



New Hampshire Citizen Corps

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New Hampshire State Citizen Corps Strategic Plan **revised: August 11, 2006**

VISION STATEMENT

The New Hampshire State Citizen Corps Council (SCCC) will assist all Local Citizen Corps Councils (LCCC) throughout New Hampshire by helping to create and expand opportunities for local community members to engage in volunteer service(s) that support emergency preparedness and emergency response and enhances local community disaster readiness capacity. It will also assist Volunteer NH! with the "Volunteers and Donations" Emergency Support Function of the State Emergency Operations Plan.

MISSION STATEMENT

We provide State-level leadership, encouragement, and support for: 1) the establishment of Local Citizen Corps Councils; 2) delivery of U.S. Freedom Corps programs including, Community Emergency Response Teams, Nation at Watch, Medical Reserve Corps, Volunteers in Police Service, and Fire Corps; and, 3) the Preparedness, Response, and Recovery Phases of Emergency Management under the "Volunteers and Donations" Emergency Support Function of the State Emergency Operations Plan

The New Hampshire State Citizen Corps Council will endeavor to be the single statewide point-of-contact that connects the good intentions of citizen volunteers with Local Citizen Corps Councils, U.S. Freedom Corps programs, and other programs.

Prevent • Protect • Respond • Recover

EXTENDED MISSION STATEMENT

A. Internal focus:

- The New Hampshire State Citizen Corps Council (SCCC) encourages, assists, and facilitates communities with the establishment of Local Citizen Corps Councils (LCCC) throughout New Hampshire.
- The SCCC promotes the availability of volunteer registration, training opportunities, and credentials as trained citizen volunteers.
- The SCCC serves as the administrative and operations arm of VNH! with respect to the “Volunteers and Donations” Emergency Support Function of the State Emergency Operations Plan.

B. External delivery:

- Pursue external growth opportunities by developing and using an aggressive marketing plan.
- Promote the establishment of Local Citizen Corps Councils (LCCC) as part of local Emergency Operations Plans.
- Develop and use the "NH State Citizen Corps Council" website as an all-purpose service platform for topical information and interest referrals in support of Local Citizen Corps Councils.
- Develop partnerships between Local Citizen Corps Councils and resource organizations including the American Red Cross, Department of Safety, Department of Health and Human Services, Volunteer Organizations Active in Disaster (VOAD), etc.

C. Long-term service goal(s):

To achieve volunteer service competence for citizen volunteers throughout all New Hampshire communities in coordination with our statewide partners.

GOALS, STRATEGIC OBJECTIVES, AND OUTCOMES

Goal: A. To establish and grow the NH State Citizen Corps Council services to Local Citizen Corps Councils. [Growth Theme]

Strategic Objectives:

1. Develop and use media presence to promote the Local Citizen Corps Council concept.
2. Develop sub-grant application, evaluation, award, and outcomes reporting process in support of Local Citizen Corps Councils.
3. Establish, develop, and maintain partnerships with State Agencies, Private Sector, non-governmental organizations, non-profit and volunteer organizations.
4. Develop an integrated package of resources, recommendations, and good practices for local Citizen Corps Councils.

Strategy:

Initiatives (as Strategy enablers):

Outcome A:

Local Citizen Corps Councils are established and functioning throughout local jurisdictions in New Hampshire.

Goal: B. To ensure the quality of U.S. Freedom Corps programs. [Quality Theme]

Strategic Objectives:

1. Ensure availability and readiness to "roll out" each U.S. Freedom Corps program to Local Citizen Corps Councils.
2. Develop and maintain a skill set database for each U.S. Freedom Corps program.
3. Develop and promulgate a matrix of training courses/activities to qualify for each U.S. Freedom Corps program.
4. Develop uniform quality control feedback for each U.S. Freedom Corps program.

Strategy:

Initiatives (as Strategy enablers):

Outcome B:

Through the Local Citizen Corps Councils U.S. Freedom Corps programs are embraced by trained citizen volunteers resulting in an optimum learning experience.–

**Goal: C. To connect with and satisfy the aspirations of citizen volunteers.
[Innovation Theme]**

Strategic Objectives:

1. Identify personal goals and expectations as part of the application process.
2. Establish tools for Local Citizen Corps Councils to match citizen volunteer application experience and desires with U.S. Freedom Corps program skill set database to determine appropriate “best fit” recommendation.
3. To recognize the completion of training, service, contributions, and innovations of local citizen volunteers by developing and making available appropriate recognition awards for use by Local Citizen Corps Councils.

Strategy:

Initiatives (as Strategy enablers):

Outcome C:

Each citizen volunteer feels comfortable, even enthusiastic, with their Citizen Corps Council training experience, organization assignment, and disaster preparedness activities in their community.

Goal: D. To develop and sustain Local Citizen Corps Councils as respected community partners. [Integrity Theme]

Strategic Objectives:

1. Encourage affiliation of ***Medical Reserve Corps*** with local hospitals and medical clinics.
2. Encourage affiliation of ***Community Emergency Response Teams*** with local Emergency Management Agencies.
3. Encourage affiliation of ***Volunteers in Police Service and Nation on Watch*** with local police departments.
4. Encourage affiliation of ***Fire Corps*** programs with local fire departments.
5. Encourage affiliation of other adopted programs.
6. Local ***Citizen Corps Councils*** become a dependable disaster planning and resource partner in local communities.

Strategy:

Initiatives (as Strategy enablers):

Outcome D:

The citizens in each local community recognize and respect the citizenship contributions of their Local Citizen Corps Council.

Goal: E. *To assist Volunteer NH! with the coordination and implementation of the “Volunteers and Donations Management” Emergency Support Function (ESF) under the State Emergency Operations Plan (EOP). [Service Theme]*

Strategic Objectives:

1. Coordinate VOAD activities in support of EOP ESF, Volunteers and Donations Management, under Emergency Management Phases of Preparedness, Response, Recovery, and Mitigation at all levels of government.
2. Coordinate volunteers in support of NH Homeland Security and Emergency Management Division staffing requests.
3. Coordinate procurement of appropriate items and quantities of emergency equipment for training and common use; including support and appropriate maintenance to preserve a high level of readiness status.

Strategy:

Initiatives (as Strategy enablers):

Outcome E:

Readiness is established and maintained for activation of the “Volunteers and Donations Management” Emergency Support Function (ESF) of the State Emergency Operations Plan along with volunteer support for the Division of Homeland Security and Emergency Management (HS&EM) and local communities.