

Putting People First

IN PERSON OR REMOTE



CPSE ANNUAL REPORT 2023



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Dear Colleagues,

As the President of CPSE, I am honored to showcase some key accomplishments from the past year in our 2023 Annual Report. Completing my first year in this role, I am grateful and inspired by the outstanding efforts of our staff, contractors, volunteers, and governance members.

The year 2023 was both active and impactful. In January, we hosted a four-part virtual Consortium Coordinators Workshop. February saw the Commission on Professional Credentialing reaching 3,000 designees. March marked our highest attended Excellence Conference, and in April, CPSE transitioned to a “remote-first” work environment. In May, I had the privilege of attending the inaugural Advancing Diversity, Equity, and Inclusion in Fire and Emergency at Wingspread, where CPSE served as one of the event facilitators.

Throughout the summer, CPSE leadership engaged with our strategic partner organizations to gather input for developing the 11th edition of the CFAI model. Joining our U.S. Fire Administrator in Washington D.C. in June to explore how to integrate “Fire Service One Voice” national strategies into CPSE’s programming was a positive experience.

The International City/County Management Association approached CPSE to facilitate presentations at their regional conference, focusing on how CPSE community members address topics like recruitment and retention, partnerships, and homelessness. We collaborated with the Metropolitan Fire Chiefs Association to create case studies highlighting proven practices of Metro CFAI-accredited departments. The initial set of cases focused on a culture of cooperation, use of data, and pre-fire planning.

Our current strategic plan concluded at the end of 2023. CPSE diligently worked on this plan, adopting six focus areas in 2020, researching stakeholder needs, developing recommendations in 2021, and implementing ambitious reinvestment plans in 2022 and 2023. This Annual Report highlights the numerous initiatives completed in 2023. We have already commenced work on our 2024-27 Strategic Plan and look forward to sharing it with you in the near future.

In early 2023, Darin Atteberry assumed the role of treasurer and provided sound oversight of CPSE’s financials throughout the year. As he concludes his board term in 2024, he will transition the treasurer role to Derek Bergsten. A big thanks to both for taking on this additional responsibility and ensuring CPSE’s continued financial sustainability.

As I start my second year as CPSE President, I wish to express my appreciation to the CPSE leadership and staff for their abilities, dedication, and professionalism. To the hundreds of men and women contributing their time and talents to CPSE, it is through their commitment to continuously improving the fire and emergency service that CPSE succeeds.

Enjoy reading this annual report, and until we can meet again in person, stay safe.

Mary Cameli, CFO

CPSE Board President

Board of Directors

Mary Cameli, CFO

Fire Chief, Mesa Fire and Medical Department
President, Director-at-large

Reginald Freeman, CFO

Chief Risk Officer, HAI Group
Vice President, Director at-large

Derek Bergsten, CFO, CEMSO, CTO, PIO

Fire Chief, Poudre Fire Authority
Treasurer, Fire Chief Representative

Darin Atteberry

Market President, Elevations Credit Union
Director, City Manager Representative

Thomas Breyer

Assistant to the General President, IAFF
Director, IAFF Representative

Melissa Stevenson Diaz

City Manager, City of Redwood
Director, City Manager Representative

Sara Jahnke

Director and Senior Scientist, NDRI-USA
Director-at-large

Ben May

Ret. Dir. of Global Business and Alliances, Walt Disney Co.
Director-at-large

Alec Oughton, CFO

Fire Chief, Aurora Fire Rescue
Director, Fire Chief Representative

Message from the CPSE Staff

CPSE was certainly busy in 2023 working on many new projects and completing the following:

- Consortium Coordinators Workshop
- 21st Century White Paper Re-introduction
- Enhanced SharePoint Integration
- TAP Community Driven Strategic Plan Update
- Conference and Symposium Site Selection

Progress continued on the development of a certificate program focused on the Community Risk Assessment/Standards of Cover (CRA/SOC), and we started work on the 11th Edition CFAI model. CPSE also took significant strides towards technology enhancements to improve the end-user experience. A web-based software for CPC candidate and renewal applications was approved, and implementation of a new customer resource management (CRM) product is underway.

In May, CPSE transitioned to a remote-first workplace. This shift was seamless as certain staff roles were already fully remote, and there was no impact on our in-person field activities or in-person meetings and conferences. CPSE CEO Preet Bassi said “While I miss seeing folks in the breakroom, our time together now is much more special and cherished. Working from home has not changed the core of our connections.” The staff team is fully committed to the theme of this report: “Remote or Together – Always People First.”

We wish to thank our more than 800 volunteers. We could not accomplish so much without your help and support.

Thank you!

The year brought several transitions for the CPSE staff. Jim White joined as the CFAI Program Manager in January, followed by Ben Stone as the CPC Coordinator in July. In March, CPSE bid farewell to Karl Ristow, and the year concluded with a happy retirement for Chris Welch after 15 years of dedicated service with CPSE.

In the words of Benjamin Franklin, “Without continual growth and progress, such words as improvement, achievement, and success have no meaning.”

Thank you and be safe!

Ben, Cynde, Debbie, Katie, Jim, Mike, Preet



“Without continual growth and progress, such words as improvement, achievement, and success have no meaning.”

Benjamin Franklin



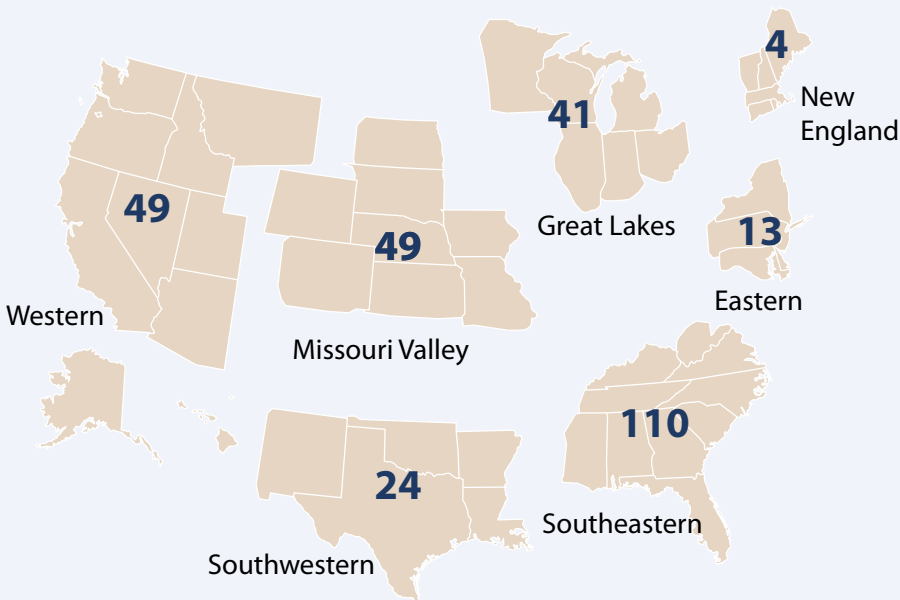


Commission on Fire Accreditation International

Accredited Agencies by the Numbers

311 Accredited Agencies

200 Career **75** DoD **31** Combination **2** Volunteer **3** Industrial



Percent Protected

by a CFAI-Accredited Agency

19%

Canadian
Population

13%

U.S.
Population

Population Protected

by Agency



80

<25,000



119

25,000-99,999



66

100,000-249,999



46

250,000+

Department of Defense



30



19



13



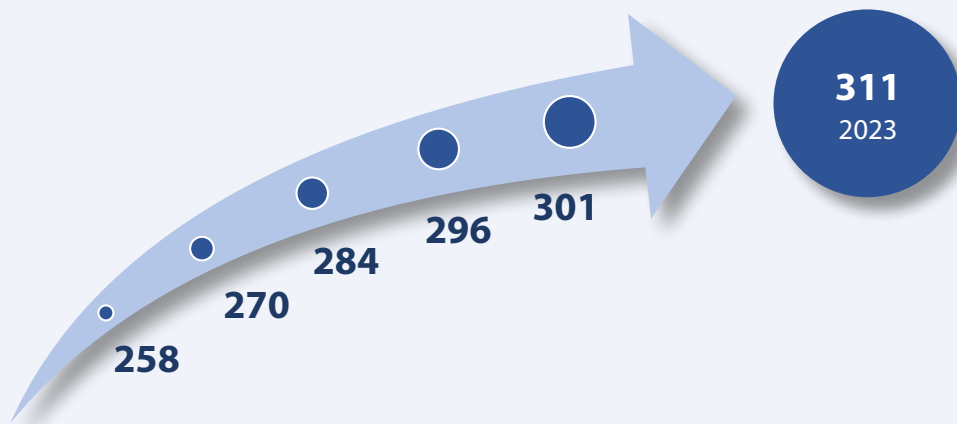
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We are planning to further beta test ten additional agencies throughout 2024. All indicators are very positive, and we look forward to the certificate program finding widespread interest throughout the industry. A special thank you to Chief Patrick Moore and project manager Assistant Chief Forrest Talyor of Bullhead City and Chief Steven Locke, CFO and their project manager Firefighter Marc Hachey, FO of South Burlington for joining us on this journey.

Work also continued throughout 2023 on what will become the 11th edition of the CFAI Fire and Emergency Services Self-Assessment Model (FESSAM). So far in 2023, the project to update the accreditation processes foundational document has involved nearly 100 volunteer program and process experts from both within and outside the fire service contributing to updating this foundational document for accreditation processes. Steve Dirksen said, "As Chair of the Commission, I am happy to see the involvement of these individuals and affiliate partners in developing the 11th edition, which promises to guide the CFAI Model into the next decade." He expressed his gratitude for the opportunity to serve as the CFAI Chair for another year and extended his thanks to his fellow commissioners, our team leaders, peer assessors, technical reviewers, and the entire CPSE staff for their efforts and support over the past year. "I look forward to a very exciting 2024," he said.

In 2023, the Commission on Fire Accreditation International® (CFAI) underwent several positive changes. In January, CPSE welcomed Jim White, CFO, as the new CFAI Program Manager, bidding farewell to Karl Ristow, CFO, at the 2023 Excellence Conference. Karl had dedicated a decade of service to CPSE, and we all wished him well in his retirement.

The Commission itself also witnessed several changes. We want to thank County Administrator and Vice Chair Bradley Arnold and Fire Chief John Butler, CFO, CEMSO, CTO, FM for their years of dedicated service on the Commission. Joining the Commission in 2023 were City Manager Cathy Ball from Johnson City, Tennessee, and Fire Chief Rick Potter CFO, from Shawnee, Kansas. Both attended their first hearings in Chicago, IL at the 2023 Summer Symposium. In August, two new Commission seats were also designated to help improve the model's inclusion of fire service labor management into the process. Battalion Chief JC Mitchell from Carmel, IN and Captain David Coker from Greensboro, NC were approved as CFAI's first labor presidents on the Commission. In December, the CPSE Board of Directors also approved the changing of the Commission's previously designated seat for County Manager to allow it to be filled with either a county or city manager or assistant manager who oversees a CFAI accredited fire department.

Also added in December 2023 was a seat designated for a fire chief from an accredited agency who employs at least 350 career firefighters representing metro-size agencies. These changes bring the Commission to a total of 13 seats, the most in CPSE history. The CFAI also elected Chief Otto Huber, CFO as the Commission's new Vice Chair.

The Commission held two in-person hearings for the year. In total, 69 new and renewing agencies appeared before CFAI. By the end of 2023, 311 agencies held accredited status with a total of 544 agencies engaged at some point with the model. With this level of growth, 2023 will be remembered as the year when CFAI had the highest number of agencies in its history. With the first hearings for 2024 already being scheduled, all indications are we will see another banner year with more new agencies adopting the model and reaching accredited status.

Development continued throughout 2023 on the goal of establishing a multistep path towards accreditation. The working group formed in 2022 designed a certificate program centered around the Community Risk Assessment/ Standards of Cover (CRA/SOC). Our two alpha agencies, Bullhead City, AZ and South Burlington, VT completed the initial development and application of the new certificate model and presented their final CRA/SOC in December 2023.

CFAI Commissioners

Chair, Steve Dirksen, CFO

Fire Chief, Fargo Fire Department (ND)
Agencies over 100,000 Representative

Vice Chair, Otto Huber, CFO

Fire Chief, Loveland-Symmes Fire
Department (OH)
Volunteer & Combination Agency
Representative

Cathy Ball

City of Johnson City, Tennessee
County / City Managers Representative

David Coker

Captain, Greensboro Fire Department
(NC)
Labor President agencies over 100,000
Representative

Steve Dongworth, CFO

Fire Chief, Calgary Fire Department (AB)
International Agencies Representative

Ken Holland

Senior Emergency Services Specialist
National Fire Protection Association
(NFPA)
Consensus Standards Representative

Salvator Izzo

Senior Risk Control/Fire Protection
Engineer
Insurance Services Office (ISO)
Insurance Industry Representative

Robert McClintock

International Association of Firefighter
(IAFF)
Labor Representative

James (JC) Mitchell

Battalion Chief, City of Carmel Fire
Department (IN)
Labor President agencies under 100,000
Representative

Gregg Moriguchi

Fire Chief, Navy Region Hawaii
Department of Defense Representative

Rick Potter, CFO

Fire Chief, Shawnee Fire Department (KS)
Agencies under 100,000 Representative



Commission on Fire Professional Credentialing

Credentialed Officers by the Numbers

3,253 Credentialed Officers



1,864



706



237



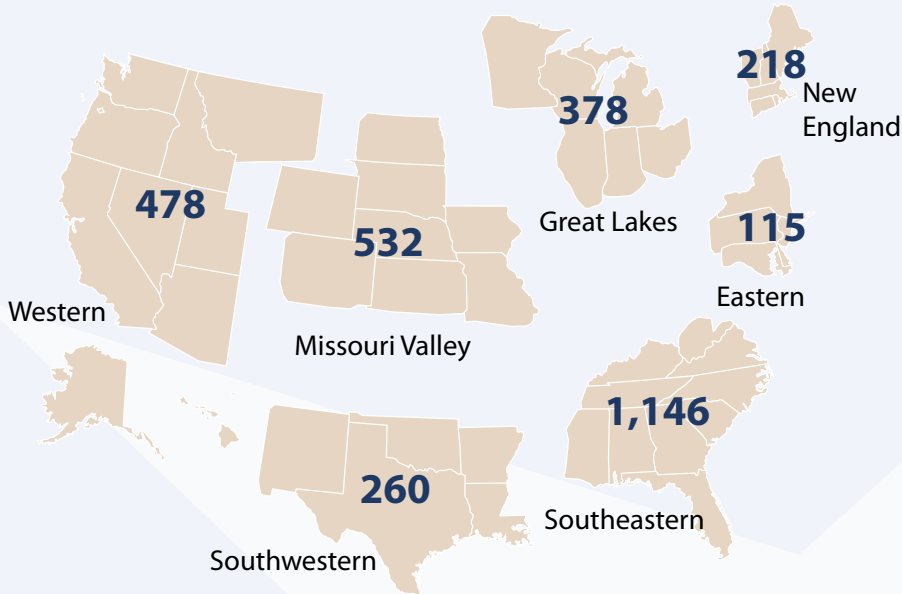
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227



34



Department of Defense



71



45



7



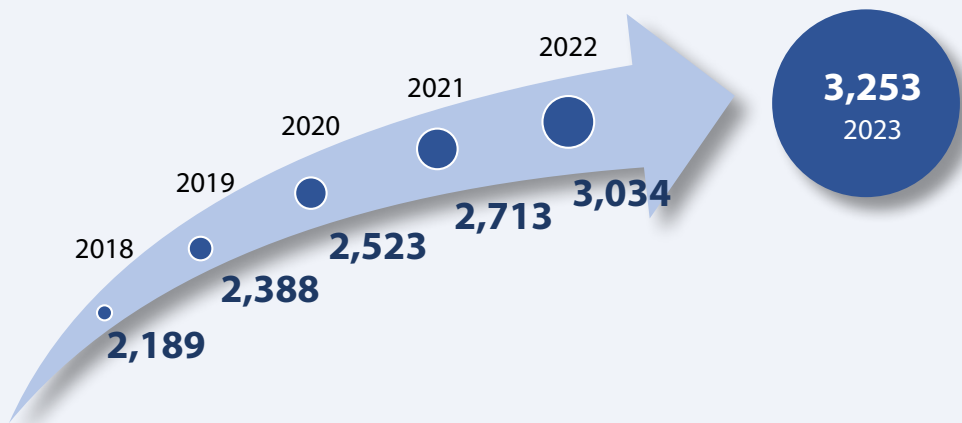
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These recommendations underscore CPC's commitment to enhancing the renewal application process, ensuring quality, and creating a streamlined, growth-oriented experience for designees.

Credentialing Application Software Implementation

Recognizing the complexities of the current designation application process, which involves a static document and a document submission portal, staff members initiated the transition to a digital application system. This included a thorough review of vendors, discussions on tailoring the software to CPC needs, cost considerations, and an implementation timeline. Moving to a digital system will enhance applicant tracking, provide a modern user interface, and better support applicants throughout the process.

CPC commissioners and staff members foresee numerous active and exciting opportunities in the upcoming year. Ongoing efforts to create a seventh designation — the Fire Analyst designation — are slated to commence in late 2024. Overall, the CPC anticipates continued growth in 2024, encompassing both existing and new professional credentials.

In 2023, the Commission on Professional Credentialing (CPC) engaged in a wide array of projects to promote professional development, enhance the credentialing process, and expand the number of CPC designees. Key initiatives included conducting a comprehensive review and revision of redesignation processes and starting to replace the current credential application system with a more modern online procedure.

Reflecting on the commission's activities during 2023, CPC Chair Toni Washington, CFO, emphasized that "CPC remains at the forefront of advancing the credentialing processes, dedicated to elevating the profession through goal-oriented reflection and continuous professional development." Notably, CPC achieved a milestone in 2023 with a record-breaking total of 3,253 credentialed officers, marking an impressive increase of more than 7 percent compared to the previous year. A significant project underway involves implementing an online application software program, expected to commence in the first quarter of 2024.

Designation Renewal Process Review and Recommendations

A key focus in 2023 was establishing a technical working group to review designation renewal processes. While current renewal practices are robust, the group identified opportunities to enhance efficiency and improve quality control. The group's efforts resulted in five concrete recommendations for improvement:

- Enhancing the renewal application by incorporating new technical competencies (Wellness/Behavioral Health, Diversity, Equity and Inclusion, Data and Technology).
- Fostering continuous improvement and professional development by incorporating designee goals into the renewal application.
- Establishing a dedicated quality control (QC) process led by the CPC program manager for consistency, accuracy, and adherence to standards.
- Streamlining the approval process through comprehensive peer review and quality control.
- Improving the certificate dissemination process by exploring digital certificate options and simplifying delivery for timely issuance.

CPC Commissioners

Chair, Toni B. Washington, CFO

Fire Chief
Decatur Fire Rescue Department
Diversity Representative

Alexander C. Henderson, Ph.D., CTO

Vice Chair
Associate Professor
Marist College, School Of Management
Academic Representative

Todd Canale, CFO

Fire Chief
Davis-Monthan Air Force Base
Emergency
Services
Department Of Defense Representative

Brandon Fletcher, CFO, CTO

Fire Chief
Gilt Edge Fire Department
Volunteer Departments Representative

Tiffany Green, CFO

Fire Chief
Prince George's County Fire/EMS
Department
Combination Departments
Representative

Rebecca Grill, ICMA-CM, CPM, CMC

City Manager
West Allis, WI
City/County Manager Representative

William Hyde, CFO, CEMSO

Deputy Chief
Rogers Fire Department
Emergency Medical Services
Representative

Thomas Maloney, CFO, FM

Deputy Chief/Fire Marshal
Marysville Fire District
Fire Prevention Representative

Ashley McDonald, PIO

FLEETCOR Technologies
Public Information Officer
Representative

Hezedeane Smith, Ph.D., CFO, CEMSO

Director, Fire Rescue Services
Polk County Fire Rescue
Career Departments Representative

Grant Tinker, FO

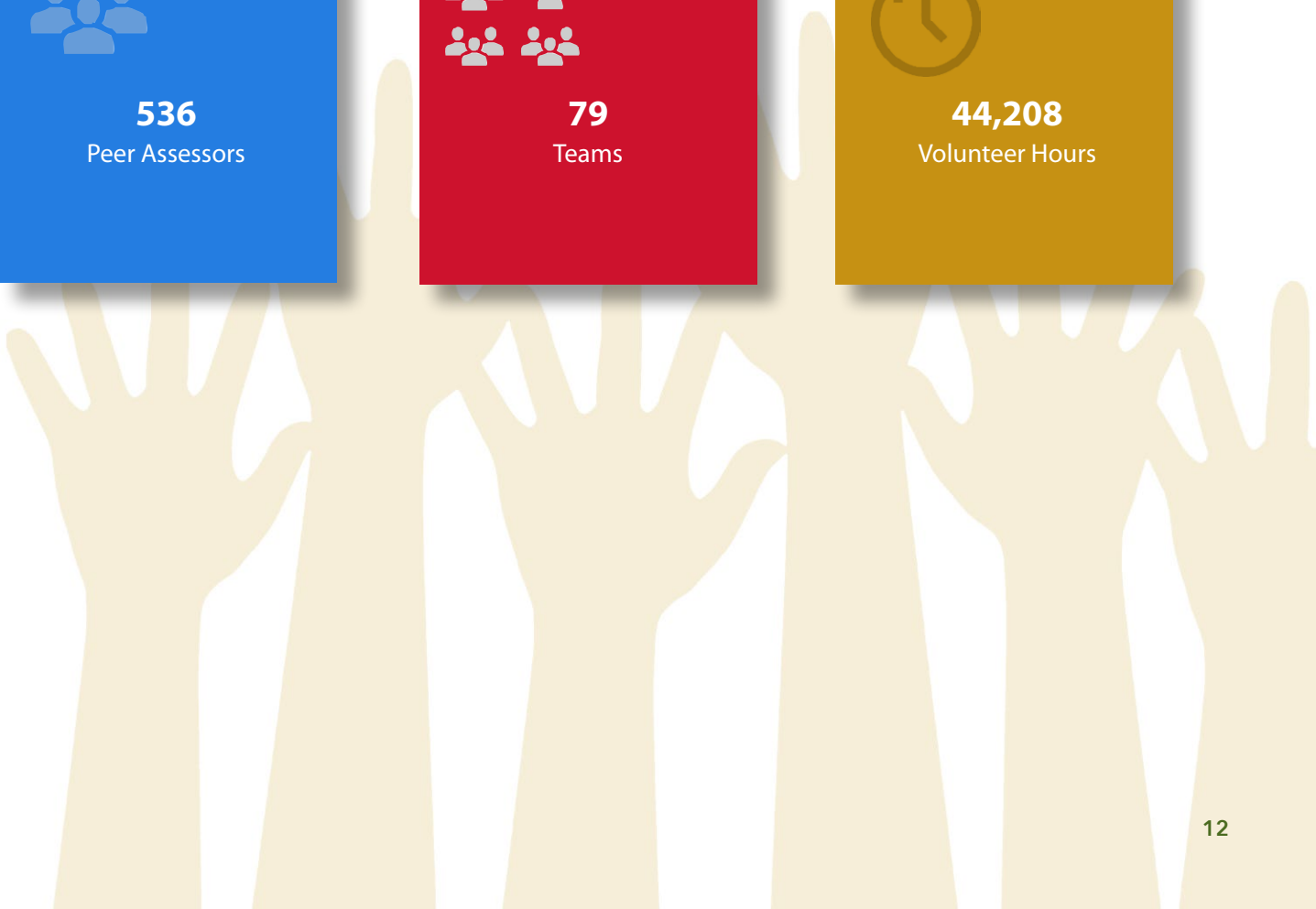
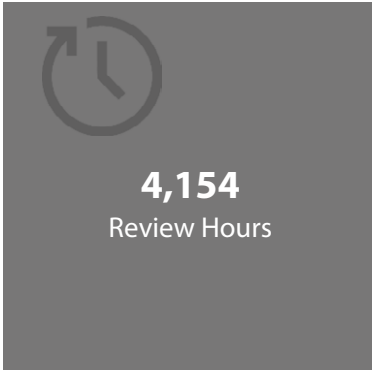
Captain
Colorado Springs Fire Department
Fire Officer Representative

Matthew Vinci, CTO

Fire Chief
Vashon Island Fire Rescue
Labor Representative

Volunteers

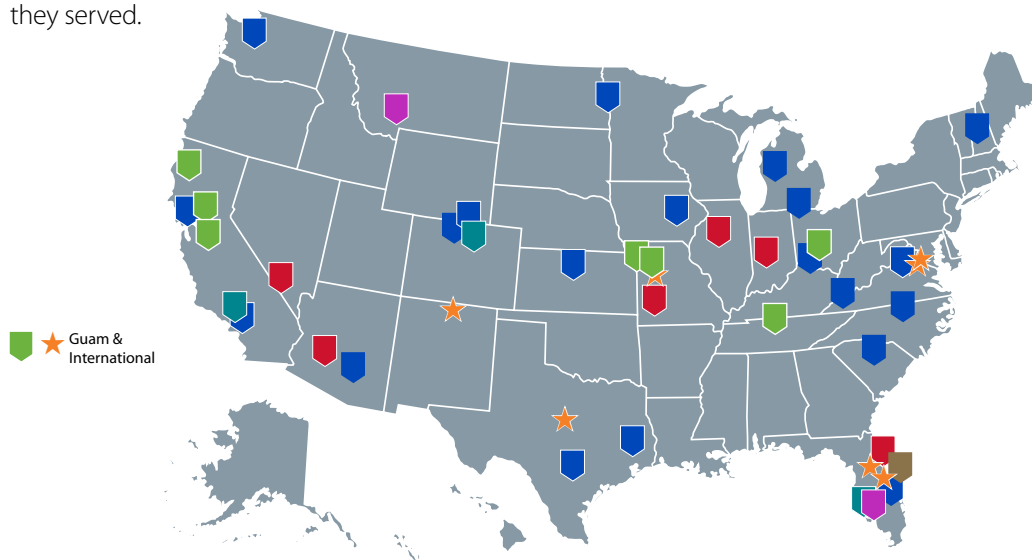
The 2023 accomplishments of CPSE, CFAI, and CPC would not have been possible without the time and talents of our volunteers. Whether conducting a site visit, reviewing a designation portfolio, providing subject matter expertise to a CPSE project, or leading a consortium, the work of CPSE would not be possible without our volunteers. Thank you for all you do for continuing to support our mission of leading the fire and emergency service to excellence through the continuous quality improvement process of accreditation, credentialing, and education.





Technical Advisor Program

In 2023, TAP experienced a highly productive year marked by the introduction of its re-imagined community-driven strategic planning process. This initiative involved active engagement with the teams of both new and returning agencies worldwide. Leveraging both on-site and virtual platforms, TAP advisors played a pivotal role in fostering continuous improvement within our agencies and their respective communities. Recognizing the positive impact they had, the TAP team unwaveringly upheld its commitment to excellence and pursued ongoing improvements for the betterment of those they served.



Community-Driven Strategic Planning (CDSP) (23)

Arlington County, VA
Arvada, CO
Bellevue, WA
Bluffton Township Fire District, SC
Botetourt County, VA
Chapel Hill, NC
Cheyenne, WY
Culver City, CA
 Fargo, ND
Hartford, VT
Hutchinson, KS
Lansing, MI
Marion, IA
Monroe, OH
Palm Beach Gardens, FL
Pearland, TX
Pinecroft-Sedgefield Fire District, NC
S. Burlington, VT
San Antonio, TX
Santa Rosa, CA
St. John's Fire District, SC
St. Lucie County Fire District, FL
Tucson, AZ

Community Risk Assessment/Standards of Cover (CRA/SOC) (6)

Buckeye, AZ
DeLand, FL
Indianapolis, IN
Las Vegas, NV
Peoria, IL
Springfield, MO

Self-Assessment Manual (SAM) (3)

El Segundo, CA
Fort Myers, FL
South Adams County, CO

CRA/SOC and CDSP (7)

Chico, CA
Eureka FPD, MO
Hendersonville, TN
Joint Region Marianas FES, Guam
Lee's Summit, MO
Mason, OH
Oakland, CA

CDSP and Self-Assessment (SAM) (1)

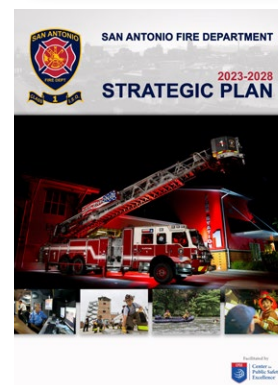
Ponce Inlet, FL

CRA/SOC and Self-Assessment (SAM) (2)

Bozeman, MT
Cape Coral, FL

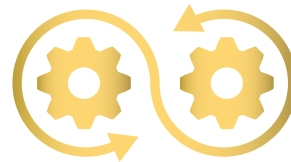
Total Self-Assessment (TSA) (9)

Alexandria, VA
Delray Beach, FL
Fire Rescue Victoria, Australia
Joint Base San Antonio FES, TX
Los Alamos, NM
National Institutes of Health, MD
Ocean City-Wright Fire Control District, FL
Rock Community FPD, MO
Seminole County, FL





2023 EXCELLENCE CONFERENCE



OPPORTUNITY | CHALLENGE | CHANGE

March marked the successful conclusion of yet another Excellence Conference, boasting a record attendance of nearly 900 participants. The event was a vibrant gathering of individuals from the global CPSE community, turning the hallways into a bustling hub of knowledge exchange.

While education remains the focal point of the Excellence Conference, the invaluable networking opportunities during hallway interactions, lunch breaks, and meetings cannot be overstated. Attendees seized the chance to share insights and ideas related to the accreditation and credentialing processes.

Continuing a tradition from the previous year, CPSE hosted the First Timers Reception on Monday evening. This provided first-time attendees with a platform to connect with each other, as well as with CPSE leadership and staff, ask questions, gain a better understanding of CPSE, and put faces to the names they may have heard about.

The Orange County Honor Guard initiated the proceedings with the presentation of colors and the singing of the national anthem. Florida State Fire Marshal JoAnne Rice (CFO)



extended a warm welcome to all, offering opening remarks that centered around the conference theme — **Opportunity – Challenge – Change.**

Chief Mary Cameli (CFO), President of the CPSE Board from Mesa Fire and Medical Department, kicked off the opening ceremony. Chief Cameli took a few moments to present CPSE's vision, mission, and values. She shared the Diversity, Equity, and Inclusion (DEI) Values Statement (refer to page 26 of this report for details), recently approved by the Board. Additionally, Chief Cameli highlighted CPSE's achievements in 2023, such as accrediting 300 CFAI agencies and introducing the Public Information Officer (PIO) designation.

Concluding the opening session, Chief Cameli presented a \$25,000 check to the National Fallen Firefighter Foundation (NFFF) in honor of CPSE's 25th anniversary. The CPSE community, demonstrating generosity, contributed \$10,000, with CPSE adding an additional \$15,000 to meet the fundraising goal.

Chief Matt Pegg of the Toronto Fire Services delivered the keynote address, offering a unique perspective on the impact of the Covid lockdown on his personal and professional life. Serving as the COVID-19 Incident Commander for Toronto, he shared insights titled "Good Sleep Requires Shiny Shoes – and Other Life and Leadership Lessons Learned the Hard Way."





During the general session, U.S. Fire Administrator Dr. Lori Moore-Merrell announced her agency's plan to update the National Fire Incident Reporting System (NFIRS), describing it as long overdue. The next two years will witness significant changes, enhancing capabilities for the entire fire service. CPSE was honored to have Dr. Moore-Merrell present this information for the first time at its Excellence Conference.

Recognizing the indispensable role of volunteers, CPSE expressed gratitude during the annual Volunteer Recognition Breakfast. These volunteers contribute thousands of hours, conducting site visits, reviewing designation portfolios, and serving as subject matter experts.

The educational focus of the Excellence Conference was evident in the presentation of 75 sessions across five tracks in 2023: Accreditation, Credentialing, Leadership, Challenges to Opportunities, and Changing for Improvement.

A heartfelt thank you was extended to the sponsors and exhibitors and their essential contribution to the conference's success. The list includes:

- Columbia Southern University
- Darkhorse Emergency
- Deccan International
- ESO
- Esri
- Essential Personnel
- First Due
- First Responder Network Authority
- FirstWatch
- IAFF

- IFSTA
- Image Trend
- Inspection Reports Online (IROL)
- Intterra
- IPSDI
- Marist College
- National University
- Operative IQ
- PowerDMS by NEOGOV

- Tablet Command, Inc.
- The Compliance Engine
- UL Research Institutes
- U.S. Fire Administration

Attendees had the opportunity to explore the exhibit hall on Tuesday and Wednesday, engaging with representatives to learn more about cutting-edge services and products.



Awards *During the opening session of the 2023 CPSE Excellence Conference we recognized one agency and three individuals for their commitment to excellence.*



The Randy R. Bruegman Agency Innovation Award is presented to an agency that is internationally accredited by the Commission on Fire Accreditation International (CFAI) and has collaboratively worked within its agency and community to innovate a practice that improves outcomes and could serve as a model for the greater fire and emergency service.

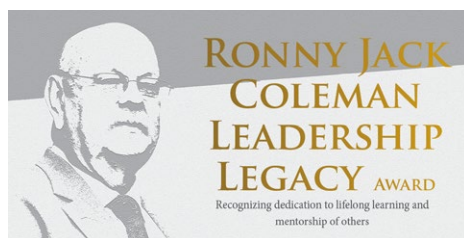
The Henrico County, Virginia, Division of Fire received the award this year for their Community, Assistance, Resources, and Education (CARE) Team. This team strives to increase knowledge and accessibility of services and support for community members to address unmet needs. This is accomplished by collaborating with various county departments and community partners to connect citizens with appropriate resources. The program has had hundreds of interactions per month along with a commensurate reduction in response to high-frequency callers. The result is a boosted morale as those in the field feel heard and can see how they are making a difference in the community beyond their 911 response. Henrico County Division of Fire has several non-traditional teams, of which the CARE Team is one, and believes that the future of the fire service centers on addressing an aging and evolving community.



The recipient of the **2023 CPSE Ray Picard Award** was **Gwen Nieuwdorp, the Quality Assurance and Accreditation Strategist with the Calgary Fire**

Department in Alberta, Canada, a CFAI accredited agency that is heading into its sixth accreditation cycle.

As a member of the Calgary Fire Department (CFD) for more than 34 years, Ms. Nieuwdorp has been involved with accreditation from the beginning. Her passion for this work is described by her colleagues as contagious, and she is recognized as the department's subject matter expert for all aspects of accreditation and continues to lead the team as they embrace continuous improvement. As a long-time member of the department, she exemplifies the values of CFD — pride, teamwork, respect, and professionalism. She also carries this commitment with her peers in Canada and other countries, serving as a champion of the accreditation process and as a mentor to numerous departments. Ms. Nieuwdorp exemplifies the spirit of Ray Picard in all that she does for both Calgary Fire Department and beyond.



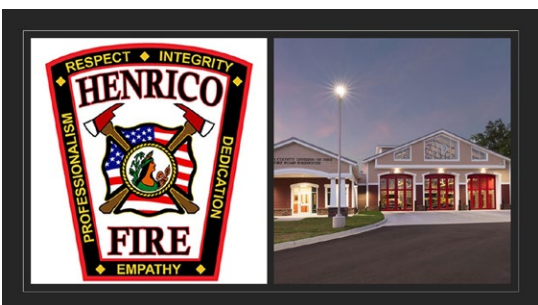
The Ronny Jack Coleman Leadership Legacy Award recognizes an individual who holds a designation through



the Commission on Professional Credentialing (CPC) and has exhibited superior leadership and actions that have elevated the Fire and Emergency Service profession through

mentoring, teaching, advocating, and sharing outstanding contributions.

Deputy Chief Ben Perry, CFO, Joint Base San Antonio Fire and Emergency Services, Texas, was this year's recipient of the Ronny Jack Coleman Leadership Legacy Award. Chief Perry is a strong proponent of the importance and value of credentialing in professional development and continually mentors members of the Air Force in helping them achieve designation. In addition, he hosts a regular podcast that reaches all of the Air Force Fire Emergency Services, and beyond, talking with many guests about the impact credentialing has on departments, individuals, and their careers. He is working towards becoming a CPC Peer Reviewer and a CFAI Peer Assessor.



The Henrico County, Virginia received the Randy R. Bruegman Agency Innovation Award for their COVID-19 Decontamination Response.



The Cliff Jones Ambassador Award recognizes an individual who goes above and beyond in their support of accreditation, credentialing, and CPSE as a whole. Annually, the CPSE staff selects the award recipient. In 2023, the CPSE staff had a difficult time selecting just one award recipient. The award went to two individuals equally deserving – **Leonard Chan, Accreditation Manager, Houston Fire Department, Texas,** and **Will Gray, CFO, Fire Chief, Boulder City Fire Department, Nevada.**

Prior to joining the Houston Fire Department, **Mr. Chan** served in a similar role with the Cedar Park Fire Department. He currently serves as the chair of the Texas Center for Public Safety Excellence (CPSE) Consortium. As of summer 2022, he has been assigned and completed ten peer assessments for CPSE. Leonard also served as the Chair for the 2022 CPSE Excellence Conference Education Planning Committee and has presented on accreditation topics.



Chief Gray has been involved in the accreditation process serving as the founding member and first coordinator of both the Rocky Mountain

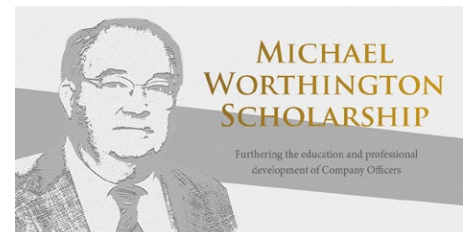


Accreditation and Credentialing Consortium and the Nevada Accreditation and Credentialing Consortium. He became a peer assessor for the Commission on Fire Accreditation International (CFAI) and completed five peer team site visits prior to becoming a team leader. He has led 13 site visits across the United States and Canada. He served as a team leader mentor and as a formal agency mentor for different departments seeking accreditation. While with the Rocky Mountain Consortium Group, he led the credentialing mentoring committee.

Michael Worthington Scholarship

CPSE created the Michael Worthington Scholarship in honor of past Board Member, Michael Worthington. Annually, CPSE awards up to five scholarships to those pursuing their Fire Officer (FO) designation.

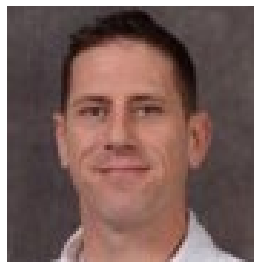
Congratulations to the 2023 Michael Worthington Scholarship recipients:



Rommie Lee Duckworth, Captain, Town of Ridgefield Fire Department, Ridgefield, CT



Joseph S. Legg, Captain, Fort Bragg Fire and Emergency Services, Fort Bragg, NC



Joshua Schut, Firefighter/Paramedic, West Des Moines Fire Department, West Des Moines, IA



Tamara S. Stadel, Lieutenant/Paramedic, Rapid City Fire Department, Rapid City, SD



Erin E. Stehle, Lieutenant, Harrisonburg Fire Department, Harrisonburg, VA



CPSE University

The demand for the three-day Quality Improvement for the Fire and Emergency Services workshop continued, with 30 events delivered in North America and abroad. Locations included:

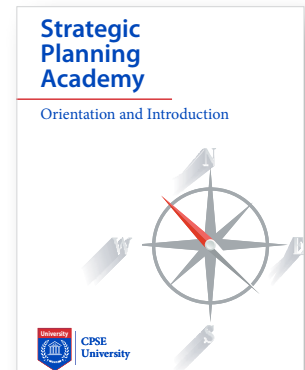
- Lenexa, KS
- Kirtland AFB, NM
- Dayton, OH
- Orlando, FL
- Calgary, AB, Canada
- Pflugerville, TX
- Davenport, IA
- Big Sky, MT
- Denver, CO
- Smyrna, GA
- Norfolk, VA
- Charlotte, NC
- San Antonio, TX

- Great Lakes, IL
- Yokota, Japan
- Creech AFB, NV
- Rosemont, IL
- San Angelo, TX
- Cape Coral, FL
- Hilton Head Island, SC
- Halifax, Nova Scotia, Canada
- Marysville, WA
- York, PA
- Goodyear, AZ
- Spring, TX
- Elk Grove, CA
- San Antonio, TX
- Kingsport, TN
- Souda Bay, Greece

There was also increased demand for the Strategic

Planning and CRA/SOC Academies.

The CPSE University Resource Library continues to expand and provide an excellent resource for agencies seeking accreditation and individuals looking to become designated. In 2023, CPSE partnered with the Metro Chiefs to develop a series of proven practices of metro departments accredited by CFAI. The case studies cover topics such as culture of cooperation, use of data, and pre-fire planning. These studies can be downloaded at <https://university.cpse.org/metro>.



CPSE published the first on-demand webinar in the University. Be sure to check out Category 2: Understanding the Essential Elements of the CRA/SOC.



Live in-person education

31 Deliveries
749 Attendees



Live virtual education

54 Deliveries
158 Attendees



On demand educational content accessed – 41,177



Summer SYMPOSIUM



August 2023 marked the inaugural CPSE Summer Symposium. This meeting was developed to provide educational opportunities during the Commission on Fire Accreditation International (CFAI) hearings.

During the three-day event, CPSE hosted the Quality Improvement for Fire and Emergency Services workshop, peer assessor workshop, and a newly created advanced accreditation workshop. It was exciting to see more than 50 fire service professionals from 30 departments attend the first advanced accreditation session.

The CPSE Board of Directors, CPC Commission, and CFAI Commission also conducted essential business meetings during these three days. In addition, listening sessions were held as part of the first phase in developing the 2024-2027 strategic plan.

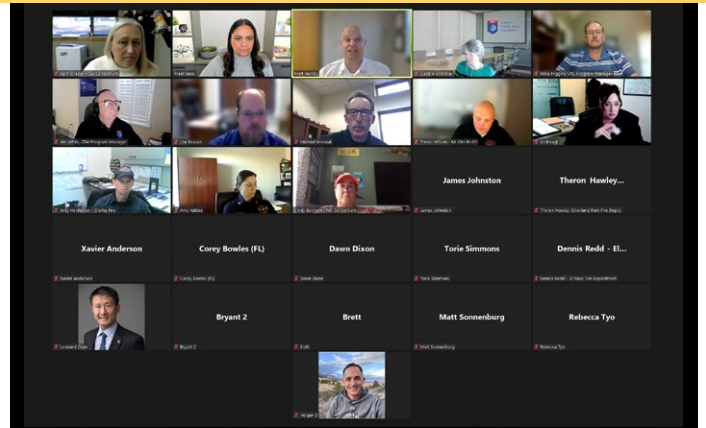
Anticipation is already building for the 2024 symposium scheduled for August 5-7 in Atlanta, Georgia. We eagerly anticipate another successful gathering, fostering insightful discussions and collaborative engagement.



Consortiums

It is exciting that CPSE witnessed more in-person and hybrid consortium meetings in 2023 and fewer virtual ones. CPSE staff actively participated in each consortium meeting — whether in-person or virtual — delivering corporate updates and conducting training sessions related to accreditation and credentialing.

As you can see the consortiums were quite active during 2023.



Consortiums	Date	Location
Northwest Consortium	1/9/2023	Virtual
Rocky Mountain Consortium	1/13/2023	Hybrid
South Carolina Consortium	1/19/2023	Myrtle Beach
CCW Session 1	1/19/2023	Virtual
CCW Session 2	1/24/2023	Virtual
Nevada	1/26/2023	Virtual
CCW Session 3	1/26/2023	Virtual
Arizona Consortium	1/26/2023	Hybrid
CCW Session 4	1/31/2023	Virtual
Heart of America	2/9/2023	Hybrid (Lenexa)
Iowa Consortium	2/24/2023	Virtual
Virginia Consortium	2/24/2023	Hybrid (Virginia Beach)
Canada Consortium	2/28/2023	Excellence Conference
Florida Consortium	2/28/2023	Excellence Conference
Tennessee Consortium	2/28/2023	Excellence Conference

South Carolina Consortium	2/28/2023	Excellence Conference
North Carolina Consortium	2/28/2023	Excellence Conference
Georgia Consortium	2/28/2023	Excellence Conference
Rocky Mountain Consortium	2/28/2023	Excellence Conference
Metro Consortium	2/28/2023	Excellence Conference
Northwest Consortium	3/1/2023	Excellence Conference
Texas Consortium	3/1/2023	Excellence Conference
DOD Consortium	3/1/2023	Excellence Conference
Virginia Consortium	3/1/2023	Excellence Conference
Texas Consortium	4/3/2023	Hybrid (Pflugerville)
Tennessee Consortium	4/13/2023	Gatlinburg
Northwest Consortium	4/17/2023	Virtual
Arizona Consortium	4/20/2023	Hybrid (Buckeye)
MOIK Consortium	4/26/2023	Hybrid (Indianapolis)
Canada Consortium	4/27/2023	Virtual
Iowa Consortium	4/28/2023	Virtual





Consortiums	Date	Location
WI Agencies Meet-up	5/10/2023	Oak Creek
North Carolina Consortium	5/10/2023	Hybrid (Greensboro)
South Carolina Consortium	5/11/2023	Hybrid (Columbia)
Heart of America	5/16/2023	Hybrid (Lenexa)
Florida Consortium	5/24/2023	Virtual
Metro Consortium	6/1/2023	Virtual
Georgia Consortium	6/16/2023	Cherokee County
Northwest Consortium	7/10/2023	Virtual
Virginia Consortium	7/20/2023	Virtual
MOIK Consortium	7/26/2023	Hybrid (Detroit)
North Carolina Consortium	8/9/2023	Hybrid (Burlington)
Rocky Mountain Consortium	8/15/2023	West Metro
Great Lakes Consortium	8/28/2023	Rosemont
South Carolina Consortium	8/31/2023	Virtual
Florida Consortium	9/20/2023	Virtual

Georgia Consortium	9/22/2023	Clayton County
MOIK Consortium	9/27/2023	Hybrid
Canada Consortium	9/27/2023	Virtual
NWACC Consortium	10/9/2023	Virtual
Rocky Mountain Consortium	10/17/2023	Hybrid (Keystone)
Natural State Consortium	10/17/2023	Hybrid (Little Rock)
Nevada Consortium	10/26/2023	Virtual
DOD Consortium	11/6/2023	Virtual
North Carolina Consortium	11/8/2023	Hybrid (Greensboro)
Heart of America	11/9/2023	Hybrid (Lenexa)
MOIK Consortium	11/15/2023	Hybrid (Loveland-Symmes)
Iowa Consortium	11/17/2023	Virtual
South Carolina Consortium	12/7/2023	Virtual
Virginia Consortium	12/13/2023	Virtual
Arizona Consortium	12/14/2023	Hybrid (Tempe)



External Presentations



In 2023 CPSE was invited to deliver presentations at various meetings and conferences. This was a great avenue to share information about the programs and services CPSE offers as well as initiatives taken because of our 2021-2023 strategic plan.

Event	Date	Location
ICMA Regional Conference	2/23/2023	Oklahoma City, OK
Texas Fire Chiefs' Conference	3/22/2023	Waco, TX
ICMA Regional Conference	4/12/2023	Burlington, VT
ESO Wave	4/14/2023	Austin, TX
NAFTD Meeting	4/27/2023	Indianapolis, IN
DEI Wingspread	5/10/2023	Racine, WI
Metro Fire Chiefs Conference	6/6/2023	Columbus, OH
BCOC Conference	7/13/2023	Fort Lauderdale, FL
Florida Fire Chiefs Executive Development Conference	7/18/2023	Naples, FL
FRI - Human Centered Design	8/17/2023	Kansas City, MO
FEMSA-FAMA Conference	9/27/2023	New Orleans, LA
MT Fire Boards Trustees Association-DEI	9/29/2023	Anaconda, MT
MT Fire Boards Trustees Association-Data	9/29/2023	Anaconda, MT
Fire and Emergency Services Leadership Conference	11/4/2023	Montour Fall, NY
IAFC Fire Data Analyst Working Group Mtg	12/4/2023	Irving, TX
IAFC Technology Summit International	12/5/2023	Irving, TX

In addition, CPSE participated in the following events throughout the year, ISFSI Instructor Development Conference, Congressional Fire Services Institute Symposium, Metro Fire Chiefs Conference, International City/County Management Association Conference, the National Firefighter Life Safety Summit, and the Women in Fire International Summit.

CPSE was honored to be invited to participate in the first-ever US Fire Administrator's Summit on Fire Prevention and Control.

CPSE Engagement



CPSE @CtrPubSafExc · Oct 13, 2023

The Bozeman Fire Department (BFD) has begun their next phase towards accreditation. BFD brought in CPSE's Technical Advisor Program (TAP) team to instruct them on how to write their self-assessment manual (SAM). Good luck!



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Published by Hootsuite · 2d ·

Are you one of the 300+ people listening to Chief Ernst Percy talking about "Category 2 - Understanding the Essential Elements of the CRA/SOC"? We added seats, but still...! #CPSE2023EC



CPSE @CtrPubSafExc · Jan 10, 2023

CPSE Board of Directors announces its new Leadership. Chief Cameli, CFO, Mesa Fire and Medical Department, President; Chief Freeman, CFO, Oakland Fire, Vice-President; Mr. Atteberry, Market President Elevations Credit Union, Treasurer. Congratulations! [cpse.org/cpse-overview/...](https://cpse.org/cpse-overview/)



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Center for Public Safety Excellence

16,116 followers
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We are excited to announce that we have reached 3000 CPC Credentialed Officers for the first time in CPSE History. Learn more about #CPC3000 at <https://lnkd.in/eXNtspwZ>

CPSE CPC Credentials over
3,000 Officers
#CPC3000



www.cpsc.org/news

128

8 comments · 43 reposts

2021-2023 Strategic Plan Update

2023 marks the final year of CPSE's current strategic plan. Developed virtually during a six-hour zoom meeting in December 2020, this short-term plan has had major impact on CPSE. The plan had six areas of focus and four operational tenets.

Throughout 2021, we brought the strategic plan to life by establishing action teams for each of the six areas of focus. These teams created success narratives for each area of focus and identified numerous recommended actions. These recommended actions became reinvestment projects. In the 2022 Annual Report, we reviewed the projects we completed and the ones we kicked off. 2023 has been an equally active year for implementation of our strategic plan. Here is a list of accomplishments by area of focus or operational tenet.

Center of Innovation

In November 2023, we signed a contract with McKinley Advisors to assist us in developing a business and communications plan for our new Center for Innovation. This center will address an industry-wide gap in evidence-based decision making that will highlight solutions developed by our accredited agencies/credentialed officers to improve health, wellness, and safety outcomes and serve as a catalyst for innovation in the industry.



Greater and Broader Engagement and Collaboration

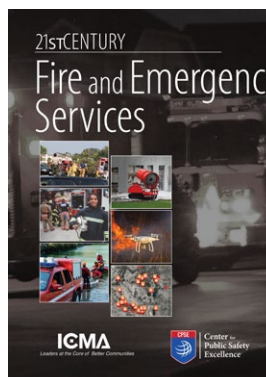
In January 2023, we engaged a firm to facilitate a four-part virtual Consortium Coordinators Workshop addressing how consortiums solicit volunteers, hold engaging meetings, conduct outreach, and communicate with participants.

In October 2023, we began the recruitment for the new CPSE Community Experience Manager to proactively engage CFAI agencies and CPC designees between renewal cycles.



Meaningful Brand Awareness

The International City/County Managers Association requested CPSE's support in identifying progressive fire and emergency service professionals to present at their regional conferences. We facilitated three presentations on such topics as recruitment and retention, partnerships, and homelessness. Presenters referenced the CPSE-ICMA 21st Century Fire and Emergency Services White Paper in their presentations.



Multi-Step Path

We began developing a Community Risk Assessment Standards of Cover Certificate for agencies that want to become more data-informed and ensure their response methodology matches the risk in their community but are ready for the full accreditation process. Our project manager worked collaboratively with staff, two alpha agencies, and existing CFAI volunteers to develop the certificate process in 2023. Additional beta agencies will be sought in 2024.



Robust Digital Strategy

Mid-year we engaged a tech-savvy member of the CPSE community to review our external SharePoint sites to identify any potential changes to enhance usability. While no changes were identified, the reviewer developed how-to videos we can now share with users struggling with how to navigate our SharePoint sites.



Continued Financial Responsibility and Stability

In May 2023, CPSE became a Remote-First Workplace by not renewing our office lease, permitting all staff to work from home full time, while retaining a small footprint in a co-working space. A comprehensive plan with 50 subtasks was developed. The largest challenge we faced was what to do with the gently used office and conference room furniture we had acquired over the years. We chose to donate almost all of the furniture to local volunteer/combination fire departments.



Meaningful Innovation for Greater Efficiency and Effectiveness

In early 2023, the Technical Advising Program team designed, tested, and implemented a new community-driven strategic planning process to ensure that departments are poised for success in both the creation and implementation of their strategic plans.



Over the summer, we kicked off the development of the CFAI 11th Edition by holding meetings with our strategic partners to gather their feedback on what their members were facing and how best to integrate those themes into the next edition. We also solicited volunteers to help draft the 11th edition and received more than 100 applications from across the world.

Content development was a major focus of 2023. We debuted the Advanced Accreditation Workshop at the Summer Symposium, added multiple on demand webinars to CPSE University, and partnered with the Metropolitan Fire Chiefs Association on a Proven Practices series of case studies.

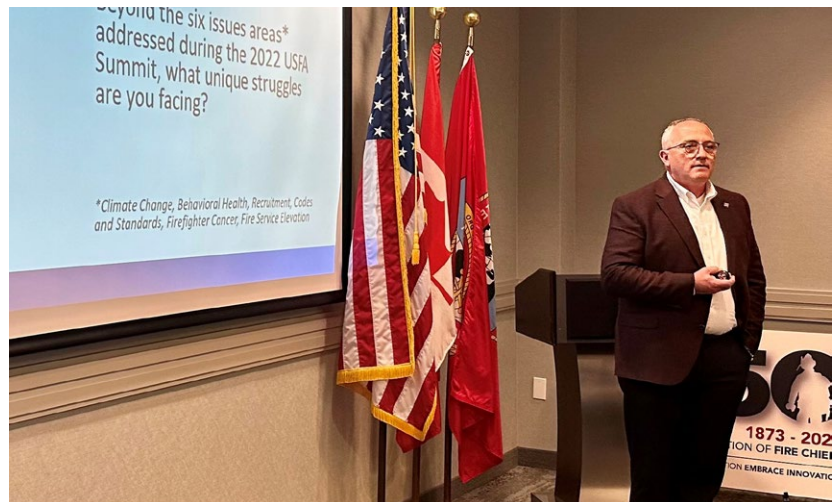
Staff Quality and Capacity

Mid-year, we engaged one of our own designated Chief Training Officers to review CPSE's current staff training processes and provide recommendations for enhancing those processes. Phase 1 of the engagement was completed in 2023, with Phase 2 focused on building a new staff training process already underway and scheduled to be completed in 2024.



An in-depth look at our diversity, equity, and inclusion focus area can be found on page 26.

In mid-2023, we signed a contract with a consulting firm to develop our 2024-27 Strategic Plan. Throughout quarters two and three of 2023, Blue Sky Partners conducted surveys and held listening sessions with the CPSE community. Our new strategic plan will be released in early 2024.



Indianapolis Fire Department Injury Treatment and Rehabilitation Program

CULTURE OF COOPERATION CASE STUDY

The Opportunity

When faced with pressure from rising line of duty injury and illness cost, the department was challenged to reduce workers compensation costs and loss of time due to prolonged recovery periods. The Indianapolis Fire Department (IFD) took a fresh and comprehensive look at how it managed the treatment and recovery of its members.

VISION

The global organization dedicated to collaboratively improving health, wellness, and safety outcomes in all communities.

VALUES

CPSE pledges to listen more, to consider our actions and their impact broadly, and to lead responsibly, transparently, and with integrity.

Our core values are:

- Progressive Leadership
- Outcomes
- Continuous Improvement

MISSION

Lead the fire and emergency service to excellence through the continuous quality improvement process of accreditation, credentialing, and education.



Center for Public Safety Excellence

CPSE Diversity, Equity, and Inclusion Journey

In 2020, diversity, equity, and inclusion (DEI) were identified as key areas of focus in CPSE's Strategic Plan. By 2021, 17 recommendations were developed to address this strategic focus. In 2022, efforts were directed towards outlining DEI principles, values, and establishing the rights and responsibilities of inclusive dialogue within CPSE. Early in 2023, a DEI project manager was engaged to oversee the implementation of the remaining recommendations, emphasizing action, elevating people, education, partnerships, and engagement.

DEI accomplishments in 2023 include the following:

- CPSE established the Diversity, Equity, Inclusion, and Belonging Committee, ensuring representation from all segments of the CPSE community (e.g., region, rank/role, department size/type) and considering personal demographics.
- CPSE sponsored Wingspread – Advancing Diversity, Equity, and Inclusion in the Fire and Emergency Services.
- The Commission on Fire Accreditation International adopted changes to the CFAI Interpretation Guide to help agencies ensure equitable service provision to their community and conscious inclusion of all department members.



Conferences that Inspire Solutions

Wingspread - Advancing Diversity, Equity and Inclusion in Fire and Emergency Services

May 10-12, 2023

Sponsored by:

- The Johnson Foundation at Wingspread
- Center for Public Safety Excellence
- Center for Fire, Rescue & EMS Health Research
- University of California-Davis

Statement of Purpose:

To enhance diversity, equity, inclusion and belonging within fire departments across the country, leading to greater cultural competence among service members and improved partnerships with the communities we serve.

Desired Outcomes:

By the end of this conference, we will have developed a report framework for statements of significance. Specifically, we will catalog proven practices, identify roadblocks, create actionable steps, develop research ideas, and solidify the fire service's commitment to diversity, equity and inclusion.





- DEI was incorporated by the Commission on Professional Credentialing as a new technical competency for all new designees, becoming a required competency for all renewing designees in 2024.
- Credentialing peer reviewers participated in a DEI continuing education session to enhance their capabilities in reviewing applications.
- An introductory training titled “DEIB – Active Inclusion for Fire & Emergency Services” was developed and made available free of charge on CPSE University.
- CPSE was invited by the International Association of Fire Chiefs to participate in a project on behalf of the U.S. Fire Administration, contributing to the development of a national report and



CPSE embraces the diverse dimensions within the fire and emergency service and is dedicated to the identities represented.

At CPSE, we commit to the following:

- Promote and support authenticity for colleagues to feel welcome, inspired, and comfortable.
- Commit to preserving equity in the credentialing and accreditation processes while creating new pathways for access.
- Create inclusive environments, model transparency, stand against bias and discrimination, while fostering a culture of respect, belonging, and psychological safety.
- Believe in inclusive dialogue and interactions that are welcoming, open, engaging, non-judgmental, and intentional.



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