

SUPPORTING THE NATION'S **LARGEST WORKER TRAINING PROGRAM**

**Annual Report for the
National Clearinghouse for
Worker Safety and Health Training**



2003 FISCAL YEAR END REPORT

Contract #GS23F8091H

Operated by MDB, Inc.

1250 CONNECTICUT AVE, NW, SUITE 610 WASHINGTON, DC 20036 | (T) 202.331.0060 (F) 202.331.0044 | WWW.MICHAELDBAKER.COM

INTRODUCTION

This is the 2003 Fiscal Year-end Report for the third year of MDB, Inc. Contract #GS23F8091H to provide a wide array of communication services to the National Institute for Environmental Health Sciences' (NIEHS) Worker Education and Training Program (WETP). This report covers the third contract option year, beginning August 16, 2002 and ending August 15, 2003; it describes the work completed and accomplishments achieved during this time period. Any reference to the NIEHS National Clearinghouse (Clearinghouse) or Clearinghouse staff in this report refers to the work of the MDB staff that operate the National Clearinghouse for Worker Safety and Health Training under this contract.

OVERVIEW

FY2003 was a year of significant change and progress in terms of staffing and project work. The contract year began with the welcome introduction of a new staff member, Dr. Bruce Lippy, who now holds the position of Director of the NIEHS National Clearinghouse for Worker Safety and Health Training. Dr. Lippy brought a highly relevant technical background (he is a Certified Industrial Hygienist and a Certified Safety Professional) to the Clearinghouse team, as well as knowledge of the WETP awardee community and its training history to this contract. As the new Project Director of the contract, his arrival brought a subsequent review of FY2002 contract tasks and reporting requirements, resulting in the revision and streamlining of tasks and procedures. In addition, some new tasks were added that addressed emerging or new priorities for NIEHS Worker Education and Training Branch (WETB) staff in FY2003. These will be discussed in greater detail in the narrative that follows, beginning on page three.

A major focus of WETP activity this year continued to be that of training requirements for worker populations whose job responsibilities introduced the potential to respond to WMD or other large-scale events involving chemical, nuclear, biological, radiological or explosive agents. Accordingly, Clearinghouse staff supported and spearheaded a number of projects in support of the WETP's WMD training initiative, including: logistics and content coordination of the New Threats workshop in October of 2002; the completion and promotion of the Feasibility study in December of 2002; a brief examination of the TOPOFF 2 exercise in May 2003; and the representation of the WETP's WMD efforts at various presentations and meetings throughout the contract year.

The Clearinghouse was also pleased to increase its media and marketing activities this year in support of WETP efforts. Highlights of this year's activities include producing and disseminating a new Brownfields Minority Worker Training Program (BMWTP) brochure and working with awardees to raise awareness of the BMWTP at the Brownfields 2003 conference and in their own organizations and local media. In addition, the Clearinghouse weekly Newsbrief continued to publicize media highlights of awardee success stories and Program highlights. All of these highlights, in addition to all technical reports, media stories, and Clearinghouse reports produced and disseminated during FY2003, were summarized into an electronic Compendium and placed on the National Clearinghouse (<http://www.wetp.org>) website for all visitors to peruse and utilize.

Finally, this was also a significant year in the area of website development. After several planning meetings with WETB staff on the need to improve both the design and functionality of the

Clearinghouse website, Clearinghouse staff completed a requirements document describing the layout, functionality, and usability of a newly designed site that conformed to the content and functional preferences of WETB staff and that would complement the creation of a database application designed to house several hundred technical and program documents. Plans to complete a “soft launch” of the website are expected in mid-October of 2003.

The Clearinghouse is proud to support the work of the WETP and its awardee community, particularly during a time in U.S. history when policy makers remain highly focused on the funding, preparedness, and training needs of awardee worker populations. Our staff continues to be responsive to the WETP’s communications and technical needs, demonstrating our ongoing support of the Program’s priorities and overall mission. During the past twelve months, our commitment to and understanding of the Program has been underscored through the addition of qualified and experienced staff and our on-going, proactive efforts to introduce ways in which the WETP can enhance the impact of its activities and programs.

From a staffing perspective, the contract also benefited from the addition of two new members on the creative/multimedia team. Derek Beck, the Clearinghouse in-house graphic designer, created professional designs in support of Clearinghouse and WETP workshops, reports, and the website re-design project. Matthew Arts, our Multimedia Manager who joined the team in February of 2002, was instrumental in the website re-design project and will continue to manage the project as we work with WETB staff to officially launch and promote the Clearinghouse website. Finally, continuing staff were also instrumental in this year’s contractual efforts. As always, Don Elisburg and John Moran provided invaluable content expertise on the WETP’s WMD initiatives throughout the year, in addition to technical assistance to OSHA under a new contract modification approved for this fiscal year. The Clearinghouse, through Don and John, provided critical support for OSHA’s congressionally-mandated audit of ten Department of Energy (DOE) non-weapons laboratories for compliance with OSHA standards. These audits of major facilities like Oak Ridge, Argonne, and Pacific Northwest Laboratories are enabling OSHA to better understanding what it will take for the agency to enforce compliance with safety and health requirements at DOE facilities, if Congress decides this is needed.

We look forward to another successful and productive year in FY2004.

2003 ACTIVITIES AND DELIVERABLES

The remaining section of this narrative report describes the work completed under each of the subtasks of the contract.

Prime Task One

Establish, manage and operate an information clearinghouse for the distribution of technical information produced by the WETP of the NIEHS.

HAZWOPER Training Information Collection

Activities undertaken under this subtask involved the ongoing cataloguing of electronic documents for the soon-to-be completed Health and Safety Library (HASL) database that will be a part of the newly re-designed Clearinghouse website. Under this task, Clearinghouse staff regularly processed online curricula catalog orders, including reproducing hard copies, burning electronic curricula onto CD, and shipping orders to customers. Staff also corresponded regularly with awardees, encouraging their ongoing edit and upload of information to the WETP Data Management System (DMS) to ensure that all information is accurate and up-to-date. For FY2003, the Clearinghouse received and processed approximately forty online catalog orders.

Reference Room

This task was retired at the end of FY2002.

Technical Information Catalog

During 2003, Clearinghouse technical staff worked with NIEHS technical staff to complete significant modifications to the WETP DMS/Curricula Catalog System. Due to the significant amount of planning and programming required to complete the FY2003 database and web re-architecture for the Clearinghouse website re-design project, initial activities undertaken during FY2002 pertaining to the Online Curricula Catalog were postponed at the beginning of the fiscal year. This primarily pertains to the chapter on the Curricula Catalog that was intended for inclusion in the DMS User Guide. Kerry Murray and Susan Laflin worked with WETB staff to incorporate their comments on system functionality into the chapter text. The chapter was not completed due to the enormous amount of re-structuring that would occur to the DMS due to the re-architecture. WETB and Clearinghouse staff will resume this activity in FY2004 following the completion of the new DMS database and administrative screens so that the new "look" will be consistent with the new User Guide.

During FY2003, Clearinghouse staff developed a systems requirement document for enhancing and modifying the curricula catalog and the document review system. The first step in this process involved the modification of existing ColdFusion code and database tables related to the online catalog file upload structure to transition over to the NIEHS Hastings server to be stored in a database. As part of this overall database re-architecture, all curricula files formerly stored on the external Baytech server were transferred to the NIEHS server. This process has allowed awardees to upload their files directly to the NIEHS server. Throughout the year, Clearinghouse staff have worked closely with WETB staff to provide updates on the status of uploading percentages by each

awardee (i.e. how many awardees have successfully entered all of their course information and course files into the online catalog). Another notice informing awardees of the need to update and upload any inaccurate or outdated information was sent out at the beginning of August of 2003, with a revised Uploading Files guidance document that takes into consideration the new “look” of the re-designed DMS screens.

As part of this task, an e-commerce system was also enabled in January of 2003, allowing WETP awardee and technical workshop registrants to pay for their meeting registration fees online. In FY2004, the registration page and online system will be further enhanced, allowing registrants to register multiple individuals from one organization and to provide a single point of contact for any meeting information.

Information Systems

This task was retired at the end of FY2002.

Strategic Plan

The WETP Strategic Plan was completed and disseminated in August of 2002 (the end of FY2002). Clearinghouse activities under this task for FY2003 involved an in-depth look at the operational portion of the plan, as well as the creation of a formal mechanism to solicit input from the awardee community on WETP activities and issues of importance to the awardee community and hazardous waste worker populations. Clearinghouse staff launched efforts under this task with a panel discussion during the October 2002 Awardee Meeting on the operational portion of the Strategic Plan, soliciting feedback from the awardees on whether the topics and program areas in the Plan reflected current training priorities. This was followed by the development of a Clearinghouse Advisory Board intended to meet twice a year. This Board formalized the process of garnering awardee input to ensure that the WETP Strategic Plan is “evergreen,” reflecting the latest developments and directions in Hazwoper training and within relevant worker populations. The Board met in December of 2002 and June of 2003, chaired by Bruce Lippy of the Clearinghouse. The Board will continue to meet twice per year to discuss the latest WETP updates and other issues of interest to the awardees.

National Clearinghouse Advisory Board Membership List			
Name	Organization	Name	Organization
Pat Berntsen	Kirkwood Community College	Bruce Lippy	National Clearinghouse
Don Ellenberger	Center to Protect Workers' Rights	Glenn Paulson	UMDNJ
Don Elisburg	National Clearinghouse	Paul Renner	Labor Institute/PACE
Mike Gill	PACE	Craig Slatin	The New England Consortium
Mike Glassic	Y-Stress, Inc.	Dave Treanor	IUOE
Eric Lamar	IAFF	Kizetta Vaughn	CPWR
Myra Lewis	Xavier University	Beverly Wright	Xavier University

Issue and Trend Identification

This task was added for the FY2003 contract year. Don Elisburg and John Moran spearheaded the “scouting” efforts of this task, effectively monitoring Congressional and other relevant federal agency activities (DHS, DOL, DOE, EPA, NRT), providing feedback and recommendations to WETB staff on how legislation and outside agency initiatives could affect the WETP and how the WETP might consider responding to such issues, trends, and initiatives. Clearinghouse efforts to promote and coordinate the WETP’s skilled support personnel (SSP) activities featured prominently under this task, as training for various responder populations following 9/11 remains a highly visible policy and funding issue in Washington and among the worker populations.

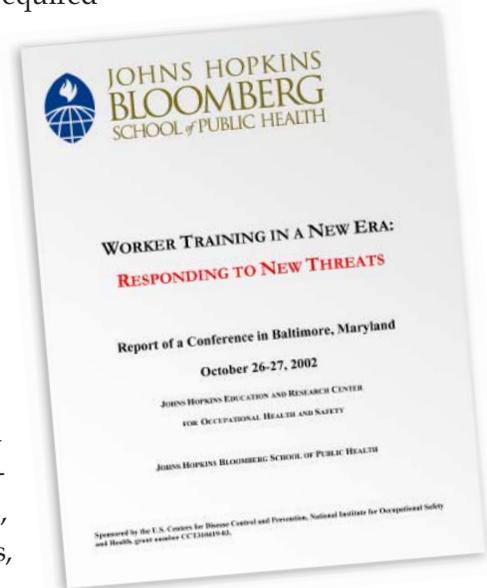
Prime Task Two

Arrange and manage technical meetings and workshops related to scientific, administrative, and regulatory issues associated with training for hazardous waste workers and emergency responders. A minimum of two such meetings or workshops shall be held during the contract year.

Workshop Facilitation

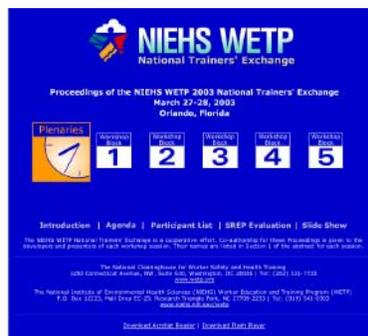
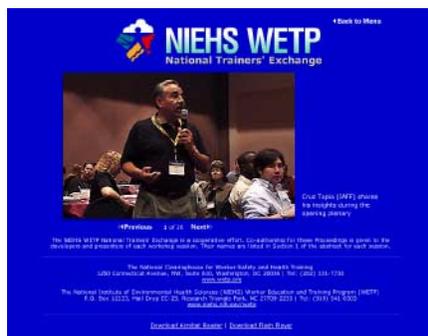
The National Clearinghouse facilitated two awardee workshops during FY2003:

1. Worker Training in a New Era: New Threats Meeting, October 26-27, 2002, in Baltimore, Maryland. Co-sponsored by NIEHS and the Johns Hopkins Bloomberg School of Public Health, the New Threats technical workshop drew upon lessons learned from the 9/11 terrorist attacks to help attendees better understand and anticipate the safety and health-training needs of workers who would be required to respond to terrorist incidents in the future. Sessions reflected real-world experiences of individuals involved in disaster-response efforts during and after 9/11 and focused on providing current assessments of training needs by experts in risk communication, training, terrorism, and emergency-response planning. Clearinghouse staff were integral to the success of this workshop, soliciting participation from the awardees and directing the final meeting agenda. John Moran sat on the opening panel of the workshop, along with WETB staff and awardees, examining lessons learned from the World Trade Center and the Pentagon. Break-out sessions on both days were led by WETP awardees, addressing the needs of specific worker populations, workplaces, and threats.



2. 2003 NIEHS WETP Trainers’ Exchange, March 27-28, 2003, in Orlando, Florida. The 2003 Trainers’ Exchange was the largest exchange ever sponsored and organized by the NIEHS WETP. Clearinghouse staff were intimately involved in all stages of planning, including devising guidelines and instructions for all workshop facilitators, soliciting leaders for training sessions, and managing all logistical preparations for the Exchange. Over 230 trainers from throughout the country came to Orlando, Florida, to exchange ideas and attend training sessions focused on five topical workshop tracks: Advanced Training Technologies, Instructor Development, Lifeskills and Literacy, Weapons of Mass Destruction, and Emergency Response.

In addition to these two technical workshops, Clearinghouse staff also facilitated two Advisory Board meetings (both in Washington, D.C.) and assisted in planning and facilitating the May 2003 Brownfields focus group meeting in Research Triangle Park (RTP), NC.



Workshop Advanced Logistics

During fiscal year 2003, the Clearinghouse provided advance logistics planning for several workshops/meetings:

October, 2002

Worker Training in a New Era: New Threats, Baltimore, MD

December, 2002

Clearinghouse Advisory Board Meeting, Washington, DC

March, 2003

2003 NIEHS WETP Trainers’ Exchange, Orlando, FL

May, 2003

Brownfields Focus Group Meeting, RTP, NC

June, 2003

Clearinghouse Advisory Board Meeting, Washington, DC

December, 2003

Fall 2003 WETP Awardee Meeting and Technical Workshop, RTP, NC

January, 2004

AOEC/SOEH Mold Workshop

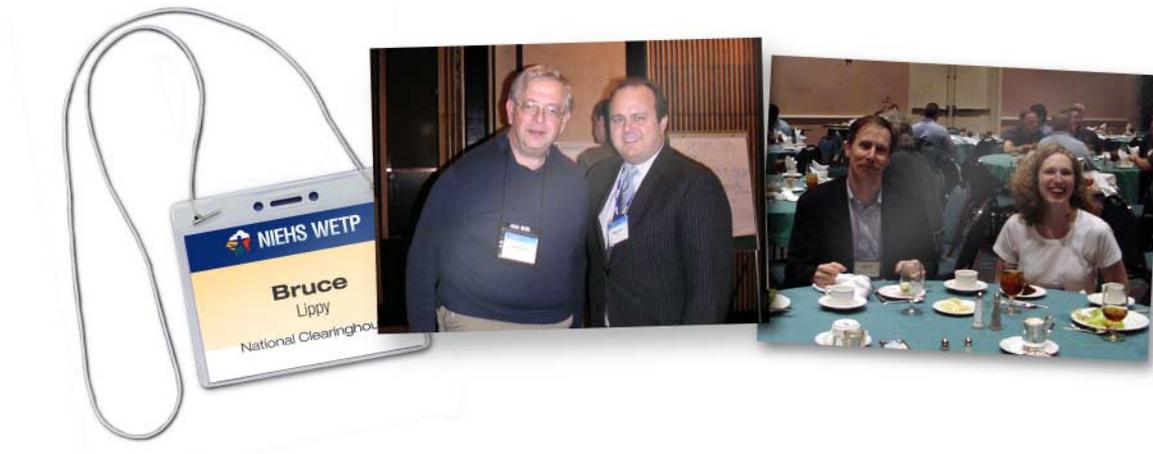
April, 2004

Spring 2004 WETP Awardee Meeting and Technical Workshop, Washington, DC

As in past years, Clearinghouse staff provided a range of logistics support, from managing and operating registration sites, site selection, and contract negotiation for the larger technical workshops, to providing AV equipment and materials at the smaller focus group meetings.

Workshop On-Site

The Clearinghouse provided full-time staff support for all WETP workshops and meetings listed above. Staff were responsible for the registration process, the coordination of catering activities, the posting of meeting signage, the securing of materials for meeting participants, and any other services required to make the workshop a success.



Workshop Report

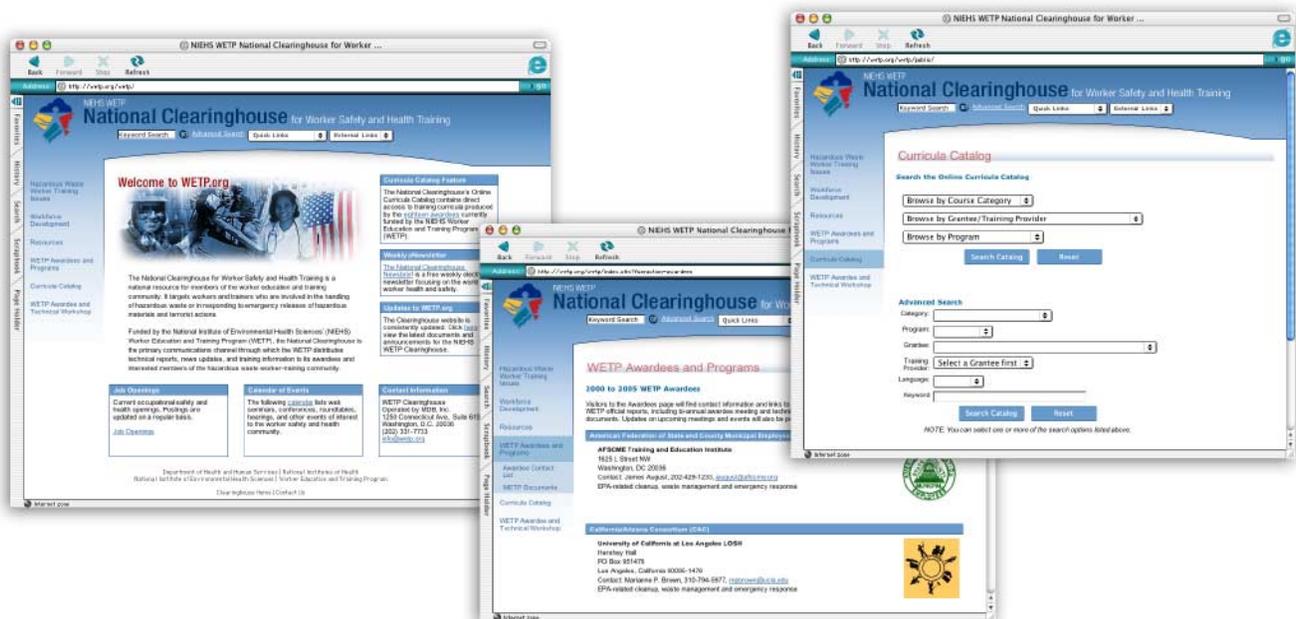
Don Elisburg, John Moran, and Bruce Lippy provided expert editorial oversight to the New Threats workshop report, which was released in the summer of 2003. This report has been posted on the Clearinghouse website. Clearinghouse staff member Kerry Murray managed the production of a Trainers' Exchange CD. The CD contains abstract summaries of each workshop session and plenary, in addition to pictures from the event and a final evaluation report; it was disseminated to all the workshop participants in August of 2003. The agenda and final evaluation report are also posted on the Clearinghouse website.

Prime Task Three

Facilitate the transmission of technical information related to the development of safety and health training programs for hazardous waste workers and emergency responders.

Web Site Development and Web Site Maintenance

During FY2003, Clearinghouse staff took several significant steps toward the completion of a newly re-designed Clearinghouse website (<http://www.wetp.org>). In cooperation with WETB and NIEHS technical staff, Clearinghouse programmers, designers, and technical staff developed a requirements document detailing final technical specifications, roles and responsibilities, and user expectations for the new site. Throughout the year, Clearinghouse programmers worked closely with NIEHS technical staff to ensure a smooth, concurrent development process across wetp.org and the transition to new HASL and Worker Education and Training Curricula Information System (WETCIS) databases. Technical staff completed an audit of the proposed HASL database, developing all content for the new website, as well as proposed layouts for the documents which would be loaded into the HASL database upon its completion in FY2004. In December of 2002, Clearinghouse staff presented the Advisory Board with a “mock-up” of the new look for the Clearinghouse website, garnering initial feedback on design, layout, and functionality. These suggestions were incorporated into the on-going design process and content audit. The final launch of the newly re-designed Clearinghouse website is scheduled for December 2004. Clearinghouse staff intend to focus the months following the launch on refining the content, garnering feedback from the awardee community through a survey of selected user groups, and ongoing discussions with WETB staff.



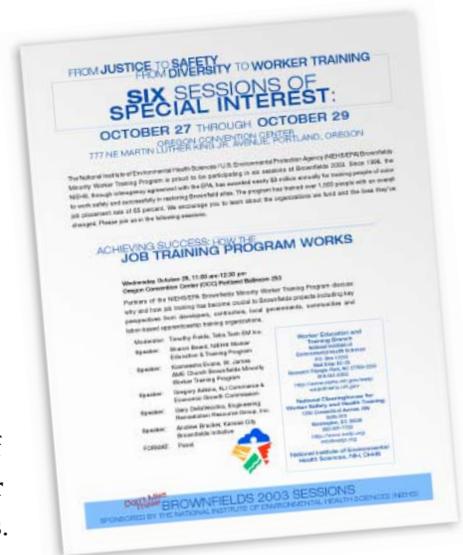
Virtual Training Resources and Virtual Help Desk

The description of activities associated with these subtasks were significantly modified for FY2003. Generally, these tasks are intended to reflect the Clearinghouse role as a technical assistance resource for WETP awardees. Accordingly, staff provided year-round assistance with things such as fact-finding, curricula uploading, basic research tasks, online curricula catalog questions, and information-sharing. In addition, the Clearinghouse Advisory Board was created (see *Strategic Plan*, above) to advise WETB staff on the appropriate technical assistance role for the Clearinghouse in areas such as advanced training technologies and evaluating training effectiveness.

Program Brochure

Funds in this task were used to develop a new WETP Brownfields Minority Worker Training Program (BMWTP) brochure, specific only to that program component. This brochure was created with the input of WETB staff and five current WETP awardees who receive money to train under the BMWTP. One-thousand full-color, glossy copies of the brochure were printed and distributed to each BMWTP awardee. The brochure was also debuted at the Brownfields 2003 meeting in

Portland, Oregon. This was a highly successful event for NIEHS WETP, as it represented an unprecedented level of participation by the WETP and its awardees within conference sessions, as well as the first time that worker safety was discussed as a separate topic. The brochures, as well as an associated conference handout, helped to further raise awareness of NIEHS WETP and the individual awardee training programs. A separate brochure insert was designed such that awardees could localize the brochure within their own communities and functions.



Weekly Digital Newsbrief

WETP readership doubled during FY2003; the newsletter now has more than 600 subscribers, and continues to increase with each passing week. This readership number does not reflect the fact that many readers forward the Newsbrief to a listserv, thereby greatly increasing the number of people who read the Newsbrief each week. This year, Clearinghouse staff increased the number of stories created and published by its own staff and awardees. Awardees were also encouraged to send any media stories or news of their own program accomplishments to the Clearinghouse so that these features could be highlighted in each weekly edition. The format and look of the Newsbrief will be entirely new in FY2004, correlating with the launch of the newly re-designed Clearinghouse website. The newsletter will also continue to change with the input of the awardee community, as comments are received and considered.

Monthly Summaries

Following Bruce Lippy's introduction to the Clearinghouse, WETB staff and Dr. Lippy agreed to a slight change in reporting for the contract year. It was agreed that Dr. Lippy would visit RTP once a month, along with any relevant staff, to discuss the previous month's contract activities and examine remaining budget allocations. A monthly report, summarized by contract task, and a budget spreadsheet, are now disseminated to WETB staff prior to each monthly visit. This form of reporting has maintained accountability for the project, while introducing a necessary degree of flexibility when faced with emerging activities, trends, or issues.

Booth and Exhibit

This task was retired at the end of FY2002.

As Requested

Monies under this task were allocated as needed, depending upon funds availability. "As Requested" activities included web-related programming tasks to account for unforeseen database or website design needs; requests for media promotion of technical and workshop reports; and requests to assist with the facilitation/support of events not associated with bi-annual awardee meetings.

Continuing Repository

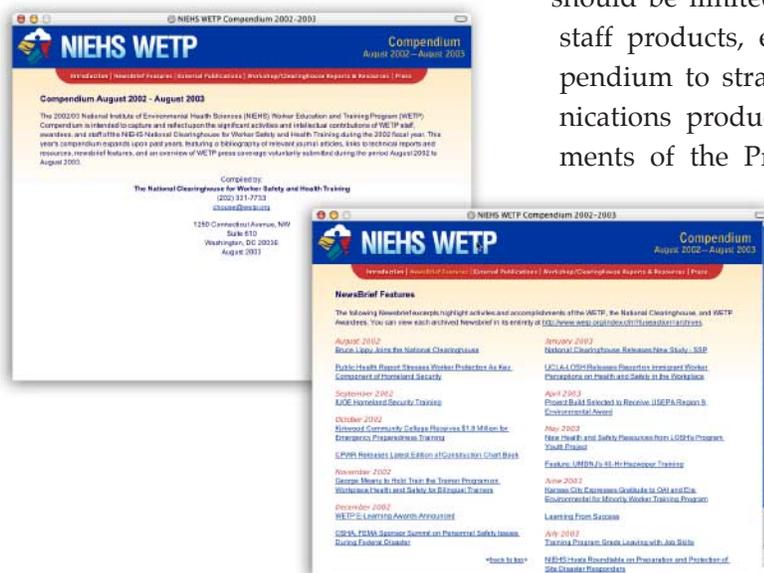
This task was retired at the end of FY2002.

Annual Compendium

This year was the first release of an "e-compendium." Clearinghouse staff presented the option of an entirely web-based annual compendium to the Advisory Board in December of 2002. The Board agreed that a web-based e-compendium would facilitate the dissemination of the product, as well as allow for a more robust, impressive product. It was also agreed that the e-compendium

should be limited to WETP awardee, Clearinghouse or staff products, eliminating the potential for the compendium to stray from its original intent – a communications product intended to reflect the accomplishments of the Program and its awardees. This year's

compendium expanded upon past years' selected awardee publications, adding media features from FY2003, a summary of all News-brief awardee features, and a summary of major conference/technical reports.



Partnerships and Representation

This task was added for FY2003. Funds for this subcategory were allocated when contractor staff were requested to represent the Clearinghouse, through speaking opportunities or presentations, at specific worker safety and health conferences, meetings, seminars and other events by the WETB Program Officer. It also covered any activities intended to build partnerships with government agencies and NGOs. Examples of activities requested under this task during FY2003 include:

- Meetings with the Federation of American Scientists to discuss bioterrorism training technologies;
- Dr. Lippy's participation on the DOE Special Interest Group for Industrial Hygiene and Occupational Safety;
- Dr. Lippy's participation in the South Baltimore Industrial Mutual Aid Plan;
- Clearinghouse participation at National Response Team meetings and Interstate Chemical Terrorism Working Group conference calls;
- Don Elisburg's attendance at Brownfields 2002;
- Clearinghouse participation at the OSHA-FEMA Summit;
- Dr. Lippy's presentations for the New York Committee on Occupational Safety and Health;
- Dr. Lippy's participation in NIOSH meetings coordinated by the RAND Corporation on protecting emergency responders;
- Clearinghouse participation in the Chicago Safety and Health Conference
- Dr. Lippy's participation on a panel at the AIHA conference in Dallas about construction worker safety during responses to terrorism;
- Dr. Lippy's presentation at the Special Libraries conference in New York on protection of constructions workers during terrorist responses;
- Dr. Lippy assisted in preparing the WETP presentation for the May 2002 EPA Science Forum Conference, and also attended the conference; and
- Coordination of and participation in the July 2002 Beckley, West Virginia meeting on SSP.



Prime Task Four

Develop, analyze and compile program research products to support new training initiatives and the continuation of program efficacy measures.

Gather and Compile Information on the Environment Restoration Labor Market

This task was retired at the end of FY2002.

Development of Training Outcome Measures for the NIEHS Worker Training Program

This task was retired at the end of FY2002.

Research Products as Needed

A labor market study was commissioned as the primary research product under this category for FY2003. The initial study performed by the Clearinghouse in 1995 has become dated. The methodology for that study was extremely labor-intensive as well, involving the physical review of payroll records on hazardous waste jobs. Clearinghouse staff met with CPWR economist Jim Platner early in the fiscal year to determine if the original study could be updated, but through evaluating existing electronic data, which would take far less time and money. It was decided that study efforts would be divided into two phases. Activity for this contract year focused on phase one of this initiative, which involved compiling CPWR Hazwoper training data, any other NIEHS trainee data that was made available, and any available project data from the Environmental Protection Agency, the Army Corps of Engineers, and DOE. Possible partnerships with federal agencies and construction users groups were also explored as a means of securing improved project data. Unfortunately, the existing data are neither sufficiently comprehensive nor specific to warrant pursuing the study.

Expert Editorial Review

This task was added during FY2003 to account for any instances in which Clearinghouse technical experts were called upon to review documentation, reviews, reports, or otherwise contribute to other technical material relevant to the work of the WETP. Don Elisburg, Bruce Lippy, and John Moran provided expert editorial review on several occasions in FY2003, including:

- A review of the NIOSH draft respirator guide for health care workers specific to biological agents;
- A review of the Department of Justice Respirator Guidelines;
- A review of several versions of the New Threats Workshop report;
- A review of the draft National Response Plan;
- Ongoing review of WMD and SSP training requirements;
- Assistance in coordinating a two-day safety and health training workshop for journalists, in cooperation with the Centers for Disease Control and International Association of Fire Fighters;
- An informal survey of SSP training and preparedness for the May 2003 TOPOFF 2 exercise.

Feasibility Study

As a modification to this year's contract, the Clearinghouse was tasked to focus on the feasibility of building a national registry of hazmat-trained workers and providing an outline of how to create a pilot version of this registry. The completion of this study acted as an extension of the research project begun under Task 4430 during FY2002. The final study report, *Improving the Training of Skilled Support Personnel for Responding to Terrorist Actions*, was released in December of 2002. The report was presented at the OSHA-FEMA Summit shortly after its release, followed by a focused media campaign in January to raise awareness of the report and the WETP's efforts to improve the training of SSP involved in WMD response and cleanup efforts.

OSHA Support

This task was added during FY2003 following a request by the WETB Program Officer.

Don Elisburg and John Moran provided updates to the OSHA budget package provided by OSHA to the Office of Management and Budget (OMB) that dealt with the transfer of responsibility for occupational safety and health oversight of the DOE Complex to OSHA. These updates were submitted to OMB and the Congressional Appropriations Committee on the conduct of compliance assessments of ten designated DOE Office of Science Non-Defense Laboratories in May of 2002. Don and John provided assistance, recommendations, resource materials, and written reviews of DOE-targeted training materials for OSHA compliance staff under development by the OSHA Office of Training and Education. They also were instrumental in developing the draft Compliance Assessment Protocols that were used to conduct compliance assessments of the ten designated DOE Office of Science Non-Defense Laboratories.

John participated in the initial OSHA Laboratories compliance assessment coordination meetings and the training of OSHA compliance officers to audit DOE facilities. This included making recommendations for external expert resources to the OSHA Office of Technical Support that were needed to support the OSHA compliance assessments of the ten designated DOE Office of Science Non-Defense Laboratories in technical areas unique to DOE such as ultra high voltage systems, radiation, cryogenics, and accelerators. John also made a site visit to Oak Ridge, one of the facilities where audits took place.

