

TX-TERT



Texas Telecommunicator Emergency Response Taskforce

Texas TERT Advisory Board

1 COG member
1 District member
1 MECDA member
1 Sheriff
1 Chief
1 TX DPS
1 TDEM
1 Fire/Police
CSEC Executive Director
Current TX APCO President
Current TX NENA President



History of Texas TERT

Prior to the NENA/APCO National Joint TERT Initiative in 2001, Texas was already on the right path for participation. Below is a historical look at how Texas Telecommunicators and 9-1-1 professionals began the first TERT Steering Committee.

Lisa Dodson, Harris County Sheriff's Office, recognized as the first TERT Chair, organized a group of volunteers from throughout the state to begin educating agencies on the mission of TERT.

Lisa worked with Craig Whittington, North Carolina TERT, and with his assistance brought valuable deployment information to Texas. The North Carolina Chapter of NENA originated the task force in 2001 to provide staffing assistance to North Carolina PSAPs during times of FEMA-declared disasters when personnel are unable to make it into an affected PSAP. TX-NENA hoped to carry on the NC-NENA's goal of making this a nationwide task force by creating a partnership between Texas PSAPs and the Texas Department of Emergency Management to provide a response to all communications centers across Texas regardless of size or participation during a disaster. A trained team of Telecommunicators who are already familiar with another PSAPs equipment and protocols can provide a valuable solution to a short-term situation.

The first volunteer STEERING COMMITTEE members include:

- Lisa Dodson - Harris County Sheriff's Office
- Deborah Yarnell – South Plains Council of Governments
- Gina Larocca – Southeast Regional Planning Council
- Laura Moore – Orange County Sheriff's Office
- Larry Bachman - Denton County Sheriff's Office
- Philip Jones - Texas State Comptroller's Office
- Andrea Kirkconnell - McKinney Police Department
- Deborah Turner - Montgomery County Sheriff's Office
- Russ Steffee - Montgomery County Sheriff's Office
- Toni Dunne - Positron Public Safety Systems

The volunteer committee developed brochures, frequently asked questions, and a volunteer participation form. However, without the support from FEMA and State Emergency Management, TERT volunteers were not officially recognized as emergency responders.

Due to the efforts of the steering committee and their dedication, Texas TERT was no stranger to emergency response guidelines. The original committee will always be remembered as the founding volunteers.



Requirements to become a member of TX TERT

Step One: Ensure potential members meet the requirements for attending the TERT Basic Course.

Required:

- Minimum of two years' experience as a public safety telecommunicator
- Must be currently employed with a 9-1-1 public safety agency:
 - Police Department
 - Sheriff's Office
 - Fire dispatch services
 - EMS dispatch services
- Required licensing or certifications:
 - Licensed 9-1-1 telecommunicator
 - Through the Texas Commission on Law Enforcement (TCOLE)
 - Fire certification (if applicable)
 - EMD/medical certification (if applicable)
- NIMS ICS 100, 200, and 700

Suggested courses (not required)

- NCIC/TCIC Full Access operator
- Critical Incident Stress Management: Group and Peer
- Intermediate Spanish for Telecommunicators
- Crisis Communications course
- Hazardous Materials Awareness
- NIMS ICS 300 and 400

Step Two: Completion of the TERT Basic course

- This training course is designed to train experienced 9-1-1 telecommunicators or public safety telecommunicators in one Public Safety Answering Point (PSAP) to assist another temporary, alternate, or permanent PSAP when assistance is needed.

Step Three: Complete the TX TERT Membership Application and Contract of Commitment.

Step Four: Stay abreast of developments in TERT qualifications, additional training, and opportunities.

- Follow TX TERT social media outlets (Facebook, Twitter, website, etc.)
- If requirements are met, members can advance to Team Leader and TERT Trainer.

Step Five: Keep contact information current in the TERT database.



Criteria for TX TERT members

All members should meet the following qualifications and skills in addition to meeting national minimum training requirements or equivalent:

1. Pass a criminal background check performed by the hiring agency the TERT member currently works for.
2. All TERT member agencies should follow the vaccination/immunization guidelines outlined in the CDC guidance document titled Immunization Recommendations For Disaster Responders. In summary, the CDC recommends that:
 - 2.1 All First Responders have a Tetanus immunization or booster if the original immunization is more than 10 years old. The preferred variety is Tdap (tetanus/diphtheria/pertussis).
 - 2.2 The Hepatitis B immunization may be beneficial but is only recommended for First Responders who may have direct patient contact or contact with bodily fluids. Telecommunicators typically should not be exposed to such situations. The decision for Hepatitis B is left to the discretion of the AHJ.
 - 2.3 The Hepatitis A immunization is not recommended for First Responders working on situations in the United States.
3. Have a signed letter from agency director acknowledging/approving participation in TERT on file with TX TERT State Coordinator. An employee who has been cross trained both as a call taker and a dispatcher shall automatically be classified as a 9-1-1 telecommunicator.
4. Completion of the TERT Basic Awareness training course
5. Successful completion of all relevant and current NIMS training course.
6. Possess positive interpersonal communication and leadership skills.
7. Be flexible and energetic.
8. Be an excellent multi-tasker and problem solver.
9. Be assertive in a positive manner.
10. Be an outstanding team player.
11. Maintain above average annual performance reviews with no chronic work problems.
12. Possess an excellent working knowledge of the appropriate public safety emergency response operation and equipment as it relates to the member's role.
13. Possess an ability to adapt and be flexible with different policies, procedures, equipment, and geographic areas.
14. Possess an ability to adapt to poor environmental conditions such as no beds, cold meals, no running water, etc.
15. Possess excellent people and teamwork skills inclusive of cultural diversity.
17. Obtain approval from PSAP administrative staff before TERT member departures for a deployment. Required Authorization forms will be sent for signatures.



Criteria for TX TERT Team Leader

1. Understand local, state, regional and national mutual aid processes and procedures.
2. Be able to coordinate work tasks and human resources in adverse and changing environments with minimal direction.
3. Possess the knowledge to identify, locate and obtain logistical support for the TERT team.
4. Have strong administrative and supervisory skills.
5. Possess the ability to effectively interface with the Incident Command Structure, TX TERT State Coordinator, the TX TERT Communications Liaison.
6. Successful completion the TERT Team Leader training course and all relevant and current NIMS training courses.

Requesting PSAP Role

1. The local Emergency Management Coordinator (EMC) has verified that a disaster declaration has been issued.
2. The local EMC will contact the local District Disaster Chair (DDC) to start the activation progress and work with the Texas Division of Emergency Management (TDEM) Communications Coordination Group (CCG) to complete requirement paperwork for the State Operations Center.
3. Once the State Operations Center have received the request, the TDEM CCG will notify the TX TERT Sate Coordinator.
4. The TX TERT State Coordinator will request information outlining the needs of the impacted PSAP to include a main point of contact for the 9-1-1 communications center. The TERT request information sheet (Appendix B) is the minimum information that the TX TERT State Coordinator needs in order to start the activation process. It is imperative that this information is collected as it helps prepare the TERT members.
5. The TX TERT State Coordinator will contact the Database Coordinator, Communications Liaison, and Regional Coordinator, based on the location of the requesting PSAP, to have all active TERT members to be placed on standby.
6. The requesting PSAP's main point of contact will be the "go to" person for the TERT team leader and assist with assigning and monitoring tasks to TERT personnel, as necessary.
7. The requesting PSAP is not required to provide lodging and food accommodations as TERT members are prepared to be self-sustained. However, those accommodations, or recommendations, are appreciated during the deployment.
8. The requesting PSAP must provide safe travel routes to the deployment location and access points on how to gain entry into the 9-1-1 communications center.
9. The requesting PSAP will notify the TX TERT State Coordinator once the TERT team has arrived and must be available to provide updates during the course of the deployment.
10. The requesting PSAP must understand that TERT deployments are for a minimum of four (4) days with a maximum of 14 days. If additional TERT assistance will be required, a new request from the local Emergency Management Coordinator must be sent to the State Operations Center for approval.
11. The requesting PSAP's main point of contact will update the TERT team leader on site, or the TX TERT State Coordinator, if there is a possibility that the deployment period could be shortened.



Appendix A – Membership application and TERT Contract of Commitment



Texas Telecommunicator
Emergency Response
Taskforce
TX TERT

Member Application

Last Name: _____ First Name: _____

Title/Position: _____

Job Function:

Agency/Company:

Address:

City, State, Zip Code, County

Work Phone: _____ Fax Phone: _____

Email Address: _____

Member Profile

Year/Date

2 Years' Experience as a Public Safety Telecommunicator	
Agency background check (DOLCEE form or equivalent)	



Required License or Certification	
NIMS 100, 200, and 700 (for TERT Basic Awareness)	
TERT Basic Awareness Course	
TERT Team Leader Course (if applicable)	
NIMS 100, 200, 700, and 800 (for TERT Team Leader)	

Include a letter of recommendation from a supervisor

"I certify I have met the minimum qualifications required to become a TX TERT member."

Signature of Applicant: _____ Date: _____

Member Recommendation

To be completed by a Supervisor, Manager, or Administrator

Supervisor name: _____

Work Phone: _____ Work Fax: _____

Email address: _____

The above applicant has completed the following requirements:

(Initial)

2 Years' Experience as a Public Safety Telecommunicator	
Agency background check (DOLCEE form or equivalent)	
Required License or Certification	
NIMS 100, 200, and 700 (for TERT Basic Awareness)	
TERT Basic Awareness Course	
TERT Team Leader Course (if applicable)	
NIMS 100, 200, 700, and 800 (for TERT Team Leader)	
Letter of Recommendation	

Signature of Supervisor: _____ Date: _____



Applications can be mailed or emailed.

Mail:

North Central Texas Emergency
Communications District
Attn: Jason Smith
616 Six Flags Drive
Arlington, TX 76011

Email:

Jason Smith
jsmith@nct911.org

*If an applicant changes employment, the member will need to re-apply as a TX TERT member and will be required to complete a new application.

*******Do Not Write Below This Line – For Steering Board Use Only*******

Select One:

APPROVED

DISAPPROVED

_____ Date: _____

Regional TX TERT Coordinator Signature

_____ Date: _____

TX TERT State Coordinator Signature

Notes:



TERT CONTRACT OF COMMITMENT

I, _____, understand that being a member of the Texas Emergency Response Team (TERT) is a great honor. However, I also understand that it is a commitment that I must be willing to make voluntarily and with full knowledge of what is expected of me.

I am aware that an intrastate deployment is a minimum of four (4) days and that the minimum required for an interstate deployment is fourteen (14) days.

During this deployment phase, I realize that I will be expected to sleep in less than ideal situations (on the floor, in a vehicle, in a room with others, etc...) and that personal hygiene will be less than I am normally accustomed to (no showers, electricity, running water, etc...). I am also fully aware that food options may be scarce and that I should prepare 72 hours' worth of food/water for myself. I should also provide my own medications and any other items that would be necessary for me to fulfill my deployment time as outlined above.

It is recognized that I will be deployed to an area that is experiencing a distressing event. I fully comprehend that there may be resentment with my mere presence at the location and I am ready to accept this and work to the best of my ability to overcome any obstacles. I understand that I not only make an obligation to myself, but also to the Team with which I am deployed. I am aware that I must be open to direction and feedback from my Team Leader. I understand that I will be expected to work a console position, with zero to minimal training. The equipment (if any) will likely be something I am not familiar with and my comfort level will be very minimal.

As stated above, I am fully aware of the requirements that are placed upon me in my desire to be a member of TERT. I pledge to do my best and live up to the expectations that have been placed upon me.

Member Name

Date



Appendix B – TX TERT Activation Request

TERT Request Form

1. Name of Agency:
2. Contact Person:
3. Telephone #:
4. EMA/TERT Coordinator Notified (time/date):
5. Nature of emergency and impact on PSAP:
 - Work overload
 - PSAP evacuation
 - Adverse environment conditions
 - Localized pandemic
 - Other
6. Is the emergency isolated to a single PSAP or affecting other area PSAP's:
7. What will be the anticipated deployment environment (PSAP, Field response)?
8. Number and type of Personnel Needed:
 - Call Taker
 - Radio Dispatcher
 - Telecommunicator
 - Special Requests:
9. Anticipated length of time needed:
10. Does TERT State Coordinator or appropriate official have PSAP Survey for each affected PSAP?
11. Are there any roadblocks, flooded roadways, etc., that would prevent a team from reaching the PSAP?
12. Are there any checkpoints that TERT personnel will have to go through?
13. Staging area and contact information
14. Any special instructions?



PSAP Survey

PSAP NAME: Physical

Address: Primary

Contact: Secondary

Contact:

24X7 Number:

CPE Manufacturer:

CPE Model:

CAD Manufacturer:

CAD Model:

Mapping Manufacturer:

Mapping Model:

Radio System Manufacturer:

Radio System Description:

Staffing: (Is your staff trained as)

- Call taker only**
- Call taker Police**
- Call taker Fire/EMS**
- Call taker, Police and Fire/EMS**
- EMD Program:**



TERT Package

Information requested below should be provided to responding TX TERT Team members upon arrival.

- List of CAD codes/commands
- List of call types
- List of radio frequencies and departments that utilize same unit number or radio signature designations
- List of radio codes
- Local phone books
- List of commonly used telephone numbers
- List of other required access numbers
- Commonly used terms/names (utility company name, common place names) Local maps/ Cross-reference guides
- List of major public buildings such as schools; shelters; hospitals; public safety buildings; other government buildings; jails/prisons; etc.
- Jurisdictional boundaries (police, fire, EMS)
- List of agencies dispatched or supported
- List of key public officials and current organizational structure (chain of command) Facility overview
- Overview of local and state laws
- Check-in/Check-out procedures
- Method of ID credentialing/electronic entry cards



Appendix C – TX TERT Deployment Checklist

TERT Request Checklist

- Request forwarded to County EMC
- Request forwarded to DDC
- Request forwarded to SOC
- Retrieve TERT packages
- Assign TERT liaison
- Completion of TERT request form
- Notify Requesting PSAP no accommodations are necessary
- Brief Requesting PSAP staff of TERT Teams arrival

TERT Arrival Checklist

- TERT Liaison initiates contact with responding TERT
- TERT arrives and checks in
- TERT packages provided to responders
- Responders have assigned duties
- Responders have current chain-of-command
- Responders have comfort facilities

TERT End of Shift Checklist

- TERT Liaison checks out with responding TERT command
- TERT Liaison assures responders questions/concerns are answered
- TERT response form completed for operational period

TERT Deactivation Checklist

- Incident Commander officially deactivates TERT response
- TERT is relieved of duties
- TERT Liaison assures responders question/concerns are answered
- Responding TERT completes checks-out
- County/State EMA notified of deactivation
- TERT response form copied and forwarded to Requesting PSAP after all responders arrive at home base
- Operational debriefing/CISM



Appendix D – TX TERT Member Supply List

Supplies should be tailored to expected environmental and scene conditions, specific member needs, and guidance from the TX TERT State Coordinator and TX TERT team leader. The deployed TX TERT team should assure their members are able to be self-sufficient for at least 72 hours when deploying to major disaster scenes but the TERT team shall meet the requirements of the SOC/EMAC Mission Order.

All TX TERT members should understand that deployment requires commitment and flexibility. Basic comfort facilities may not be available and only those willing and physically able to work in adverse conditions should become team members. Those requiring special diets and/or refrigerated medication or medical conditions requiring ongoing monitoring should not be selected for response.

In a Backpack or Day Pack (to be carried with you at all times):

Canteen - 1-quart water / Canteen cover and/or
Nalgene (or similar) wide-mouth bottle. (Good for mixing powdered drinks)
Canteen cup
Swiss Army Knife or Multi-tool
Leather work gloves
Eye protection / Ear protection
Rain gear
Flashlight / Induction flashlight preferred. Extra bulb for regular flashlight Reverse one battery to prevent accidental discharge.
Camp knife
Matches in a waterproof case
Notepad / pencil / pen
ID / Driver's License / Cash / Debit or Credit Card
Roll of quarters for vending machines
Cell Phone & Charger
1 Meal Ready-to-Eat (MRE) & possibly trail mix and/or GORP Spare
set of prescription glasses & sunglasses
Skin protection (sunscreen)
Insect repellent
Hat / Handkerchief
Lip balm /Ibuprofen/decongestants/ basic first aid supplies
Prescription medications for term of deployment plus seven days
Snacks & bottled water/soda



In a Duffel Bag, Camping Backpack or Luggage (Soft duffel bags are preferred over hard luggage):

Sleeping bag, pillow, bedding
Uniforms (2-5 changes of clothes) Long pants, long sleeved shirt, shorts, T-shirts (clothing appropriate to the season)
Coat or jacket and gloves (as appropriate)
Work or hiking boots that provide ankle support
Sneakers/tennis shoes
Trouser
belt
Underwear
Socks
Mess kit / Camp cup / Eating utensils
Spare batteries for flashlight
Utility items: rubber bands, safety pins, needle and thread, extra buttons, duct tape, electrical tape, clothesline, etc.
Note: re-roll a few feet of tape on a pencil or similar and break off ends for a compact supply
Towel & Washcloth
Swimwear (weather dependent)
Shower shoes
Soap, shampoo, toothbrush, toothpaste, hairbrush, razor, cosmetics, hand mirror, personal hygiene items, contact lens supplies, etc.
Ziplock bags (assorted sizes)
Garbage bags
Dirty laundry bag
Half roll of toilet paper--smash flat to conserve space
Hand & body towelettes/hand sanitizer
Radio / batteries
Reading materials / entertainment
Small battery powered alarm clock, pager or watch to be used as an alarm clock
Radio Head Set
Life Jacket

Special Considerations:

1. Keep the number of packs of your equipment to a minimum. You should be able to carry them all at once for a short distance.
2. Military duffel bags are ideal. Vacation type luggage is acceptable but discouraged.
3. Label ALL your equipment with your name and address.
4. Absolutely NO sterno, propane or compressed gas containers should be in your gear. Chemical heaters are acceptable.
5. It is possible there will be no electrical outlets available. Electrically powered items are discouraged.
6. Consider packing each of your days' worth of clothes in a separate zip lock bag for easy retrieval of that day's items.
7. Pack all equipment in your pack in separate zip lock bags in case your pack is exposed to the weather.



Appendix E – Deployment Related Forms and Documents

TX TERT Responding Taskforce Team Leader Review		
	YES	NO
Was Emergency Management knowledgeable and helpful?	<input type="checkbox"/>	<input type="checkbox"/>
Did you have all information and resources to initiate TERT?	<input type="checkbox"/>	<input type="checkbox"/>
Was the process well defined and usable?	<input type="checkbox"/>	<input type="checkbox"/>
Did your TERT State Coordinator contact you in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>
Were you provided all needed information and contact information?	<input type="checkbox"/>	<input type="checkbox"/>
When the team arrived, were you briefed prior to assignment?	<input type="checkbox"/>	<input type="checkbox"/>
Was the number and type of TERT members requested appropriate?	<input type="checkbox"/>	<input type="checkbox"/>
Would you deploy as TERT Team Leader again? (if no please explain below)	<input type="checkbox"/>	<input type="checkbox"/>
On a scale of 1 - 10 (with 10 being the BEST), was the TERT process effective in accomplishing its mission?	<input type="checkbox"/>	<input type="checkbox"/>
Any suggestions for improving the program?		
Other Comments (narrative for any of the above questions.)		



TX TERT Member Deployment Review

	YES	NO
Did you receive all the required information such as location, directions, contact name and number and team leader's name?	<input type="checkbox"/>	<input type="checkbox"/>
When you arrived, were you briefed?	<input type="checkbox"/>	<input type="checkbox"/>
Did you receive a TERT Package when you arrived?	<input type="checkbox"/>	<input type="checkbox"/>
Did it contain the necessary resources for you to begin work?	<input type="checkbox"/>	<input type="checkbox"/>
Was the equipment what you are currently trained on?	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel that the right amount of resources were requested?	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you were welcomed by the agency?	<input type="checkbox"/>	<input type="checkbox"/>
Were assignments clear and appropriate?	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel that you were of help to the PSAP?	<input type="checkbox"/>	<input type="checkbox"/>
Please provide suggestions on how to improve the program.		
Other Comments (Feel free to type a narrative for any of the above questions)		



1. Incident Name		2. Operational Period (Date/Time) From: To:		UNIT LOG (CONT.) ICS 214-CG	
6. Activity Log (Continue on Reverse)					
TIME		MAJOR EVENTS			
7. Prepared by:			Date/Time:		

UNIT LOG (ICS FORM 214-CG)

Purpose. The Unit Log records details of unit activity, including strike team activity or individual activity. These logs provide the basic reference from which to extract information for inclusion in any after-action report.

Preparation. A Unit Log is initiated and maintained by Command Staff members, Division/Group Supervisors, Air Operations Groups, Strike Team/Task Force Leaders, and Unit Leaders. Completed logs are submitted to supervisors who forward them to the Documentation Unit.

Distribution. The Documentation Unit maintains a file of all Unit Logs. All completed original forms MUST be given to the Documentation Unit.

<u>Item #</u>	<u>Item Title</u>	<u>Instructions</u>
1.	Incident Name	Enter the name assigned to the incident.
2.	Check-In Location	Enter the time interval for which the form applies. Record the start and end date and time.
3.	Unit Name/Designator	Enter the title of the organizational unit or resource designator (e.g., Facilities)
4.	Unit Leader	Enter the name and ICS Position of the individual in charge of the Unit.
5.	Personnel Assigned	List the name, position, and home base of each member assigned to the unit during the operational period.
6.	Activity Log	Enter the time and briefly describe each significant occurrence or event (e.g., task assignments, task completions, injuries, difficulties encountered, etc.)
7.	Prepared By	Enter name and title of the person completing the log. Provide log to immediate supervisor, at the end of each operational period.
	Date/Time	Enter date (month, day, year) and time prepared (24-hour clock).



Incoming Team Briefing

Provide Briefing reports (morning and evening)

Provide PSAP Equipment

- CAD
- Radio
- 9-1-1 Equipment
- Other (specify)

Provide PSAP conditions

- Shift's working
- How many per shift
- PSAP contact information

Provide TERT Accommodations

- Location and address of where TERT members are staying
- Meals
- Transportation

Provide Area / Location Updates

- Current location settings
- Road Conditions
- Restrictions to certain area



TX TERT Daily Update

Date:

Time:

TX TERT Members:

-

Special Needs/Requests:

Update:



TX TERT AUTHORIZATION LETTER – INTRASTATE DEPLOYMENT

Texas TERT State Coordinator,

I (Name of Chief, Sheriff, or Administrator), (Title) of the (PSAP Name), approve the person(s) indicated in this letter as members of Texas-Telecommunicators Emergency Response Team (TERT). These members meet or exceed all requirements of TERT membership and are hereby authorized to participate in this TX TERT deployment.

I understand this is an intrastate deployment where TX TERT members are expected to be deployed for a minimum of four (4) days and but can extend to fourteen (14) days.

The decision for deployment, when the need arises, will be made on a case-by-case basis with regards to circumstances that exist at the time. I approve the following TX TERT member(s) to deploy to (declared disaster).

TX TERT Members:

Sincerely,

(Chief/Sheriff/Administrator)



TX TERT AUTHORIZATION LETTER – INTERSTATE DEPLOYMENT

Texas TERT State Coordinator,

I (Name of Chief, Sheriff, or Administrator), (Title) of the (PSAP Name), approve the person(s) indicated in this letter as members of Texas-Telecommunicators Emergency Response Team (TERT). These members meet or exceed all requirements of TERT membership and are hereby authorized to participate in this TX TERT deployment.

I understand this is an interstate deployment where TX TERT members are expected to be deployed for a minimum of fourteen (14) days.

The decision for deployment, when the need arises, will be made on a case-by-case basis with regards to circumstances that exist at the time. I approve the following TX TERT member(s) to deploy to (declared disaster).

TX TERT Members:

Sincerely,

(Chief/Sheriff/Administrator)

Date



Appendix F – TX TERT Membership Quality Control

[name],

Texas TERT database currently shows the following TERT members from your agency who are in good standing and meet or exceed all requirements as published in the NJTI Model Recommendations for TX TERT Deployment.

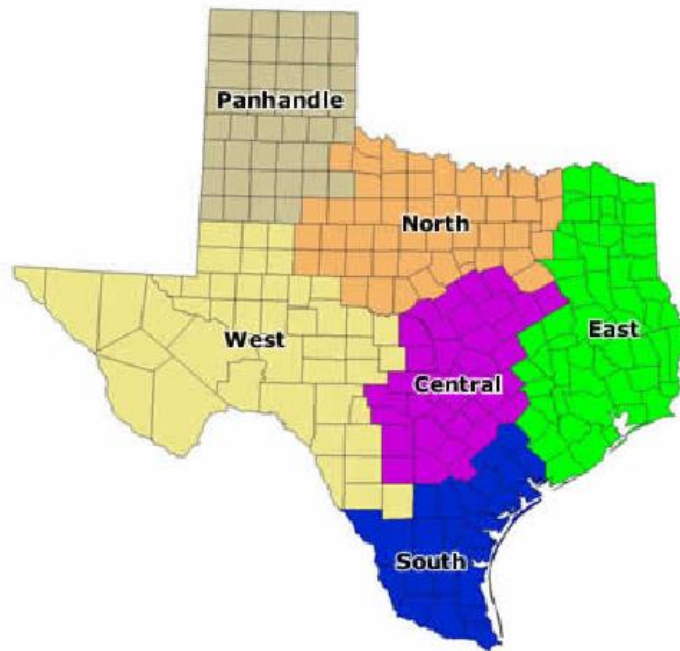
Please review this list, advise if all are still with your agency, and still available for deployment. After reviewing, please sign the attached Pre-Authorization Letter and return to TX TERT State Coordinator, Jason Smith, ENP.

Sincerely,

Jason Smith, ENP
TX TERT State Coordinator



Appendix F – TX TERT Region and Regional Coordinators



Panhandle Regional Coordinator: Robbyn Hart

North Regional Coordinator: Taneesha Edwards

West Regional Coordinator: Gloria Little

Central Regional Coordinator: Cindy Bridges

East Regional Coordinator: Troy Cayton

South Regional Coordinator: Kenneth Ennis