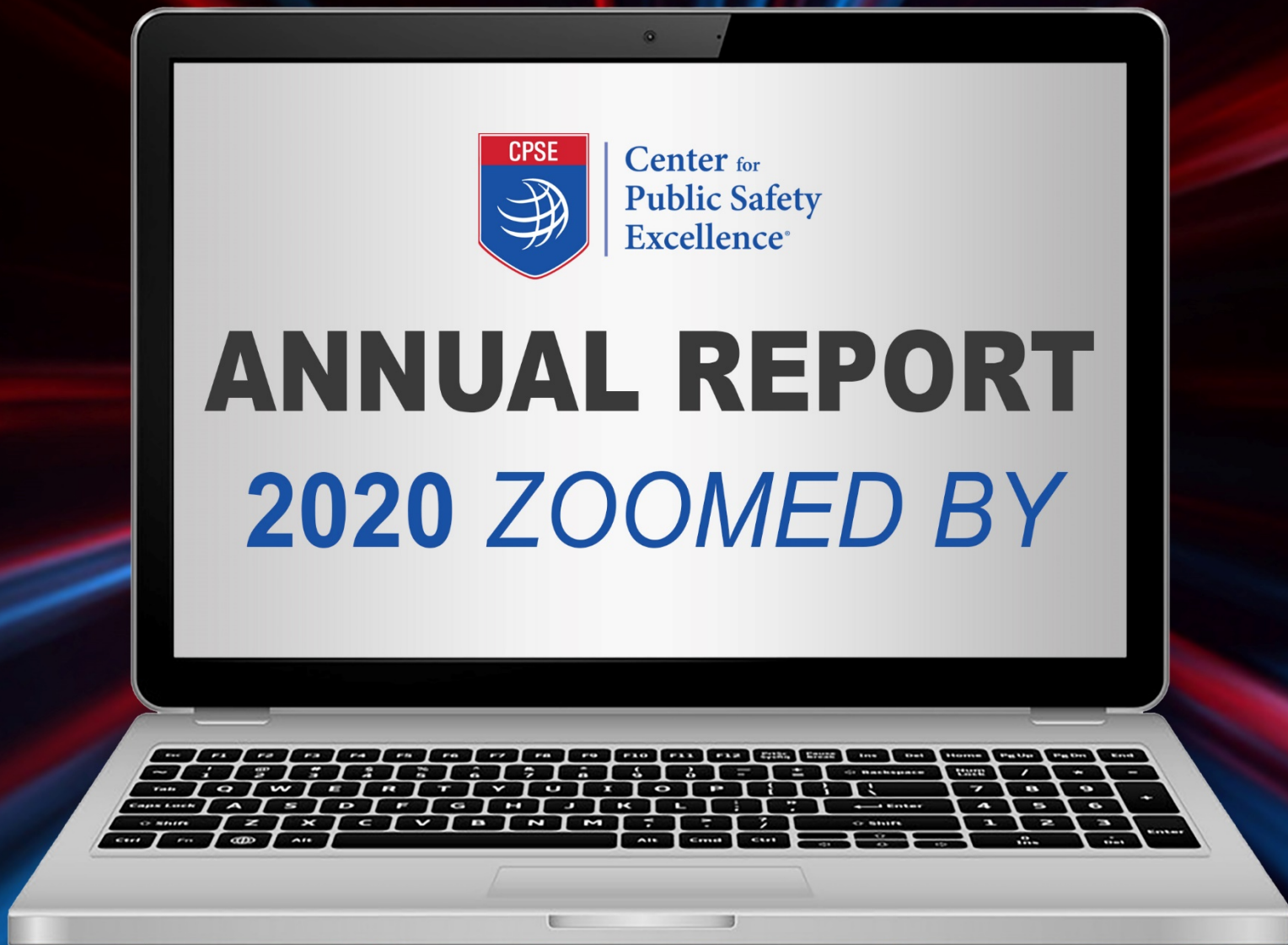




Center
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Public Safety
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ANNUAL REPORT

2020 *ZOOMED BY*





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Dear Colleagues:

It is my honor as CPSE's new President to be writing the introductory letter for our 2020 Annual Report. To say that 2020 was a challenging one is an understatement. Through the dedication of the CPSE Board, CFAI, and CPC and the hard work of the CPSE staff and contractors, however, we rose to the challenge.

Two important accomplishments this past year were the publications of the 21st Century Fire and Emergency Services White Paper in partnership with the International City/County Management Association and the Quality Improvement for the Fire and Emergency Services book based on the 10th Edition of the CFAI model. Both provide a framework for fire departments committed to continuous improvement.

In this report, you will learn about Operation Pivot: an ambitious plan spearheaded by our CEO, Preet Bassi. We reviewed every part of our operation and identified and implemented new ways of doing business. Our new virtual and hybrid offerings are budget-friendly, safeguard health and wellness, and engage an ever-growing community dedicated to leading the fire and emergency service to excellence.

As the first city manager to hold the position of CPSE Board President, I am glad to be joined by Chief Mary Cameli, CFO as our new Vice President and Tom Harmer as our new Secretary/Treasurer as well as Board of Directors Darin Atteberry, Jim Brinkley, and Ben May. In 2020, the Board bid farewell to Allan Cain, CFO, after 12 years of dedicated service on both CFAI and the Board.

As we look beyond 2020, CPSE will be rolling out a new strategic plan with six areas of focus: Greater and Broader Engagement and Collaboration; Diversity, Equity, and Inclusion; Meaningful Brand Awareness; Robust Digital Strategy; Launching a Center of Innovation; and Development of a Multi-Step Path to Accreditation. Thank you to the current and former board members, chairs and vice-chairs of both commissions, and senior staff that met virtually in December 2020 to dialogue and craft this new plan.

In 2021, CPSE will celebrate our 25th Anniversary. Having been active with CPSE for 15 of those 25 years, I am proud of how far we have come and excited for what comes next.

I hope you enjoy reading this annual report, and until we can meet again in person, stay safe.

Jeff Pomeranz

CPSE Board President

CPSE BOARD OF DIRECTORS

Jeff Pomeranz	City Manager, City of Cedar Rapids	President
Mary Cameli, CFO	Fire Chief, Mesa Fire and Medical Department	Vice President , Director representing IAFC
Tom Harmer	Town Manager, Town of Longboat Key	Treasurer & Secretary , Director representing ICMA
Darin Atteberry	City Manager, City of Fort Collins	Director representing ICMA
Jim Brinkley	Assistant to the General President, IAFF	Director representing IAFF
Ben May	Ret. Dir. of Global Business and Alliances, Walt Disney Co.	Director-at-large

As we reflect on 2020, it started off just like any other year. We quickly kicked into full gear preparing for the annual Excellence Conference. As we arrived in Orlando, FL to host our largest Excellence Conference to date, we had no idea this would be the last time in 2020 we would have the opportunity to connect in person with our agencies, officers, contractors, and volunteers.

Following our return home, it became obvious it would not be business as usual. Like so many others, we quickly shifted to working remotely. Since we already had the systems and infrastructure in place to work seamlessly, we were able to focus on how we would move from our typical in-person offerings to reviewing all our processes and reshaping how we do things.

This annual report will highlight the ways we at CPSE pivoted to provide the support needed to our agencies and officers as they work toward achieving or maintaining accreditation and credentialing.

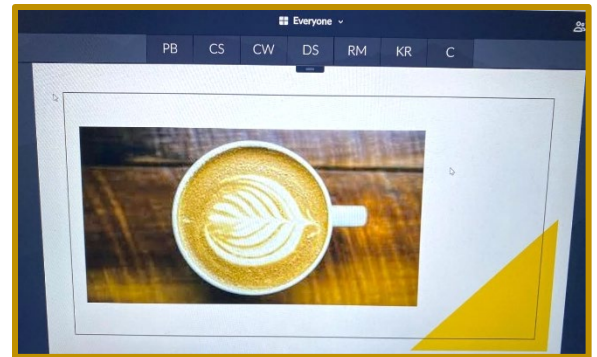
Working for an organization that embraced innovation and change this past year has certainly made us look inward to better understand everything we do. Throughout it, we made sure to stay connected (even if for virtual coffees), catching up not only about work but marking special moments and events.

The transformation of so many things we do and how we do them would not have been possible without us all working together. It is exciting to think about how we will be able to continue to transform in the future by implementing the lessons we learned this past year.

As we close out 2020, our CEO shared, “I’m really proud of how we came together to achieve our existing and newly developed goals.”

We look forward to seeing everyone in 2021!

Chris, Cynde, Debbie, Karl, Katie, Preet, Rick

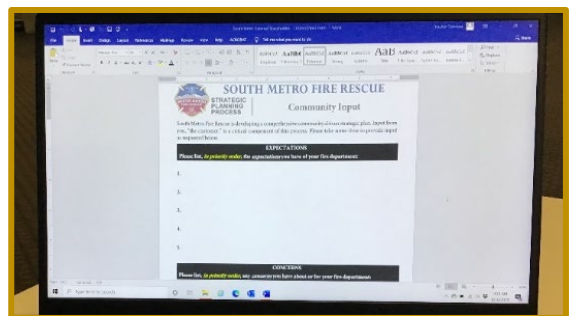
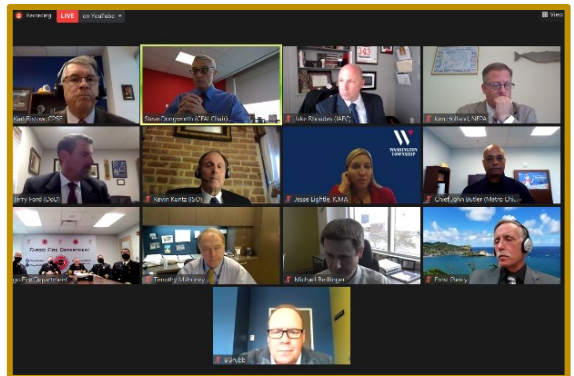


OPERATION PIVOT

In April 2020, we launched Operation Pivot. This effort would see us review, modify, virtualize/hybridize almost every part of CPSE. Use of design thinking to change processes and the harnessing of technology to communicate allowed us to remain engaged with our agencies and officers throughout 2020. Within seven short months, we had worked collaboratively as a leadership, staff, contractor, and volunteer team to:

- Virtualize our Quality Improvement Through Accreditation workshop
- Convene the CPSE community for a series of virtual exchanges on COVID-19 topics
- Develop, test, and implement protocols for virtual and hybrid accreditation site visits
- Virtualize the CFAI hearings and simulcast them to YouTube
- Build out the CPSE University Resource Library with free accreditation and credentialing videos and handouts
- Design and launch registration for a live virtual Excellence Conference
- Conduct virtual community meetings and instruction for our Technical Advisor Program (TAP) agencies

We look forward to seeing how asynchronous activities delivered virtually might allow a greater number of agencies and officers to engage with CPSE at their convenience in the future.



COMMISSION ON FIRE ACCREDITATION INTERNATIONAL

Accredited Agencies by the Numbers

284 accredited agencies

183 Career 66 DoD 31 Combination 2 Volunteer 2 Industrial



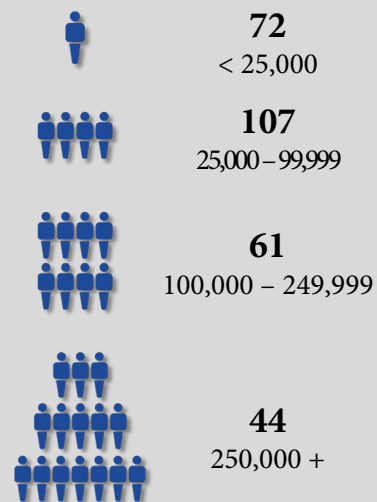
18%
of the Canadian
population

12%
of the U.S.
population

protected by a
CFAI-accredited agency



Population Protected



International

Department of Defense



30



12



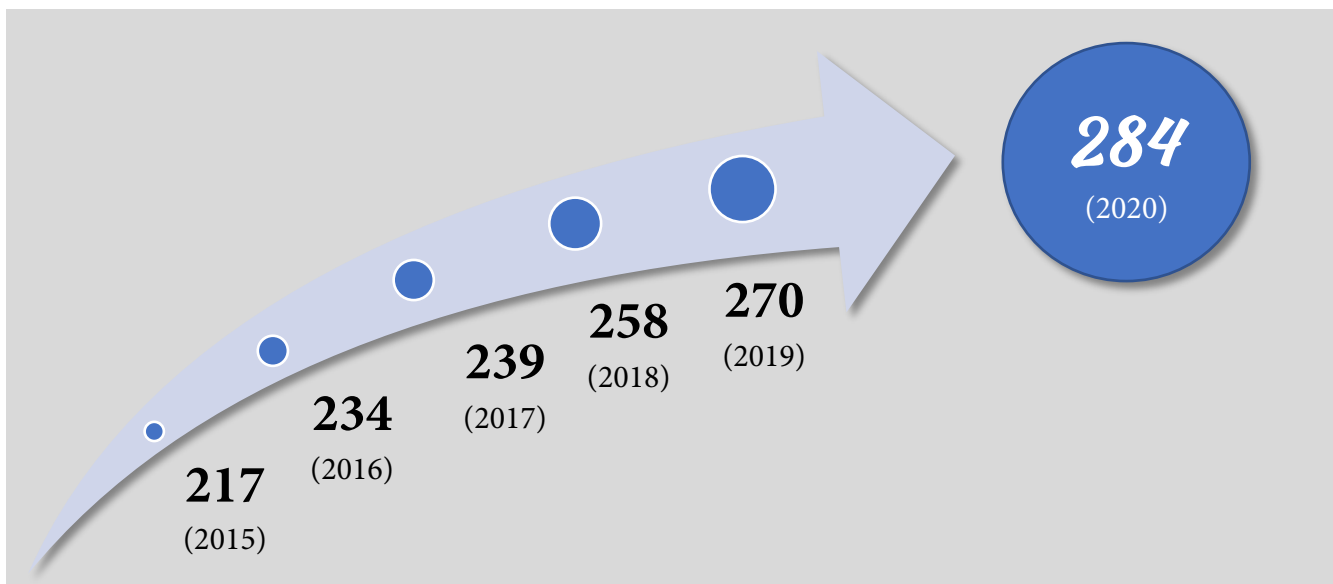
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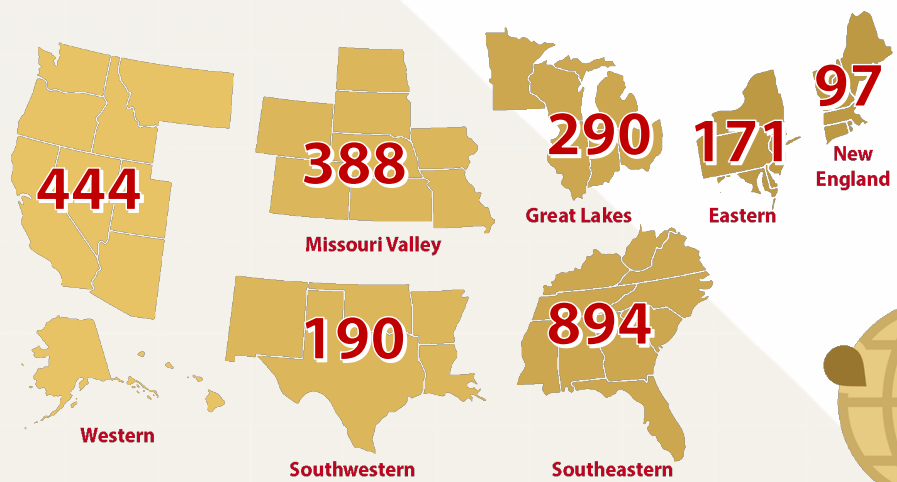
CFAI Chair Steve Dongworth, CFO commenting on this year shared, “What a year 2020 has been. As with everyone reading this, 2020 has been all about adaptation in the face of physical distancing requirements and travel restrictions due to the COVID-19 pandemic. As soon as it became evident that COVID-19 was going to be with us for some time, CFAI looked at the two most impacted aspects of our process, which were site visits and commission hearings. For site visits, we came up with three options for agencies from face to face, where permitted and possible, to fully virtual, with a hybrid of the two as a third option. We have had several agencies choose the fully virtual and hybrid models and, although very different, these have been successful. For commission hearings, we have adapted to fully virtual due to the challenges of bringing commissioners and agencies to a fixed point in this current environment. To date, we have had two commissioner hearings, which again were very different, but they were also successful, with more already scheduled for 2021. Of course, 2020 was also a milestone year for reasons besides the pandemic with the release of the 10th Edition in a new publication titled Quality Improvement in the Fire and Emergency Services. In line with our established continuous improvement model, the 10th Edition raises the bar higher while also reflecting the ever-evolving environment that fire and emergency services operate in. So finally, I want to send a wish to all of you and your agencies for you to stay safe and well as we all continue to battle the greatest public health emergency of any of our lifetimes, and to acknowledge and recognize those members of our fire and emergency services who have made the ultimate sacrifice in this battle while valiantly serving their communities.”

CFAI COMMISSIONERS

Steve Dongworth, CFO	Calgary Fire Department	Chair - Rep: International
Steve Dirksen, CFO	Fargo Fire Department	Vice-Chair - Rep: Agencies 100,000-249,999
Bradley Arnold	Sumter County BoCC	Rep: ICMA County Manager
Thomas Breyer	IAFF	Rep: Labor
John Butler, CFO, CEMSO, CTO, FM	Fairfax County Fire and Rescue Department	Rep: Agencies serving >250,000
Terry Ford, CFO	Tinker AFB Fire & Emergency Services	Rep: Department of Defense
Ken Holland	NFPA	Rep: Consensus Standards
James Keating, CFO	Red, White, and Blue Fire Protection District	Rep: Agencies serving <25,000
Kevin Kuntz	Insurance Services Office	Rep: Insurance Industry
Jesse Lightle	Washington Township	Rep: ICMA City Manager
Jake Rhoades, CFO, CEMSO, CTO	Kingman Fire Department	Rep: Agencies serving 25,000-99,999

COMMISSION ON PROFESSIONAL CREDENTIALING

Credentialed Officers by the Numbers



International

Department of Defense



93



53



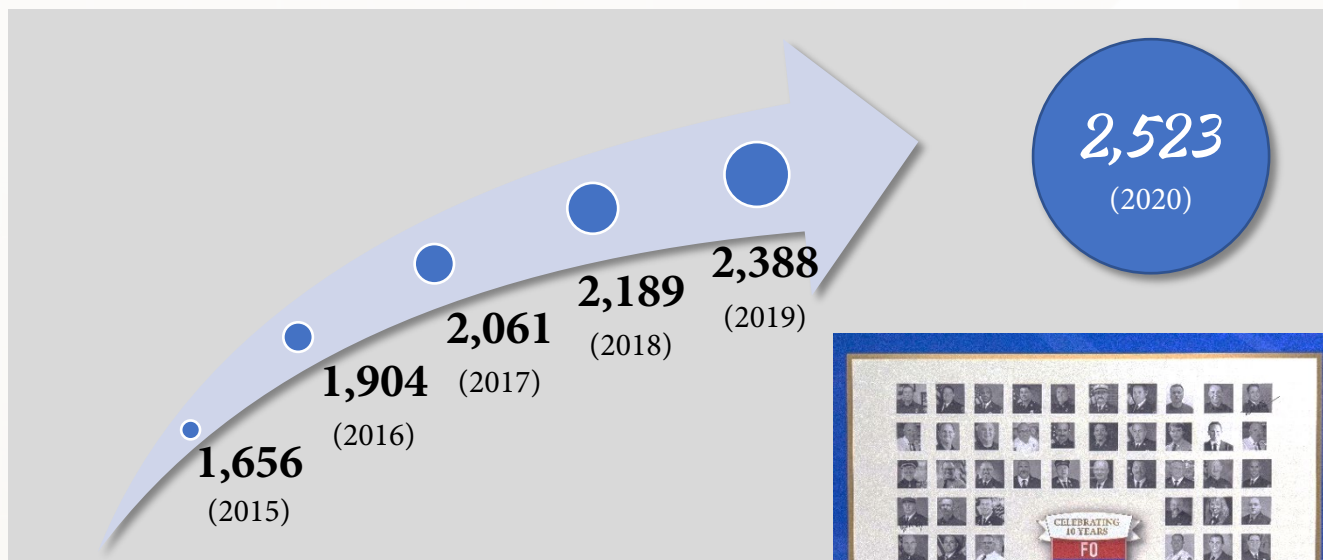
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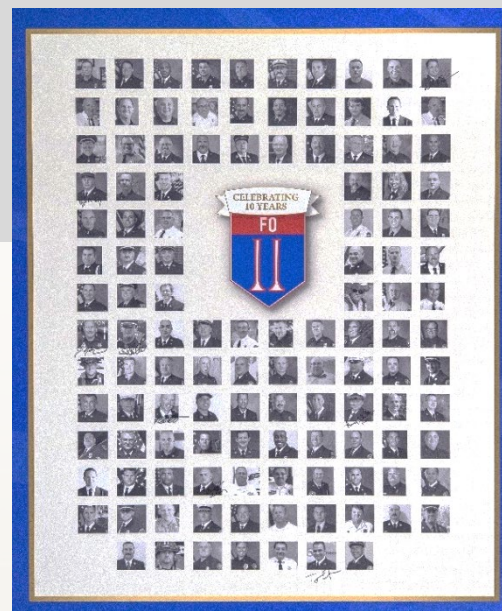
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5



The Commission on Professional Credentialing (CPC) experienced an active 2020 despite the pandemic. CPC Chair Derek Bergsten, CFO, CEMSO, CTO commenting on this year shared, “The Commission on Professional Credentialing is committed to the further enrichment of the fire service through a progressive and contemporary credentialing program that includes the candidate’s education, experience, technical competence, goals setting and achievement, as well as other important leadership



traits. In 2020, we saw a record-breaking number of credentialed officers, totaling 2,523. We also celebrated the 10th anniversary of the Fire Officer designation that in only a decade has become our second most populous designation. We developed minimum standards for peer reviewers and continuing education that will begin in 2021. A partnership was created with the Office of the Illinois State Fire Marshall to allow graduates of their chief fire officer program to submit for CFO. The website has been updated to provide guidance for the designation process to aid those who downloaded over 3,500 applications in 2020! We continue to work with the IAFF and Vice-Chair Matt Vinci to outline the importance of designations to their members. We enjoyed working with all Accreditation & Credentialing Consortiums to help promote professional credentialing. We look ahead to a banner 2021 and reaching our new goal of 3,500 designees.”

CPC COMMISSIONERS

Derek Bergsten, CFO, CEMSO, CTO

Matthew Vinci

Tim Bradley, CFO, FIFireE

Todd Canale, CFO

Chris Christopoulos, CFO

William Hyde, CFO, CEMSO

David Emanuel, CFO

Craig L. Hannan

Melissa Stevenson Diaz

Greg Rogers, CFO, FM

Toni B. Washington, CFO

Rockford Fire Department

IAFF

NC State Firefighters’ Association

Davis-Monthan Air Force Base

Lebanon Fire Department

Rogers Fire Department

Durham Fire Department

IFSTA/FPP at Oklahoma State University

Redwood City

Spokane Valley Fire Department

Decatur Fire Rescue

Chair, Rep: Career Depts

Vice-Chair, Rep: Labor

Rep: At Large

Rep: Department of Defense

Rep: Volunteer Departments

Rep: Emergency Medical Services

Rep: Combination Departments

Rep: Academia

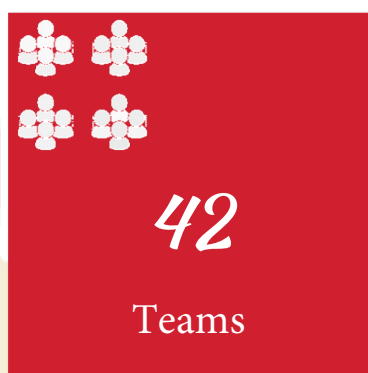
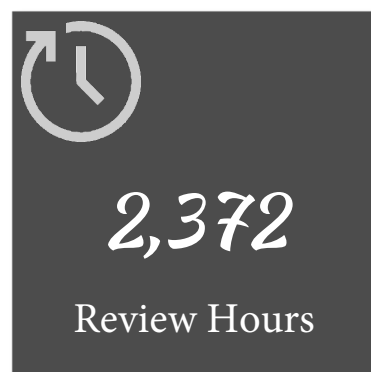
Rep: ICMA

Rep: Fire Prevention

Rep: Diversity

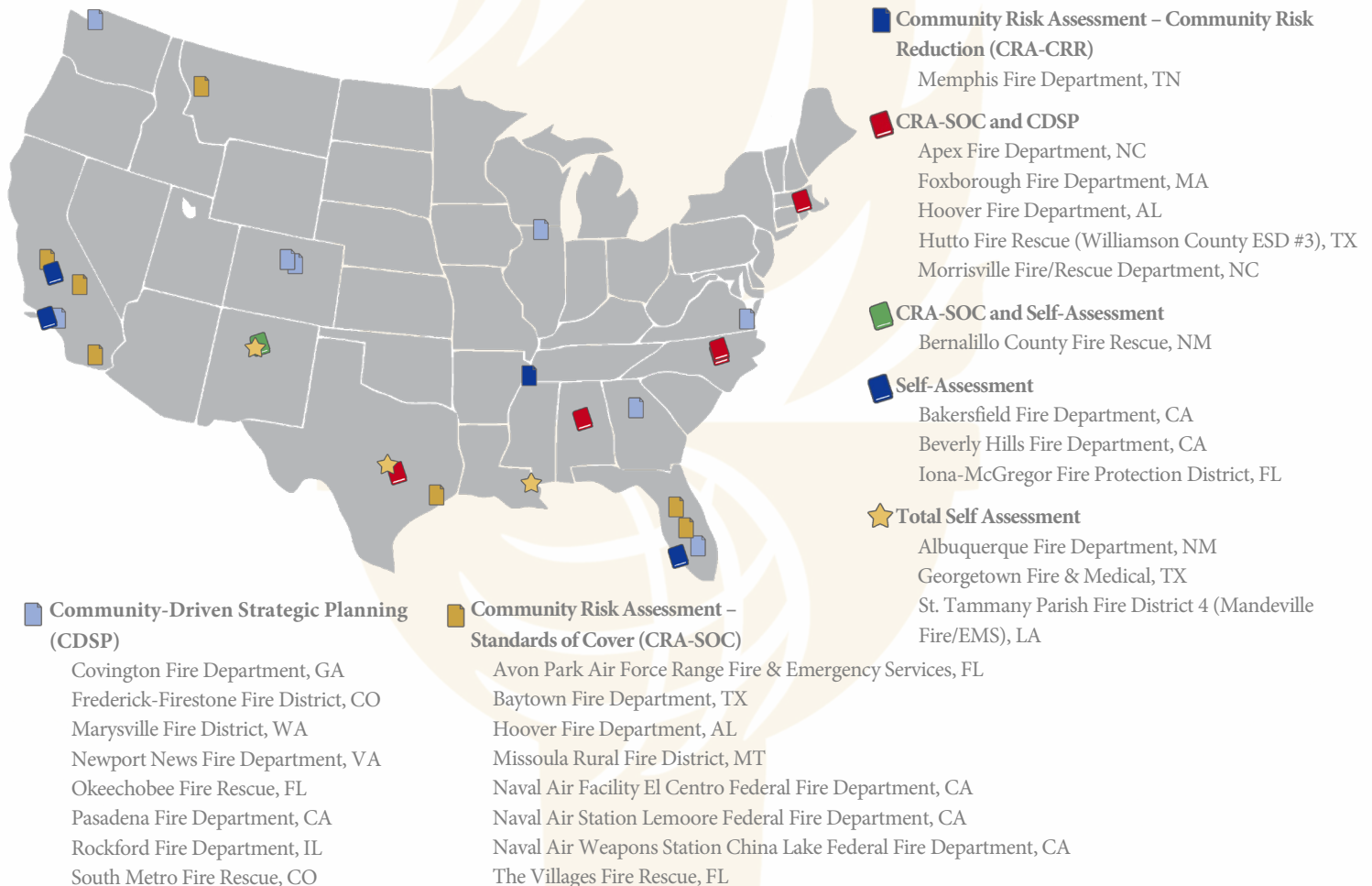
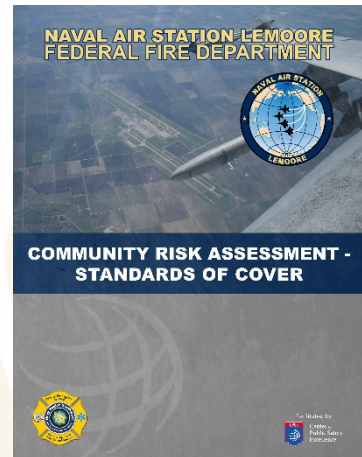
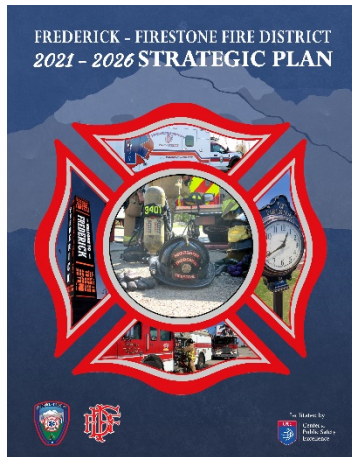
VOLUNTEERS

Fire and emergency service personnel and local government professionals wear so many hats on any given day. At CPSE, we are honored that so many of them are willing to add one more – CPSE volunteer. Whether conducting a site visit, reviewing a designation portfolio, providing subject matter expertise to a CPSE project, or leading a consortium, the work of CPSE would not be possible without the time and talents of our volunteers. Thank you for all you do, and a very special thanks for continuing to support our mission of leading the fire and emergency service to excellence in a hectic and challenging 2020.



TECHNICAL ADVISOR PROGRAM

The Technical Advisor Team (TAP) met some challenges in 2020 due to the COVID-19 pandemic. The impact created an opportunity to pivot toward different ways of teaming up with our agencies, while ensuring they still received the most comprehensive and professional facilitation available. While TAP was able to do some on-site facilitation, the need was determined and fulfilled for some virtualization of processes to keep our agencies on track. Future virtualization plans are underway.



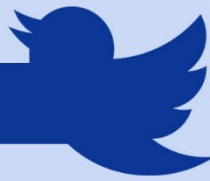
EXCELLENCE CONFERENCE

CPSE saw another record year of attendance at the annual Excellence Conference. With 670 attendees, the halls at the Grand Caribe Convention Center were filled with break-out sessions, hearings, recognition lunches, and networking opportunities.

As one of only a handful of organizations fortunate enough to be able to hold an in-person conference during 2020, here are some memorable moments:



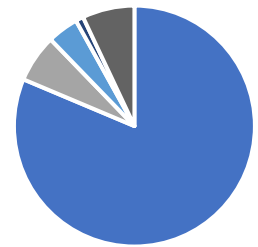
TWEETABLE MOMENTS



#CPSE2020EC



#CPSE2020EC by the numbers



- Registered (545)
- Speakers (43)
- Volunteer Leaders (28)
- Staff (7)
- Others (47)

670 Attendees

43 Speakers **17 Exhibitors**



63 Education Sessions



35 Accreditation Hearings



During the opening session of the 2020 CPSE Excellence Conference, we recognized one agency and three individuals for their commitment to excellence.

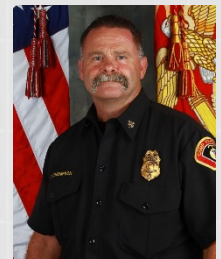
The Randy R. Bruegman Agency Innovation Award recognizes a CFAI-accredited agency that has worked collaboratively to innovate a practice leading to improved outcomes that can serve as a model for the greater fire and emergency service. In 2020, Clackamas Fire District #1, Milwaukie, Oregon, received the award for the implementation of Project Hope, a program designed to address the opioid epidemic.



The Ronny J. Coleman Leadership Award recognizes an individual who holds a credential through CPC and has shown superior leadership capabilities and actions that have elevated the fire and emergency service profession. The 2020 recipient was Deputy Chief Stephen C. Prziborowski, CFO, CTO, Santa Clara County Fire Department, Las Gatos, California. Deputy Chief Prziborowski has been actively encouraging fire service leaders to become credentialed.

Whether those in his own fire department or those who partake of his extensive nation-wide training programs. Through his efforts as a national lecturer on fire service leadership, he has taken on the role of mentor for many who wish to follow his beliefs and actions; this includes becoming credentialed.

Thomas C. Thompson, CFO, Fire Chief (Retired), Camp Pendleton Fire and Emergency Services, Camp Pendleton, California, was the recipient of the 2020 Ray Picard Award for his countless volunteer hours traveling to agencies throughout Southern California and the Department of Defense to teach and encourage others to make a commitment and embark on the accreditation journey. Chief Thompson has been involved with the CPSE and CFAI for over twenty years. Most recently, he served as the DoD representative on the Commission on Fire Accreditation International (CFAI). This award recognizes an individual who has shown superior leadership skills and provided outstanding contributions to the Commission on Fire Accreditation International.



The CPSE Ambassador Award is a staff-selected award that is given to an individual who has shown commitment and dedication to CPSE's mission and values. The 2020 recipient was Fire Chief David Pennington, CFO, from Springfield Fire Department in Missouri, for advocating for professional credentialing both in his department and neighboring communities. Under his leadership, 25 officers have successfully gone through the designation process, making his department have more designated officers than any other department.

CPSE UNIVERSITY

We launched CPSE University in 2019; 2020 saw it head in a very different but exciting direction. Where safe and possible, we held some in-person workshops. We added to our existing live education by shifting our Quality Improvement Through Accreditation course online.

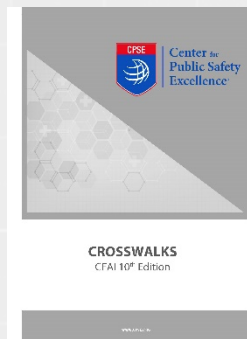
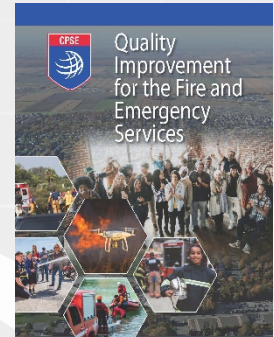
Through the hard work and expertise of our staff, instructors, and technical advisors, we were able to add almost two dozen new accreditation and credentialing videos and handouts to the CPSE University Resource Library. Offered free of charge, this educational content reached over 5,000 people.



10TH EDITION of the Commission on Fire Accreditation International Model

The 10th Edition initiative began in November 2018 with an industry stakeholder meeting. Throughout 2019, a team of more than 60 volunteers updated the model to the 10th Edition based on the feedback of CPSE's 18 consortiums and several hundred public comments. At the end of 2019, the CPSE Board of Directors approved the 10th Edition laying the groundwork for the rollout efforts in 2020.

The most significant rollout effort was the publication of the new Quality Improvement for the Fire and Emergency Services. While combining the prior 9th edition Fire and Emergency Services Self-Assessment Manual and 6th edition Community Risk Assessment: Standards of Cover, this book went one step further. It placed the primary focus on the changing needs of communities, whether those changes were in new construction and changing occupancy types, a diversifying of community members, or even a shift in the types of service provided by departments.



CPSE provided agencies active in the accreditation process with updated templates, guides, and samples. Working with our partners at the National Fire Protection Association, the Insurance Services Officer, the National Fallen Firefighters Foundation, and Vision 20/20, we developed a five-way crosswalk to aid agencies in linking the CFAI model performance indicators with industry standards.

Delivered in person and virtually, a significant changes webinar was presented highlighting the removals, revisions, and additions between the 9th and 10th editions.

Additional documents and training to assist agencies in transition to the 10th Edition are planned for throughout 2021. Agencies that come before the commission starting in March 2022 will receive accreditation under the 10th Edition.

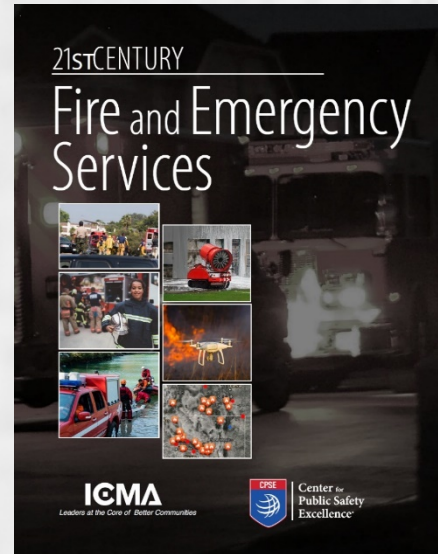
TIMELINE



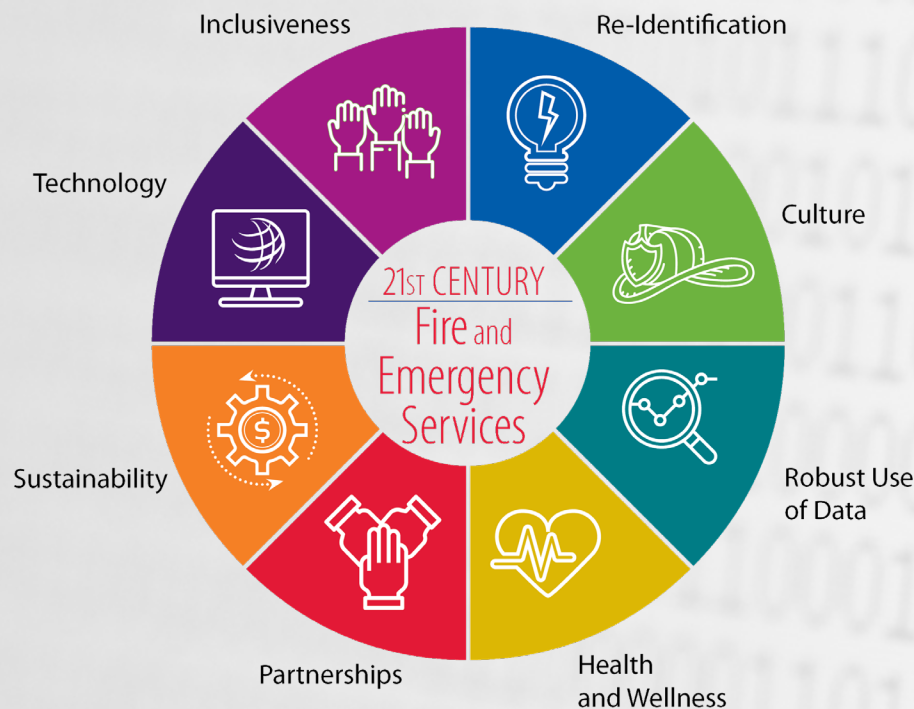
WHITE PAPER HIGHLIGHTS

Building on the historic connection between CPSE and International City/County Management Association (one of CPSE's founding organizations), both partnered to publish a white paper exploring the 21st Century Fire and Emergency Services in 2020.

A technical working group of CPSE and ICMA representatives collaborated for over two years to develop this seminal work. Considering the societal, technological, economic, environmental, and political forces at play in local government, the subject matter experts illustrated how the shift of federal government away from responding to everyday needs has caused fire departments to become the "health and safety net for communities."



The white paper identified eight critical issues with associated initiatives and strategies to address these issues.



Forces impacting the 21st Century Fire and Emergency Services

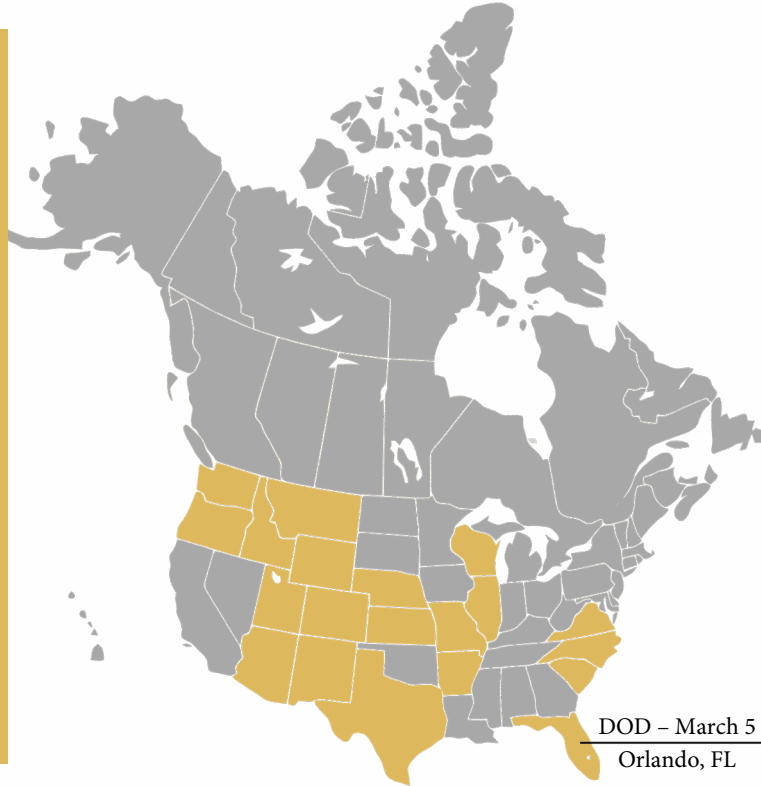
Throughout 2020, CPSE worked with ICMA to publish the white paper and deliver numerous online presentations so it could serve as a template for the continued evolution and improvement of the fire service through universal application.

CONSORTIUMS

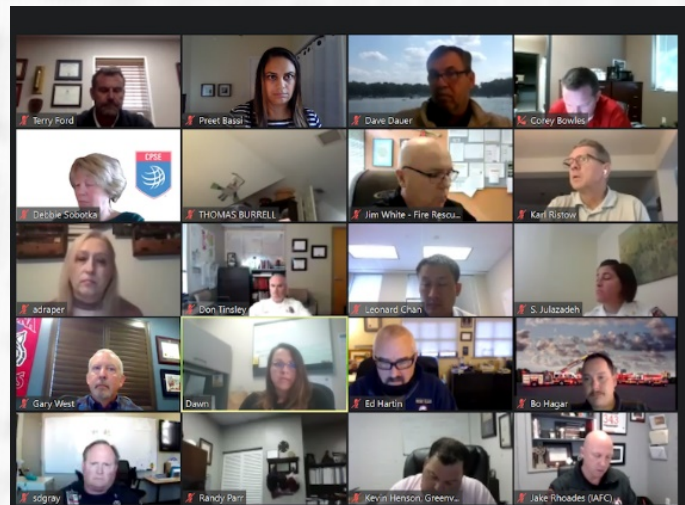
Of the things that we missed most in 2020, it was the opportunity to visit with our consortiums in-person. We had the chance to present to the Department of Defense consortium during the Excellence Conference. Thankfully, with the help of Zoom, we had the opportunity to meet with 12 of our 17 consortiums to provide CPSE updates, learn how COVID-19 was impacting our agencies and officers, and understand what support they may need.

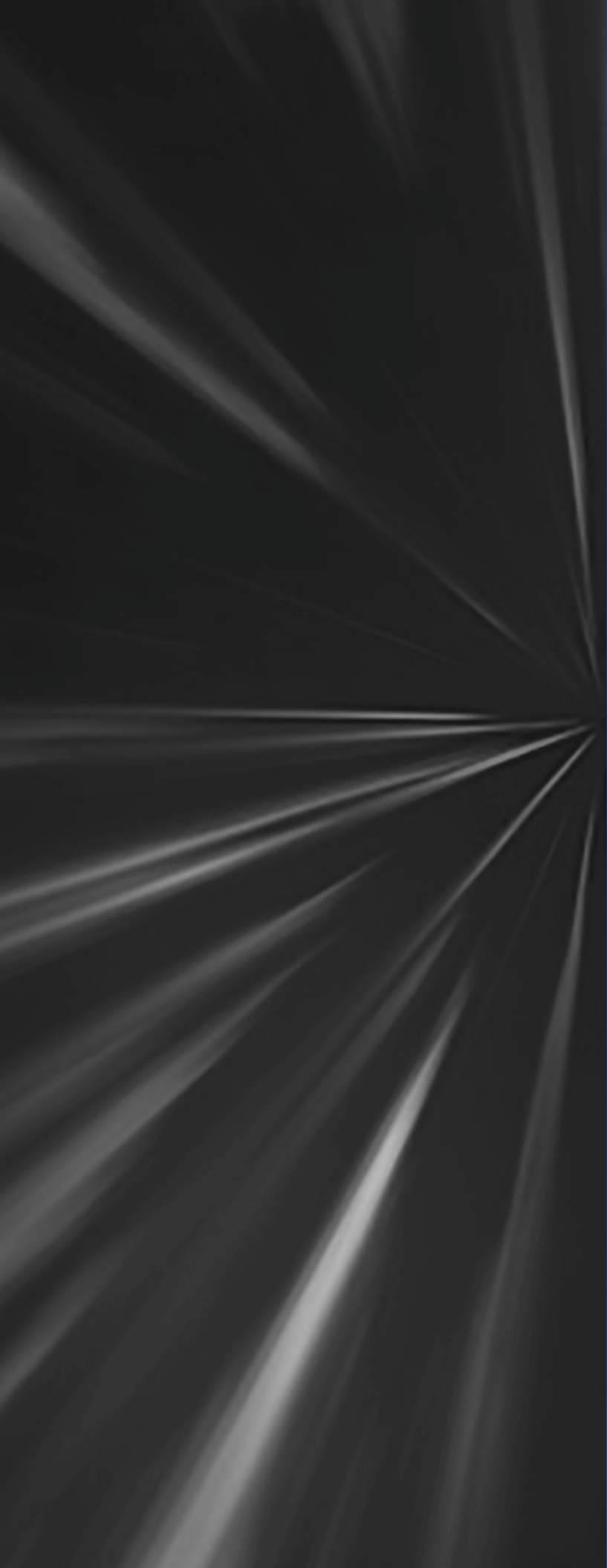
Consortium Web Meetings

Northwest	March 28
Rocky Mountain	May 19
South Carolina	July 17
Heart of America	August 13
Arizona	August 27
Florida	September 10
North Carolina	September 10
Natural State	October 15
Texas	October 20
Wisconsin	October 22
Great Lakes	October 26
Virginia	December 10



We closed out 2020 with a consortium coordinators' meeting. It was exciting to learn their plans for continuing to support and grow accreditation and credentialing in their regions in 2021.





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