VIRGINIA FIRE SERVICES BOARD

Training & Education Committee
Thursday, February, 24, 2022
Virginia Beach Convention Center
Meeting Rooms 5ABC
1:30pm

MINUTES

1. **CALL TO ORDER**
A regular meeting of the Training & Education Committee was held at the Virginia Beach Convention Center in Virginia Beach, VA. Jerome Williams served as Chair.

2. **PLEDGE OF ALLEGIANCE & MOMENT OF SILENCE**

3. **ROLL CALL**
   Committee Members Present:
   Jerome Williams (T&E Committee Chair) – Certified Fire Service Instructor
   James Poindexter – Virginia Professional Firefighters Association (VPFF)
   Abbey Johnston – Virginia State Firefighters Association (VSFA)
   James Calvert – Member of Industry Representing SARA Title III/OSHA
   Ben Reedy – Insurance Industry
   R. Scott Garber, Chair – Local Fire Marshal

   Committee Members Absent:

   Lee Day – Virginia Fire Services Council (VFSC)
   Donald Hart – Virginia Association of Counties (VACO)

   Non-Committee Board Members Present:

   NA

4. **GUESTS PRESENT**
   Agency Staff Present:
   Garrett Dyer
   Brook Pittinger
   Amanda Kennedy
   Jamey Brads

5. **CHANGES IN THE AGENDA** - NA

6. **PUBLIC COMMENTS**

VIRGINIA FIRE SERVICES BOARD

Walter Bailey: House Bill 729 and its intent was to get the program in segmented form. With the pandemic, changes in standard, changes and leadership. To clarify the intent: FF1/2 would be moved forward to. HB 726 – the intent to take the financial cost away from VDFP

Jeff Bailey: Asked a question to the committee on what is the time frame of redo of the current program? Brads: What was the re-test numbers? Calvert: Is this administered for VDEM? Brads: This is not accurate. Brads: Test, Curriculum, and Accessibility meeting each of these items is a larger scale issue.

7. **CONSENT AGENDA**
    A. Approval of the minutes of the previous meeting - NA

8. **REPORT FROM VDFP CHIEF OF TRAINING**

BRADS:

The Training and Operations Branch continues to support both funded and non-funded deliveries. Since our last report that was presented in December:

- We are progressing into Phase II of the Cornerstone project, originally outlined as increased reporting and training management capabilities, while continuing to refine objectives from Phase I. More instructor resources will be available in the coming months, beginning with online Course Evaluations which became active on February 17, 2022. We plan to gather some additional data to focus our efforts on those functions that our stakeholders want to access first. Additionally, there continues to be a number of factors associated with Virginia Information Technologies Agency (VITA) that will have some influence.

- We have also begun to work in Phase III of implementation, targeted online learning. CSOD 101 is currently being developed into an On-Demand course. Also, beginning in April, a new Hybrid course will be available as an instructor in-service. Training in a Hybrid Environment is a Virtual Instructor Led Training (VILT) which is designed to help instructors acclimate to teaching online.

VIRGINIA FIRE SERVICES BOARD

Training & Education Committee
Thursday, February, 24, 2022
Virginia Beach Convention Center
Meeting Rooms 5ABC
1:30pm

Nearly a dozen sessions are scheduled throughout April. This training will be a requirement for Adjunct Instructors and Instructors with jurisdictional training.

- In an effort to make user data more secure, we have adopted new, more stringent rules regarding passwords. The new rules follow VITA protocol for data security and will require users to update their passwords every 90 days beginning April 4, 2022. Monthly email notifications, pop-up notices in Cornerstone, and social media marketing began in January and will continue through April to communicate the new changes to our stakeholders. In addition, complying with the Virginia Information Technology Agency data security standards (VITA CSRM; IR-4-COV), VDFP identified data fields in CSOD, which if combined in reporting or permission access, could pose a security risk to our users. A Personal Identifiable Information (PII) governance statement, within the CSOD's governance documents, was created to provide the groundwork for increased reporting and classroom management capabilities.

- We have created new course reminder emails as a proactive measure to curb the number of no-shows. The new emails went into effect on February 14, 2022, and will be sent in advance of the course start date to remind users they are registered for an upcoming session and must withdraw before the deadlines if they are unable to attend. The emails have an embed link that will aid in quick withdrawal. Users managing their registrations decreases the rate of non-attendance, allows for system features like waitlist to be used, and decreases the strain on agency and instructor classroom management capabilities.
  Poindexter: Are the No-Shows based on training officer submission of roster? No- Show numbers reflect students who register themselves.

- The new online course evaluations became active on February 17, 2022. These will be a valuable tool, providing insight into how our courses are being delivered. While not yet required, instructors are strongly encouraged to begin using the online evaluations now as the agency streamlines more processes and moves towards paperless delivery of course materials. The evaluations will become available to students through their transcript on the last scheduled day of a course and will remain open until the course is closed. Two additional tools in this initiative that are being worked on are

VIRGINIA FIRE SERVICES BOARD

Training & Education Committee
Thursday, February, 24, 2022
Virginia Beach Convention Center
Meeting Rooms 5ABC
1:30pm

the Request for Reciprocity and Student Acknowledgement forms. These will be in the pilot stages soon.

- The agency has adopted language regarding Hybrid and On-Demand courses. Hybrid refers to learning through Virtual Instructor Led Training (VILT), On-Demand refers to online courses that are always available to students. In addition, we currently offer modular courses, but will be exploring the use of modular testing based on precedence set by Proboard and IFSAC. Modular test SME meeting scheduled for the week of March 15, 2022. This group is comprised of the Firefighter I/II workgroup plus additional new stakeholder involvement.

  Calvert: What would prevent us from implementing immediately?

  Walt Bailey: VDFP should communicate this information to our external stakeholders.

- Updates to the EVOC series are underway and will roll-out in the coming weeks. This will be accomplished with instructor updates being held virtually and transitioning to an On-Demand platform. Full EVOC Train the Trainer will be starting after the April 1, 2022. Development of the Officer series continues. Meetings are pending to finalize updates to all programs over the next few weeks. Once finalized, they will be reviewed by QA and Curriculum Development. Revisions are also in process for Incident Safety Officer, Foam Awareness, and Watercraft Rescue courses. Firefighter I/II Train the Trainers continue to be offered to localities. Future updates and new programs will continue to focus on the elements associated with the appropriate standards rather than outdated practices.

- The agency has been actively working with the delegated authorities to develop an accreditation manual that will standardize how a locality operates as a delegated authority. This manual will be used for not only the current three localities, but those that might wish to pursue the delegated authority status. The workgroup has developed system improvements to ensure compliance with the agency's accreditation. The first of those improvements is being implemented on March 1, 2022 by assigning the delegated authorities to work through the QA Division for any certification courses that are delegated to the locality. This will streamline the localities' communication by reducing points of contact from two to one. In addition, the workgroup recently

VIRGINIA FIRE SERVICES BOARD
Training & Education Committee
Thursday, February, 24, 2022
Virginia Beach Convention Center
Meeting Rooms 5ABC
1:30pm

met in Virginia Beach to use the manual and conduct a site visit to assist them with moving toward the delegated status.

- The QA division has been working through a process improvement review of testing. As a result, starting March 1, 2022 we will begin sending testing results for each session to a single point of contact. The localities will receive testing results sooner than the current process of sending results through the Division Offices. The process of grading was reviewed and on average we have been providing grades back to the divisions within three days of receiving the testing package. We identified some process improvement steps and will be working to reduce that to no more than two business days. Additionally, a meeting has been scheduled for early March with a vendor to look at software improvements that will allow us to move toward online testing. The Agency is also exploring the reinstitution of the Proboard certification in-house as opposed to sending the certificates and applications directly to Proboard. This would drastically reduce the amount of time that it takes a student to receive their certification certificate. Updates will be provided as these projects progress.

Calvert: Why isn't the Pearson Vue model being explored?

Dyer: We are trying utilize our internal resources to prevent an out of pocket expense to student.

Calvert: Can the money we return to the state provide funding for this process?

Brads: We reviewing all opportunities to delivery but starting with the immediate internal resource.

Calvert: Can this be something we explore as a resolution item in April? Can this be handled in the Divisions?

Brad: We cannot provide our division chiefs the ability to proctor tests and produce results. This is something that will not be explored as we are moving forward with the objective of testing online.

Jeff Bailey: Test Administration system in place works for the most part. There still needs to be some oversite and chain of custody. I believe the process is working well.

Greg Hunter: Testing inaccuracy is the root issue of our problems.

Johnston: Refreshed this is a process issue. This cannot be an all or nothing. We will still need to have paper copies to accommodate.

Dyer: Identified Training and testing are two different entities.

VIRGINIA FIRE SERVICES BOARD

Training & Education Committee
Thursday, February, 24, 2022
Virginia Beach Convention Center
Meeting Rooms 5ABC
1:30pm

- QA is also working on several test bank review processes and has solicited assistance from members of the delegated authorities as well as others to ensure we met the deadlines established for transition to the updated NFPA Standards. Below are the current standards and compliance dates:

  - NFPA-1041-19 - Fire Instructor I, II, III - May 24, 2022
  - NFPA-1021-20 - Fire Officer I, II, III, IV - November 24, 2022
  - NFPA-1521-20 - Incident Safety Officer - November 24, 2022

  We are also working to reinstitute the QA Program since it was sidelined as a result of several factors, particularly the COVID pandemic. It is our goal to have the program functional during the last quarter of FY-22.

- Some statics that may be of interest:

FY22 (July 1, 2021 – December 31, 2021)	FY21 (July 1, 2020 – June 30, 2021)
887 individual sessions delivered	**1,345** individual sessions delivered
6,940 students attended training	**19,000** students attended training
79 cancelled sessions	**152** cancelled sessions
378 no-shows	600+ no-shows
	Calendar Year 2021: 826 no-shows

  Additionally, during the first half of FY22, course completion rate was 46.4% compared to 55.7% in FY21.

- State Weekend classes at the NFA are in CSOD and available for registration. The Agency will be paying for cost associated with attending (except transportation) for the 80 student slots that we have across the four classes that are being offered. The four courses scheduled in March have met the minimum registration and will be delivered as scheduled.

9. COMMENTS FROM THE CHAIR

Our stakeholders are eager to hear the changes and collaborate with our Agency.

VIRGINIA FIRE SERVICES BOARD

10. UNFINISHED BUSINESS

A. Motion to Approve – 2022 5 Year Training Plan

Motion: move to approve the plan as written

Topic Discussion: Goals have been moved to reflect their current status.

Vote:

Action: Motion Approved & Carries

11. NEW BUSINESS
A. Discussion on On-Line Training & Terminology Definitions

B. Cornerstone (CSOD) Updates
   i. Password Requirements

   ii. PII

   iii. Phase II & III Timelines

ADJOURNMENT - The Board adjourned at 3:30

Clerk of the Committee: Amanda Kennedy