



## Glossary of Terms

**1<sup>st</sup>-party assessment/certification:** An organization's self-evaluation of standard compliance. Self-assessment is generally considered more "feasible" than an independent 3<sup>rd</sup>-party evaluation, but may be less comprehensive. Self-certification generally refers to a formal declaration or attestation of compliance with a standard.

**2<sup>nd</sup>-party assessment/certification:** Evaluation of standard compliance by a customer, purchaser, or funding organization. 2<sup>nd</sup>-party assessments may entail an active audit by these organizations, review of documentation submitted by a CBO/FBO, some combination of these, or through other mechanisms. Second-party assessments are often utilized in the private sector to ensure security of an organization's supply chain. In the CBO/FBO sector, 2<sup>nd</sup>-party assessment/certification may prove an effective method for government and philanthropy to determine grant allocations to service providers pre- and post-disaster.

**3<sup>rd</sup>-party assessment/certification:** Evaluation of standard compliance by an independent outside entity. Third-party assessments typically entail an outside audit of an organization's documentation of standard compliance. These types of evaluations usually involving a site visit to an organization's location(s). Third-party entities are typically *accredited* to be able to *certify* that an organization is in compliance with a standard. Third-party assessment and certification is generally viewed as the most comprehensive and accurate method to ensure an organization is compliant, but is also viewed as the most costly and labor-intensive.

**Accreditation:** Denotes recognition that an entity has met requirements to be able to certify standard compliance by other organizations. Accredited entities typically have to meet an accreditation standard in order to be able to officially certify others. In some contexts, accreditation is synonymous with "certification" (e.g., the Joint Commission "accredits" hospitals, which means it recognizes, i.e., "certifies" compliance with its standard). For the CBO/FBO Disaster Resilience Standard, the term, "accreditation," will refer to the meaning indicated in the first sentence of this definition.

**Assessment:** Evaluation of degree of compliance with a standard. Assessments are typically conducted either internally, that is, by the organization itself (1<sup>st</sup>-party self-assessment); by a customer, purchaser or funding organization (2<sup>nd</sup>-party); or by an independent outside entity (3<sup>rd</sup>-party). There can be a combination of assessment mechanisms, for example, initial self-assessment coupled with funder or third-party assessment.

**Certification:** Declaration or attestation of compliance with a standard. Certification can be conditional or recognize a range or degree of compliance – it need not refer solely to full compliance. Certification could refer to institutional recognition (by others) of compliance with a standard, such as a funder or accredited independent third-party recognition that a CBO/FBO has satisfactorily met some or all of the elements of a standard. It can also refer to a self-declaration or attestation of compliance, such as a CBO/FBO that "certifies" that it is in compliance.

**Compliance:** Adherence to a standard or elements of a standard. Compliance is presumed to be demonstrable, typically through documentation, observation or other proof. There may be ranges or degrees of compliance, depending on the standard and compliance format.

**Continuity of Operations Planning (COOP):** The planning activities of organizations to ensure that their critical activities are continued under all circumstances. This includes plans and procedures that delineate critical activities; specify succession and emergency delegation of authority; provide for the safekeeping of vital records and databases; identify alternate operating facilities; provide for redundant communications; identify recovery roles, and validate the capability through tests, training, and exercises.

**Disaster:** A non-routine event impacting the physical environment and/or organizational operations in such a way as to disrupt and overwhelm organizational capacity and resources, typically (but not always) for an extended period of time. Most disasters tend to be grouped as “natural,” “technological/industrial,” or “man-made/intentionally-caused,” and include events such as earthquakes, firestorms, chemical releases/toxic spills, or terrorist incidents. Economic crises, supply chain disruptions, staff deaths, and related events are increasingly viewed in “disaster” terms, and could feasibly be addressed, at least in part, through various preparedness and resilience measures.

**Disaster Mission:** A strategic policy statement that identifies the core services that the agency must provide to meet the needs of their clients after a disaster. The Disaster Mission defines the parameters of being “Resilient”; which are in turn, defined and supported by the organization’s Continuity of Operations Plan (COOP).

**Disaster Resilient Organization (DRO):** A community- or faith-based organization that has developed the internal capacity to serve in its pre-determined critical role after a disaster. A DRO should have identified its disaster mission, prepared its staff to respond to disasters, trained key management in structured response protocol, assessed its facility resilience, and developed a continuity of operations plan to outline its strategy for carrying out its disaster mission. Further, disaster resilient organizations are integrated into mutually supportive emergency response partnerships across sectors to optimize community level disaster response and recovery. (Training and technical assistance projects are available to assist CBOs/FBOs in becoming disaster resilient organizations.)

**Elements (of a standard):** Generally accepted aspects, topics or characteristics of a standard. Example elements of the CBO/FBO Disaster Resilience (Strawman) Standard include a Disaster Mission, Hazard Identification and Assessment, Facility Resilience, etc. Elements typically have specific *indicators*, which “indicate” in some detail how the element could be demonstrably met or complied with.

**EMAP:** Emergency Management Accreditation Program, a voluntary national accreditation process for state, territorial, and local emergency management programs. Using collaboratively developed, recognized standards and independent assessment, EMAP provides a means for strategic improvement of emergency management programs, culminating in accreditation.

**Facility Resilience:** The ability of a structure to limit damage and recover its capability to serve the operations of an agency, within a predefined time period after disruption. Facility Resilience is defined by the organization’s recovery objectives and Disaster Mission.

**Indicators (of standard elements):** Aspects of a standard which describe in some detail what constitutes successful compliance with its elements. For example, a possible indicator for the *strawman* standard element, “Financial Resilience, Stability and Planning,” is “Procedures for tracking disaster-related expenditures.” Indicators should be viewed as approximations in measuring capacity or performance; most are subjective and open to interpretation. In the above example, “procedures” may or may not be adequately clear, up-to-date, thorough, etc.

**Maturity model:** Tiered, or multi-level, system of standard compliance. Born out of Business Continuity practices and evaluation, a maturity model presupposes that preparedness or resilience is achievable in stages, and rejects the notion that an organization either *is* or *is not* prepared or resilient. Maturity models typically include pre-determined thresholds of compliance with a standard (as a whole) or its specific elements, which then indicate the level of “maturity” of compliance. For example, an organization can meet 80% of a standard as a whole, and be deemed at Level 3; or it can meet 100% of the first five elements, 20% of the remainder, and also be viewed at Level 3. Maturity models tend to indicate where organizations should improve their performance, and may provide methods (interventions, mentoring, training, etc.) to do so.

**NFPA:** National Fire Protection Association. A standards-setting organization responsible for the promulgation of perhaps the most widely accepted emergency preparedness standard in the public and private sectors: “NFPA 1600.”

**Preparedness:** The state of being ready to respond to the immediate impacts of a disaster and able to reduce life loss, injuries and financial loss.

**PS-Prep:** The Voluntary Private Sector Preparedness Accreditation and Certification Program. PS-Prep is a program, mandated by law to be implemented by the Department of Homeland Security (DHS), to improve private sector preparedness against all hazards. In their all-inclusive definition, the “private sector” includes private nonprofit organizations, which, in turn, include most CBO/FBO service providers. Under PS-Prep, DHS will adopt general and sector/industry-specific standards (and associated certification programs) that it hopes will lead to wide-scale utilization and implementation.

**Resilience:** The state of being able to rebound from the disruption resulting from a disaster and resume a limited set of pre-identified critical functions in providing services to its clients. Resilience is defined by having a Disaster Mission identifying the organization’s critical services; a time frame for service restoration; expectations for facility and staff performance; and, performance of supply chains that support critical services.

**Standard:** A *model*, established by *general consent*, to measure the *quality* of disaster resilience improvement. Emergency preparedness standards in general provide a way to baseline and prescribe expected capacity, capability and/or performance in an organization.

**Strawman (standard, elements, indicators):** Put forward as a first-cut, informed by expert opinion and institutional experience, for stakeholder consideration. The *strawman* standard, including its elements and indicators, is meant to be the object of discussion, critique, and rigorous review.