

CPS In Rural North Carolina

Putting Technician Proxys to Work

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Levels of Certification

3 Levels of CPS Certification

- Technician
- Technician Proxy
- Instructor

CPS Technician

- Basic Level for educating parents and caregivers on how to transport their children safely
- Often needs assistance meeting the 5 seat check sign off requirement for recertification

CPS Instructor

- Teach both the National Curriculum and Renewal Course
- Assist technicians with meeting recertification requirements
 - Verifying required seats checks

Technician Proxy (newest)

- This level became available in October 2011
- Assist technicians with meeting the 5 seat sign recertification requirement
 - Verifying Seat Checks

Finding a Way to Recertify in Rural Parts of North Carolina

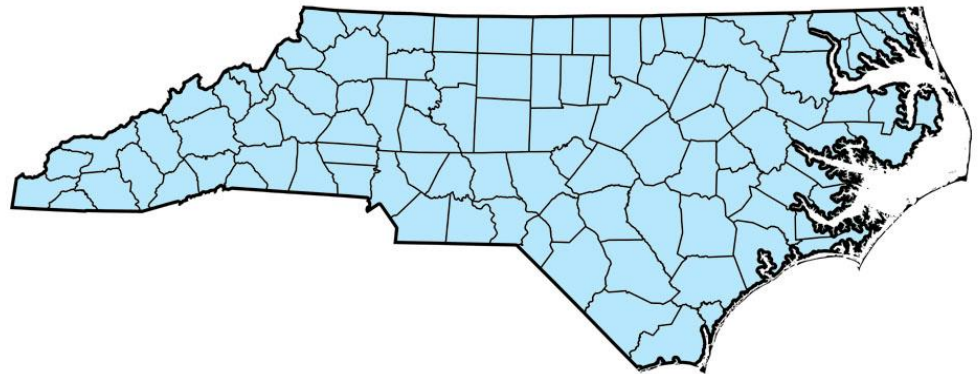
- 2011 - NC CPS Training Committee – letter to National Child Passenger Safety Board
 - Requested NCPSB recommend a level between Technician and instructor to assist technicians with meeting the seat sign off requirement
 - Formalize proxy which use to be under an instructor

Technician Proxy Level

- October 2011 – The technician proxy level was introduced by the certifying body SKWW
- Application process for becoming a Proxy
 - 2 testimonials / 2 different instructors

CPS in North Carolina

- 503 miles long
- 150 miles wide
- 100 Counties
- 2,468 techs and growing – (4 certification classes in last two weeks)
- 53 Instructors / 1 IC



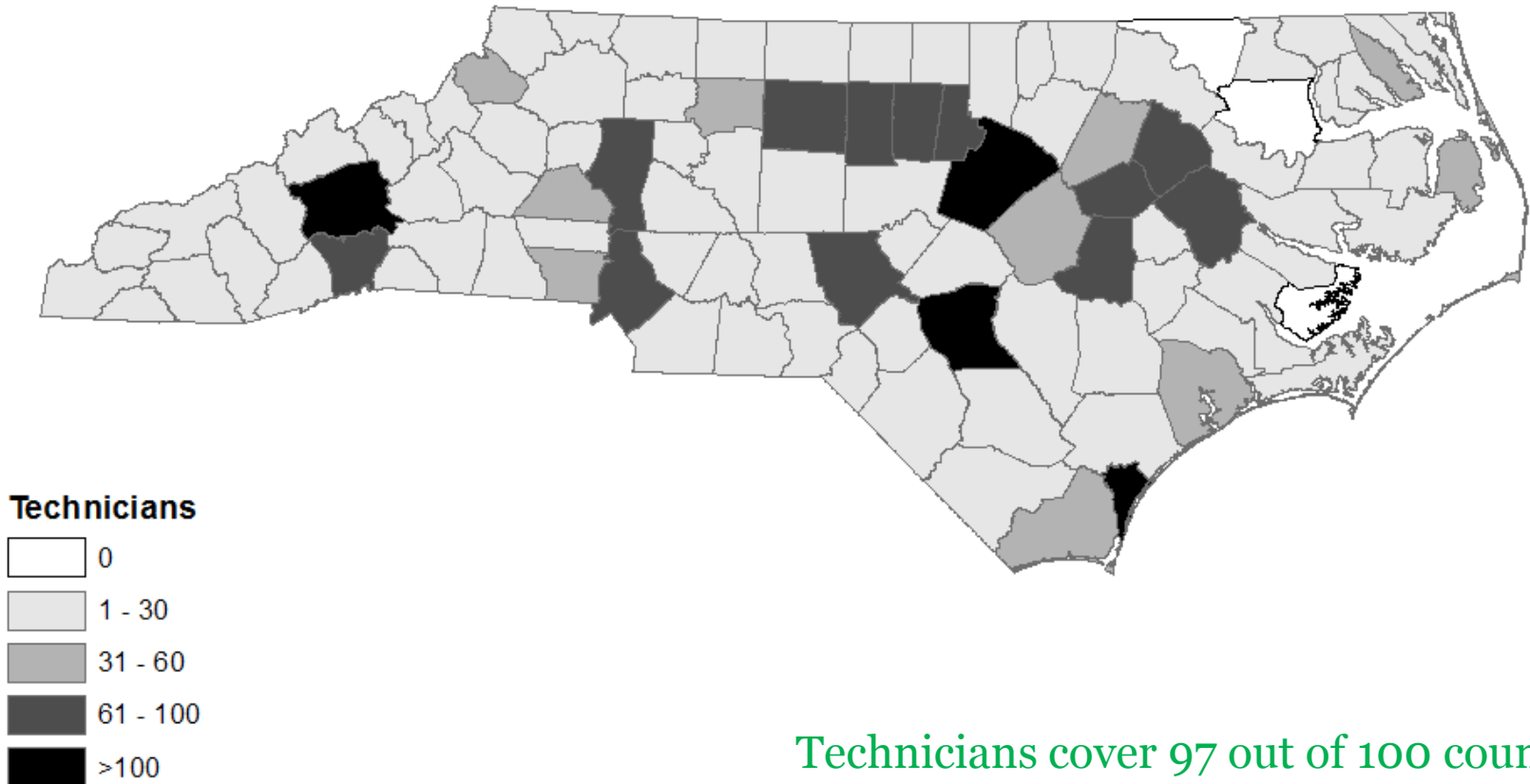
Since 2011 - 203 Proxies

STATE	# TP
Out of country	1
AK	1
AL	1
AZ	4
CA	1
CO	4
FL	2
GA	5
IL	12
IN	1
KS	1
KY	3
MA	2
MD	1
ME	4
MI	15
MN	7
MO	3

STATE	# TP
NC	60
ND	6
NE	6
NJ	1
NM	1
NV	1
NY	8
OH	8
OK	6
OR	6
PA	1
SC	6
TN	2
TX	2
UT	1
VA	2
VT	6
WA	4
WY	8
	203

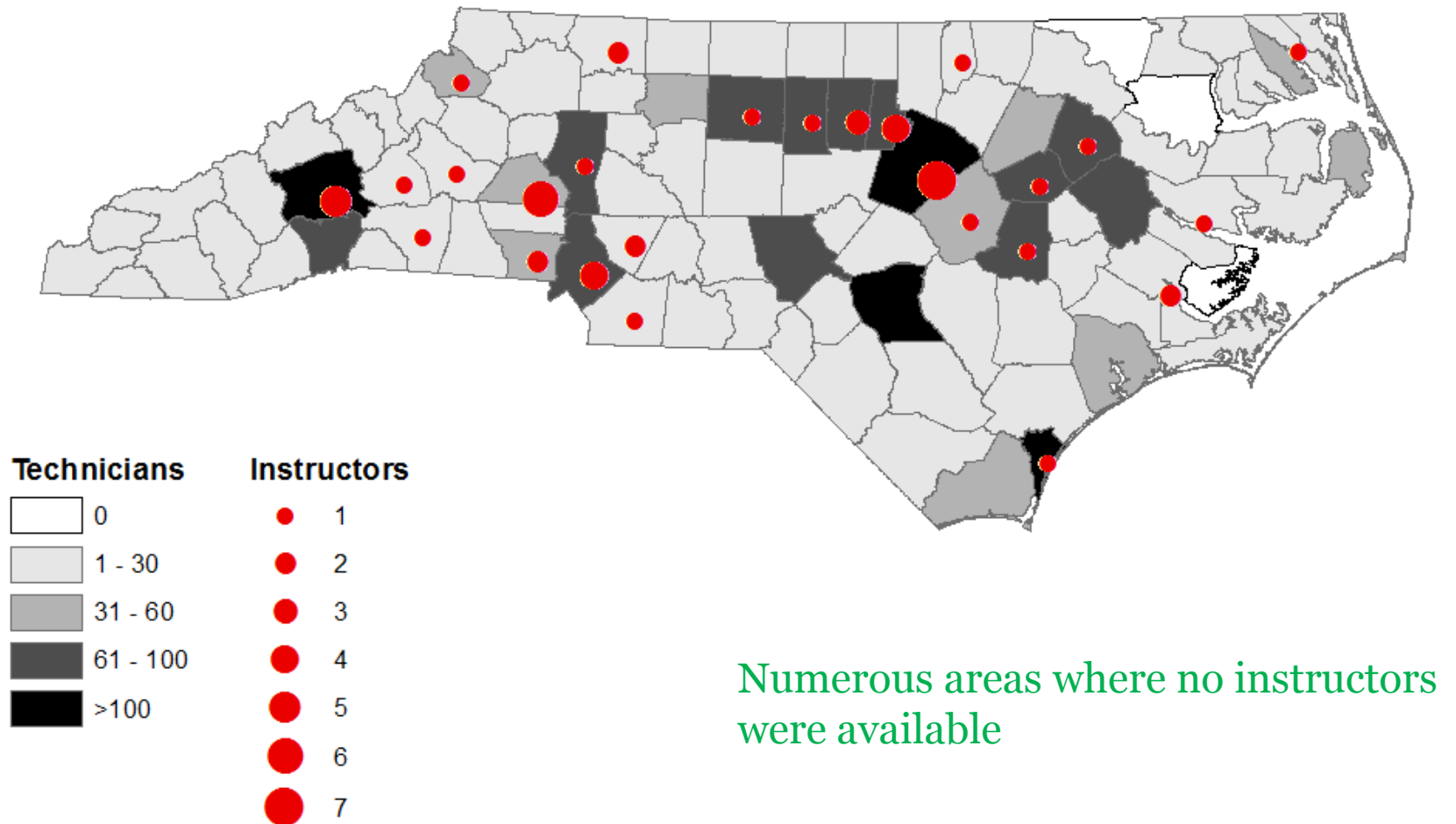
First NC Tech Proxy March 2012

NC Technicians by County: March 2015

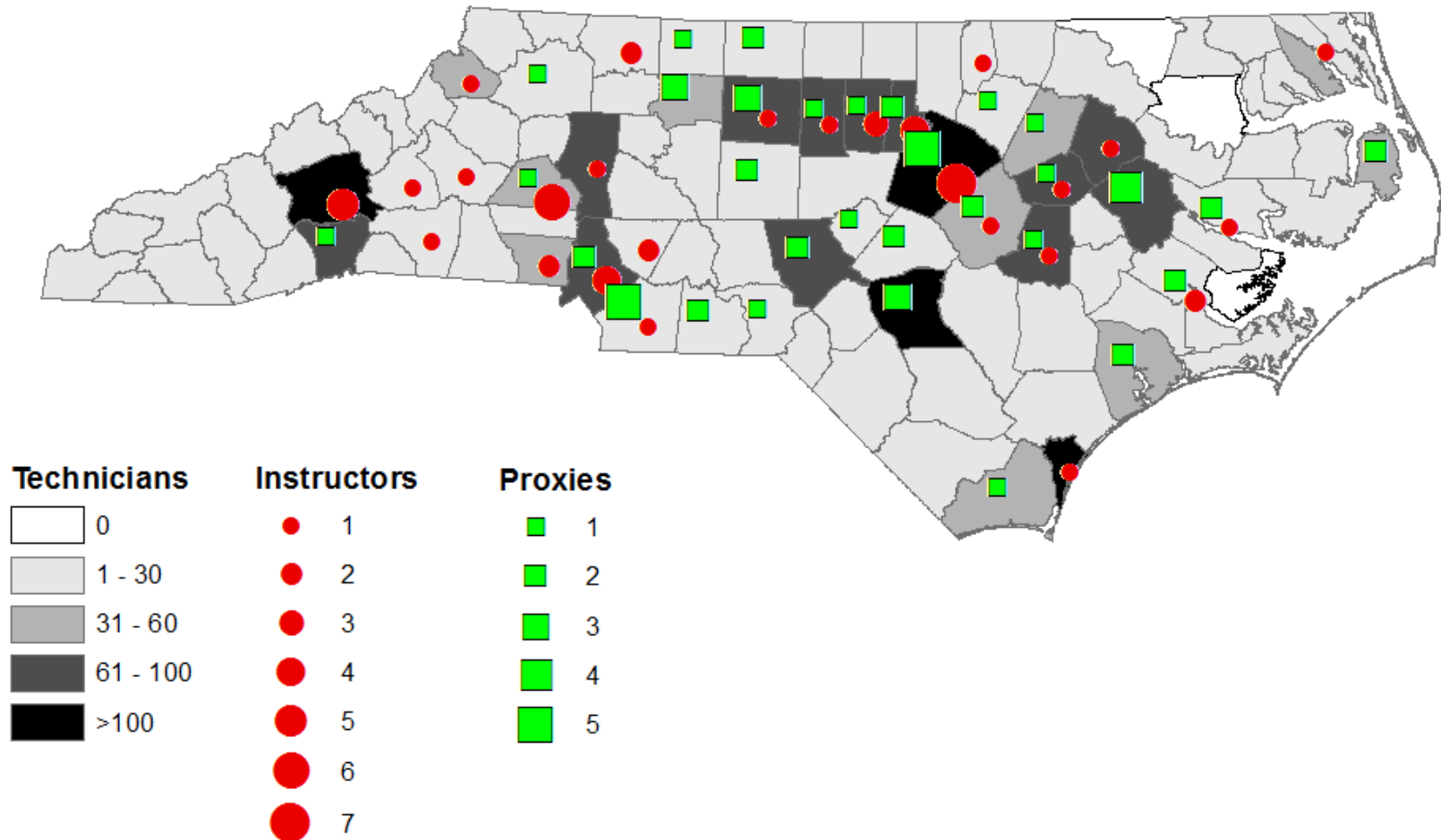


Technicians cover 97 out of 100 counties

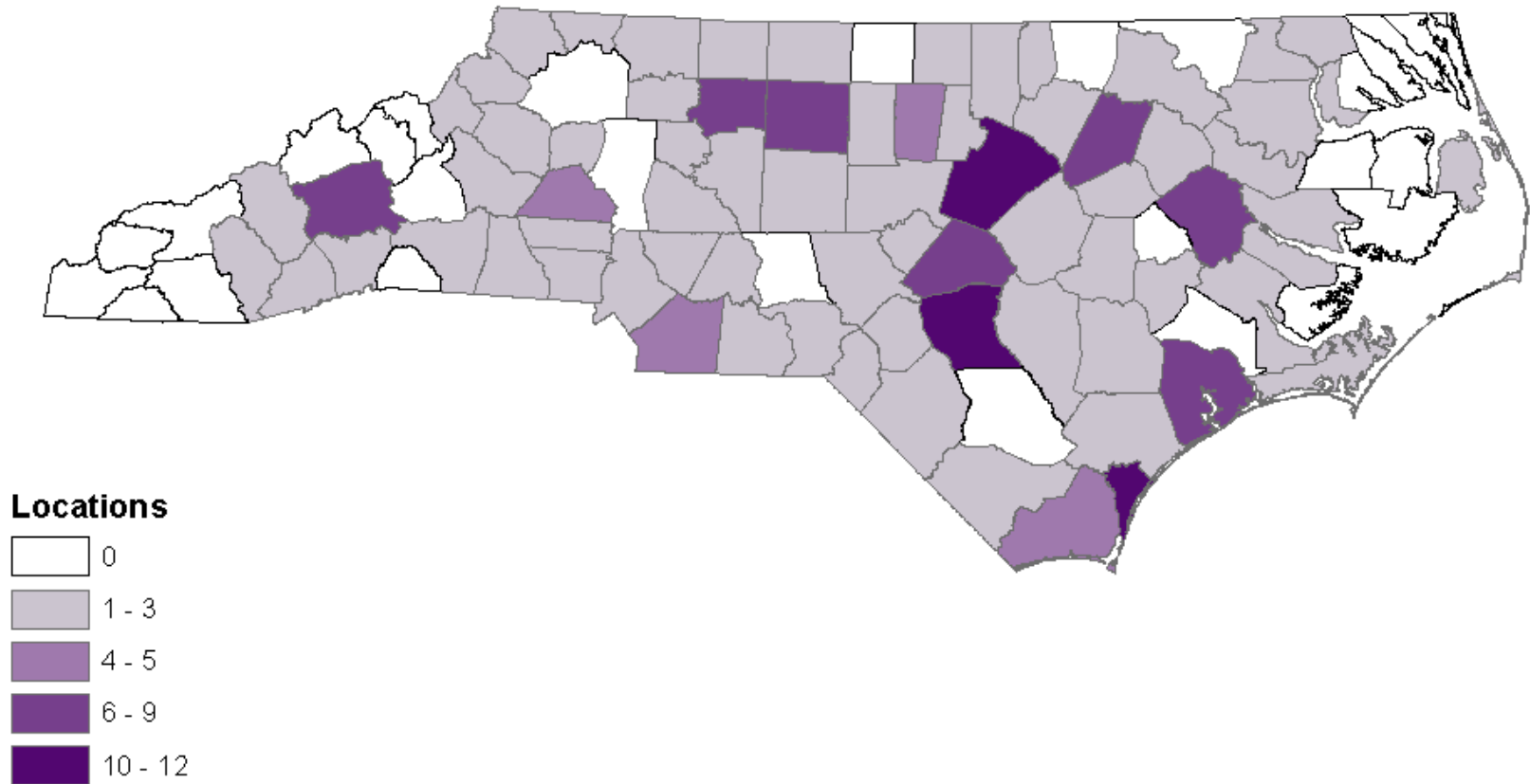
NC Technicians & Instructors by County: March 2015



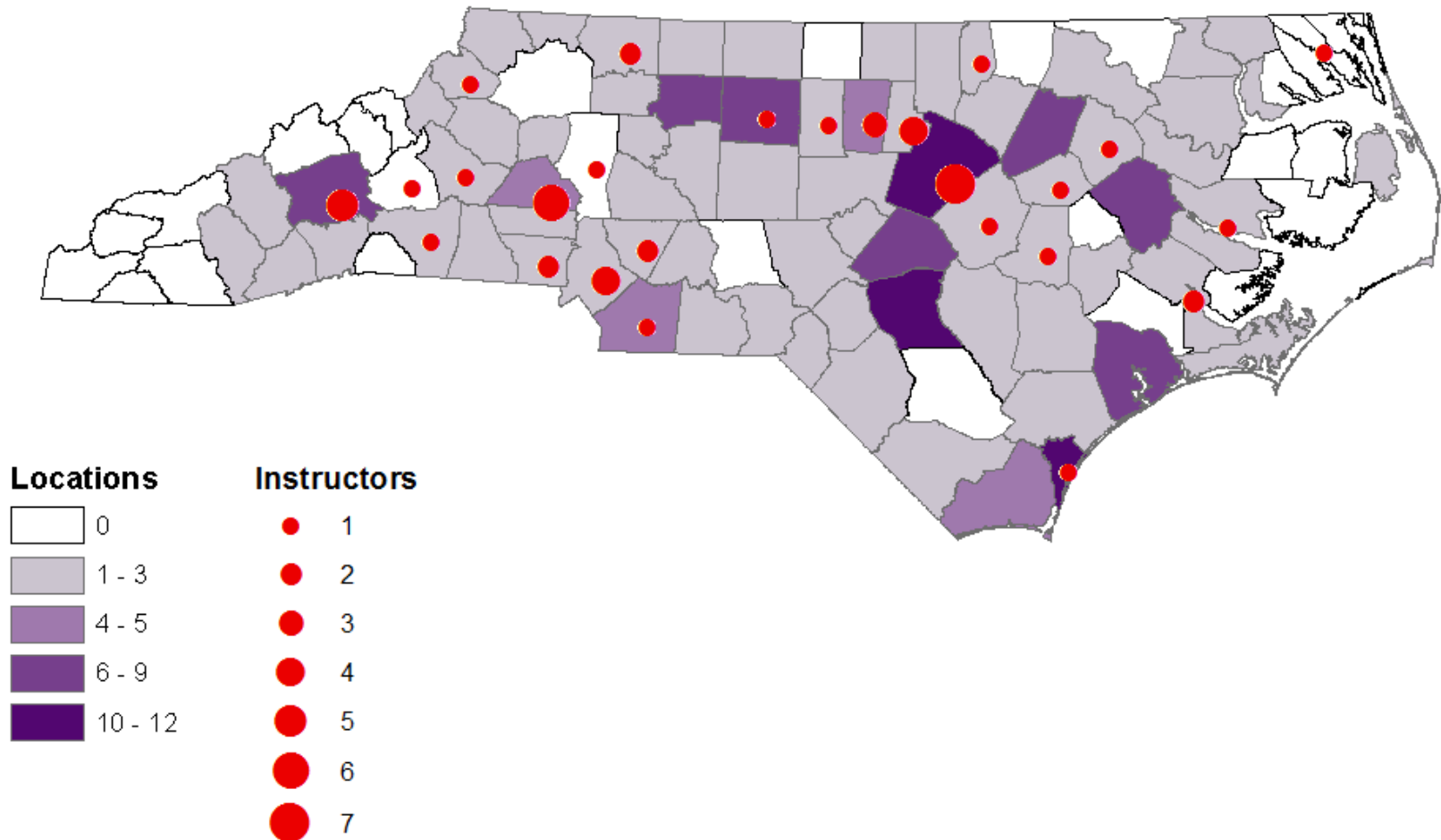
NC Technicians, Instructors, & Proxies by County: March 2015



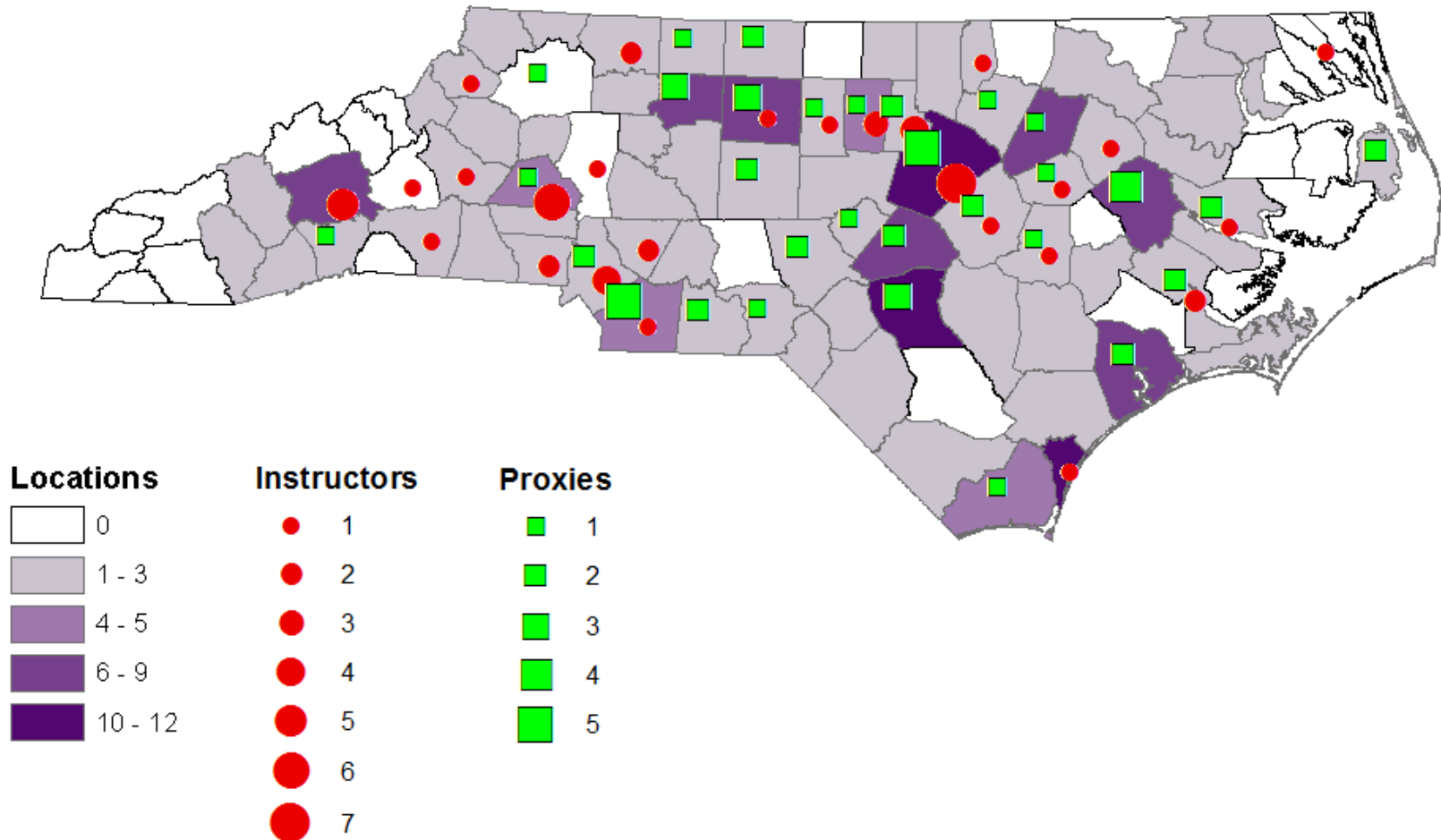
NC Permanent Checking Station Locations by County: March 2015



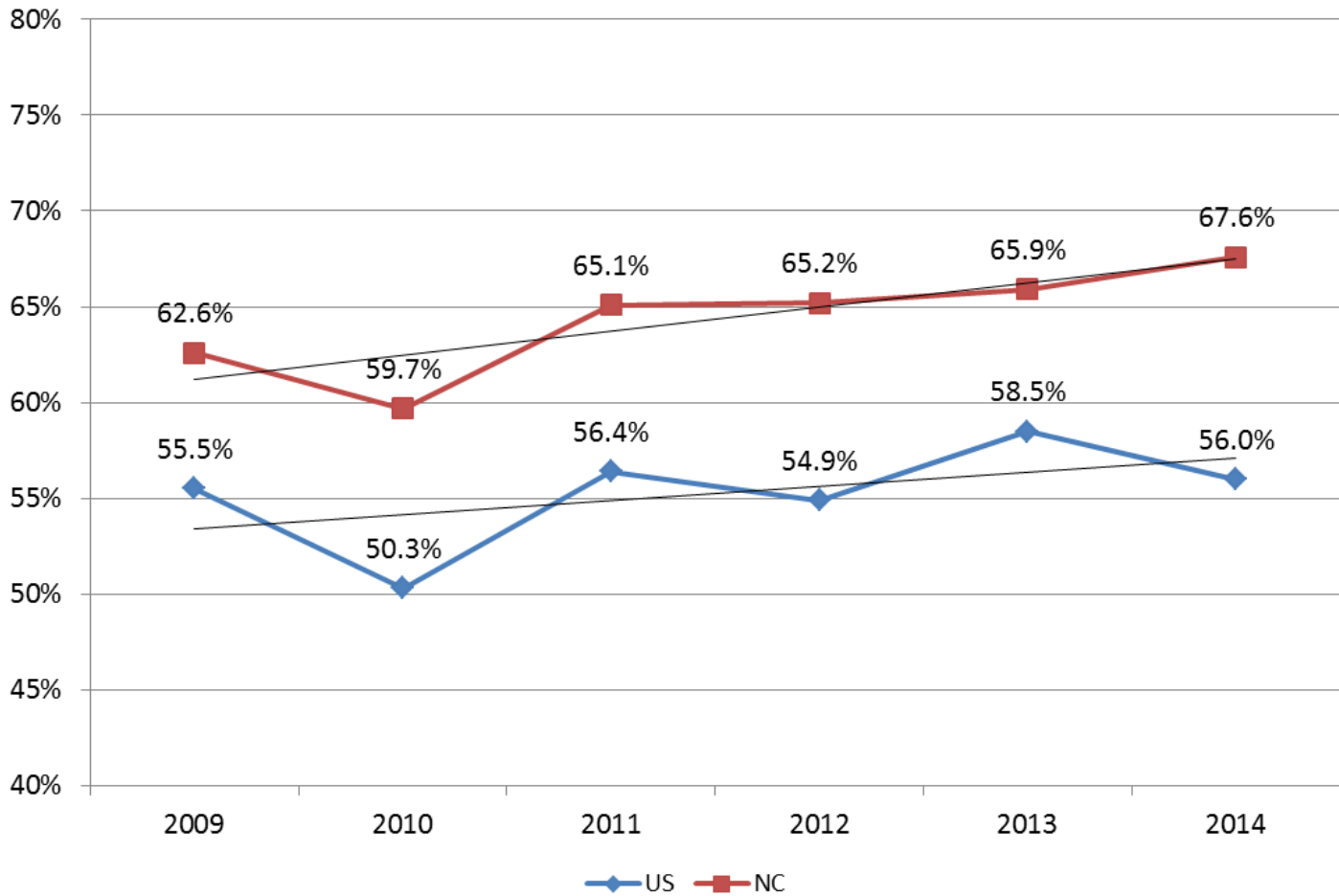
NC PCS Locations & Instructors by County: March 2015



NC PCS Locations, Instructors, & Proxies by County: March 2015



Recertification Rates for NC vs. All States: 2009 - 2014



Tech Proxy in a Rural Area

- Form a plan for implementation
- Identify areas where instructors are not readily available
- Encourage instructors to be part of the process
- Review the requirements for becoming a proxy

Proxy Implementation

1. Let It Go (instructors)
2. Identify seasoned technicians

There are some great techs out there who don't have time / interest in teaching but would be a great proxy
3. Give techs a chance to go through the process
4. Instructors should be a mentor

Baby Steps

Becoming a Proxy

- Requires 2 Testimonials from 2 Certified Instructors
 - Evaluate seat check readiness
 - Communication Skills
 - May require more than the suggested 2 observations
 - Be a mentor during the process

Proxy Implementation

- Identify Instructors who will assist and buy into the program
- Educate Instructors on the Proxy Level and Process
- Identify PCS with larger #'s of Technicians
- Identify seasoned experienced technicians
- Explain and provide understanding of Proxy Level

Proxy “Candidates”

- Mentor
- Clear understanding of expectations of a proxy
- Should have a clear understanding of best practice and use correct terminology
- Should be up to date on changes in the field
- Understand how a seat sign off works
- Must be comfortable in providing feedback in to the technician and in passing / failing of seat checks

Proxy Implementation

- Host update / refresher classes with large scale seat check events in rural areas where instructors are not readily available
- Work with instructors to be at these events
- Work with PCS on seat check days

Instructors

- Give Your Technicians a Chance
- Some just prefer not to teach but have amazing skills
- Be willing to provide support
- There should be more than 203
- More will make a difference
- Encourage seasoned techs to become a proxy

Remember someone was your mentor!!!

Challenges

- Identifying Instructors who would participate and mentor
- Reaching out to the technicians in rural areas
- Scheduling instructors to be at events with proxy candidates
- Understanding the process
- Not easy as 1,2,3.....but it works

As a CPSTI, I am skeptical of the idea of Technician Proxies. What are the benefits?

You gain **partners** to can help Technicians recertify. Technician Proxies can review and approve seat checks for recertification which can be helpful in areas where instructors are limited. A good Tech Proxy **benefits** any CPS program by helping to keep the technicians in the area current and certified.

Should the Instructor and Technician Proxy maintain a close relationship?

Absolutely! Everyone benefits when they work together to keep each other current and improve both technical and communication skills.

Outcomes

- Overall increase in recertification rates
- Strengthens Rural Area programs
- Maintain Current Technicians in Extreme Rural Areas without Instructors
- Allows seasoned technicians to be part of the process
- Builds relationships

Special thanks to:

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NC Dept. of Insurance / Office of State Fire Marshal

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