notable responses of the 43 total received.

Other Comments:

- Streamlined access points for specific purposes (i.e. navigational tutorial)
- Create overview for elected officials 30 min-1 hour and other trainings for ADDs/EM.
- Suggest online youtube tutorials that can be accessed online.
- Better explain the need for a project to meet the BCA.
- Need a point of contact for the locals so they know who to go to for technical assistance.
- Have a local mitigation plan in the system to use for an example.
- Put out a flyer that explains what the subject is and what the training will entail. I didn't know what CHAMPS was other than it dealt with mitigation in some way.
- Make trainings mandatory
- In planning module, create an automated notification email linking review responses to author/reviewer.
- Flowchart of modules would be helpful
- Create mobile/tablet apps for use in the field. Both Android and Apple platforms.
- Class Participation: Have participants recommend what to put in the blanks.

Other Recorded Questions and Comments

The table below lists other feedback gathered informally during the training sessions as participants asked questions and made comments throughout each session. This feedback, observances of training support staff, and associated action items to consider is documented to enhance training formats/structure for CHAMPS v2 training documentation and marketing approaches. Resolution of these items are being tracked and documented in an excel spreadsheet, maintained by the Center for Hazards Research and Policy Development.

	Module/ Topic	Feedback	Action to Consider
1	General	What is a dashboard?	Explain with training "terms and definitions"
2	Functionality	"Show Actions" button? One button to hit to view more buttons?	Potential to make all buttons visible?
3	Mitigation Actions	How are thresholds determined? What if counties appeal the population number with the census which is not reflected on their website?	Preempt possibility for future questions by disclosing that counties are responsible for providing population numbers if different from census.
4	Various	Clarify Steps to adding Contributors	Documentation
5	General	Adding person to ITEAMS for CHAMPS? Confusion on what is ITEAMS.	Provide description of ITEAMS in training documentation
6	Mitigation Actions	How will access be determined for MAFs. If "so-and-so" wants to add a MAF, how do you make it so MAFs are transparent and viewable to others?	Further define the role of contributor types, and the viewing capability for non-contributors.
7	General	What is CRS? (Fulton County EM)	Further define and explain CRS to attendees (first asking, who has not heard of CRS?) Potential to add hyperlinks to CHAMPS and include in training documentation?
8	Mitigation Actions	MAF Data Access, issues with downloading	Can/should authors be able to view/download/access the spreadsheets? Or just reviewers, administrators?
9	Planning	Attendee - Is there the potential for emails to be generated that coincide with conducting plan review and comments?	Check into for version 2 or future versions of CHAMPS

10	Business Rules	Suggestions per ADD - Encourage or restrict uploaded documents to be in PDF format for the purpose of ensuring compatibility with multiple versions/types of computers that might otherwise have difficulty downloading if all the proper programs are not installed.	Enter in a "file upload" business rule and discuss with Stantec about the possibility of restricting the types of files that are uploaded.
11	Planning	Question per ADD - Who will be the person responsible for entering/completing plans in CHAMPS? There may be a potential problem with assuming that part-time or volunteer staff of the participating jurisdictions will be capable of following the instruction to upload certain documents into CHAMPS (e.g. adoptive documents).	Provide more specific information in training tutorial about what the roles of local officials and ADDs will be during plan development.
12	Mitigation Actions Functionality	Per ADD - If municipalities would like to enter in MAFs without a specific disaster number to tie it to, can a placeholder be added that is not associated with a disaster?	Clarification: Selecting a disaster is not a required field in the MAF form. Users can create a MAF without associating it to a disaster.
13	General	Do not believe there was a lot of value gained from attendance by other staff or elected officials.	Be more selective about who should be participating in future trainings.
14	Mitigation Actions	Concern about MAF's being lost in a transition or original reasons or purpose fading away between administrations and personnel changes.	Encourage locals to keep on top of MAF's they have submitted, especially at the time that new disaster funding is available.
15	General	EM's, Flood Plain managers, Grant Writers, etc. tend to wear many hats at the local level and are usually part time at best without any formal training in the field they are working in. Many issues with the turnover of not only local personnel but also elected officials. Particularly in areas concerning the history of past events, long term projects and funding mechanisms and procedures.	For trainings, communicate that CHAMPS will keep documentation accessible and centralized so information is not lost at time of turnover. BUT system training for new users will be important to offer when needed. Demonstrate sensitivity of the limited time/ability for local staff to devote to CHAMPS and diversity of agency roles that could be responsible for using CHAMPS.

16	Mitigation Actions	Upon the occurrence of an event post which funds become available it would appear you might have many persons and a local level tagging their MAF's to be submitted for approval. Do we not need a single source of entry for this? In addition perhaps a local council to prioritize on a regular basis (annually?) the various projects for each jurisdiction.	Encourage for local communities to prioritize together on a regular basis so communities are being selective about which projects they would like to go for.
17	General	ADD's will need some method to recoup cost. Unlike Counties and Cities they have no vested interest in creating and maintaining data. Past plans were developed and updated from funds that were provided through grant applications that resulted in contracts to create them. No funding stream to provide for a continuous update type scenario.	Be aware and ready to address funding/lack of resource questions.
18	Business Rules	Due to the explosion of the variety of platforms available that this might be accessed through I would suggest that documents be uploaded in format such as PDF which is more universal then say a MS powerpoint presentation	Limit uploads to restricted formats.

Attachments

Attachment 1: Sample Training Response Form

CHAMPS v1 Training Response Form **February 6, 2013**
Buffalo Trace ADD

1. What organization/agency do you represent?

2. How did you learn about this training opportunity?

Circle your responses below rating this training on scale from 1 to 5:

1 = "Strongly disagree," or the lowest, most negative impression
3 = "Neither agree nor disagree," or an adequate impression
5 = "Strongly agree," or the highest, most positive impression

	SD	D	A/D	A	SA
3. I was well informed about the objectives of this training.	1	2	3	4	5
4. The content is relevant to my represented organization.	1	2	3	4	5
5. The training provided me with new and useful information about disaster management planning.	1	2	3	4	5
6. The pace of this training was appropriate.	1	2	3	4	5
7. The training measured up to my expectations.	1	2	3	4	5
8. I plan to utilize CHAMPS for my represented organization.	1	2	3	4	5

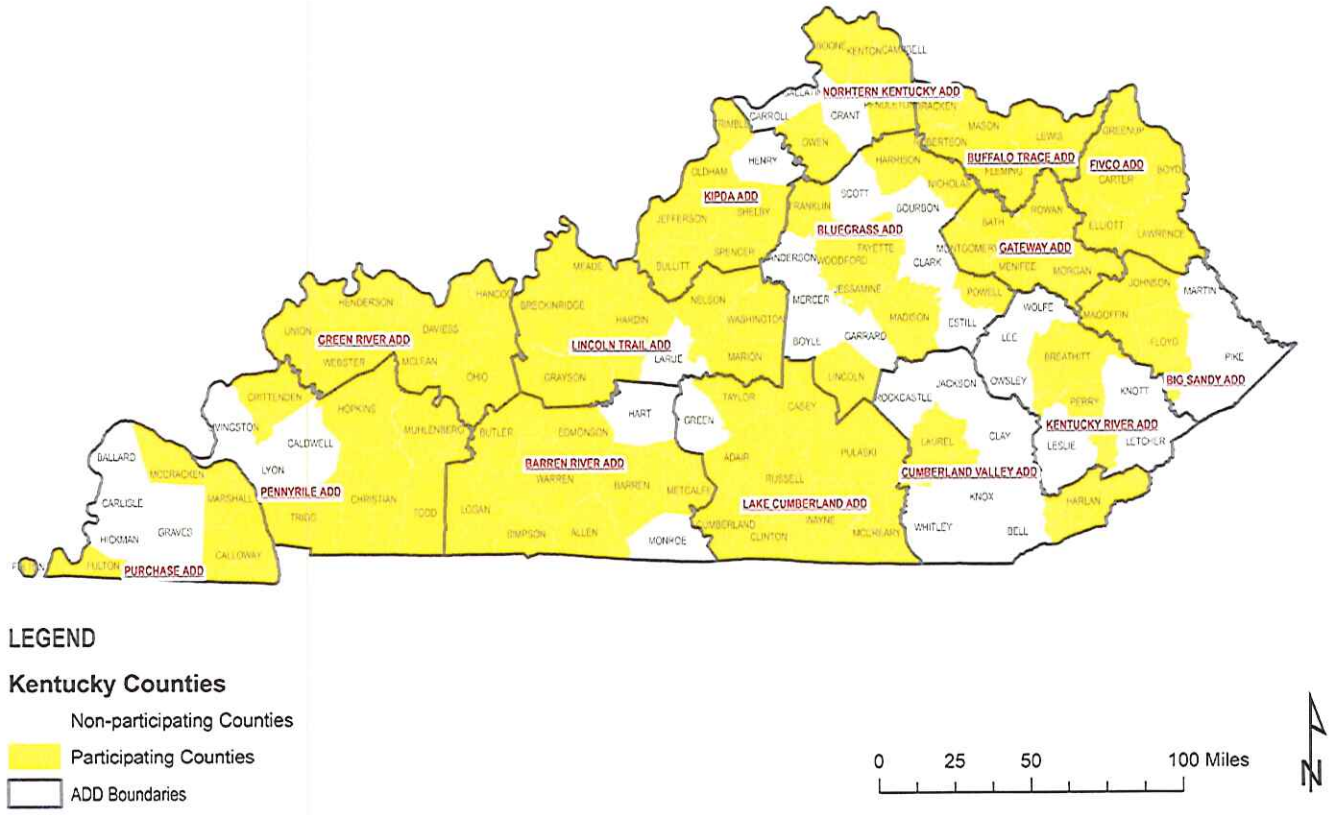
9. What was most valuable to you about this training (briefings, disaster management, projects, mitigation actions, planning)?

10. What was least valuable to you about this training?

11. How can we make improvements for future trainings?

12. If offered in your ADD, do you plan to attend additional CHAMPS trainings (circle one)?

    Yes / No

13. Are there organizations/agencies from your community that were not present today that could have benefited from this training?
    If so, please list below:

Attachment 2: Participating Counties of CHAMPS v1 Trainings