

## WHO WE HELP

Emergency Management Agencies

Departments of Homeland Security

Health Departments

Departments of Transportation

Colleges & Learning Institutions

Hospitals

Courts

Municipalities

Non-Profits

Private Companies

*“Maryland’s Interoperability PMO has relied heavily on CHHS to support our daily operations. The Department of Homeland Security has cited the State as one of the few to have 100 percent completion of NECP Goal 2 and results that were above average. We always get bright, talented, and enthusiastic support from the Center.”*

**-Ray Lehr**  
Statewide Interoperability Coordinator for Maryland

What else can we do for you? Visit us online at [mdchhs.com/who-we-help](http://mdchhs.com/who-we-help)

## Interoperable Communications

Communication is the cornerstone of effective response, but without interoperability it is difficult for key personnel from across the public safety and emergency management spectrum to communicate with each other in times of crisis. CHHS works with clients to develop governance structures, plans, outreach and training programs, and exercises that build and enhance interoperable communications capabilities.



### HOW WE CAN HELP

#### Governance

- **Be effective.** Successful governance is critical to interoperable communications, but balancing stakeholder interests while maintaining efficient decision making can be difficult. CHHS has helped clients establish and operate effective governance structures – from single-project taskforces to regional governance bodies and statewide interoperability executive committees. No two communication system environments are exactly the same and you can’t establish effective governance from filling in a template. **Let CHHS help you navigate your user landscape and establish a governance structure that meets your system’s unique needs.**

#### Planning

- **Be strategic.** Whether you are including interoperability as part of other plans or drafting dedicated plans to address emergency communications, CHHS can provide the expertise you need. CHHS has experience in drafting and revising plans at all levels of government, from regional Tactical Interoperable Communications Plans and Field Communications Guides, to Statewide Communications Interoperability Plans and multi-agency Plain-Language Implementation Plans. **Let CHHS’s expert staff provide you the skills, manpower, and experience you need to write, exercise, and revise your interoperable communications plans.**

#### Outreach

- **Be all inclusive.** When launching new communications systems there are many users who need to be involved from the start to determine how the system will best serve their public safety needs, including: police, fire, 911 call centers, information technology coordinators, and emergency managers. Local, state, and federal leaders, as well as community organizations are also vital to accomplishing interoperability goals. **Let CHHS develop and execute an outreach program that will bring key stakeholders into the fold before, during, and after communication system implementation.**

#### Training

- **Be prepared.** The key to interoperable communications is people. CHHS can help prepare individuals to meet the interoperability challenges of their environment. From “Interoperability 101” to courses targeted at specific technical and operational solutions – CHHS can design and deliver educational programs that build real communications skills. **Let CHHS help you go from talking about interoperability to training interoperability.**

#### Exercise

- **Be capable.** Regular exercises can help you benchmark your organization’s capabilities and test current plans as well as create a culture of preparedness. CHHS has the expertise and experience needed to help design and carry out HSEEP-compliant exercises to not only provide your players with critical practice, but also provide leadership with the after-action data they need to drive improvements. **Let CHHS help you exercise your interoperable communications.**

