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Happy 2016! On behalf of the Board and staff of the Institute of Hazardous Materials Management (IHMM), I send our wishes for a new year full of success!

I am honored to serve as IHMM Chair with such a great group of Directors. Here we are at our December meeting where we approved the 2016 budget, heard about our four credentials, followed the work of IHMM committees, and much more. You can contact us anytime; visit http://www.ihmm.org/about-ihmm/ihmm-board-of-directors-2013 for our contact information.

Of course, as the IHMM Board Chair, I have an opinion about what I think is best. After 30 years of protecting the public and the environment, IHMM certificants demonstrate the “best” of our profession. I’m so proud of our organization and of our certificants. I’m particularly proud that IHMM continues to grow and improve so that we may serve each of you more efficiently.

We’ve implemented our new certificant database and we’ve included four “how to” articles – look for the MyIHMM logo at our website. IHMM’s Executive Office (EO) has devoted the past 6 months to our database conversion effort and it’s been a challenge. The road has been bumpy as we move into the 21st century and we are most appreciative for your patience during this transition. I have heard about many issues from you about our database functions and want to assure you we take you feedback very seriously. Make no mistake; your Staff is working as fast as they can to solve all individual items/issues. However, I do need your help, so please log on to MyIHMM to confirm your email. Without your current email, important notices will be missed about your credential.

I’m pleased to welcome new director Robin K. Spencer, and will miss our departing director, James J. Spatarella. Articles about their background and service are included in this issue.

We appreciate all our certificants who so generously volunteer their time and talent on the Board, on our committees, and as item writers for our exams and more. Did you make a resolution to give back to your profession this year? The IHMM staff would love to hear from you!

Here’s to another banner year; I predict great things in store for everyone in the IHMM family!

Best Wishes to you and yours,

Allison A. King, CHMM
Chair, IHMM Board of Directors
IHMM 2015 Year End Review

The Institute of Hazardous Materials Management (IHMM) is proud of its service to those who work in the field of hazardous materials management and related fields. The Executive Office (EO) performs its functions to ensure that prospective candidates, new applicants and current certificants are aware of the policies and procedures designed to help certificants earn and maintain IHMM credentials. The EO also works to maintain accreditations from both the American National Standards Institute (ANSI) and the Council of Engineering and Scientific Specialty Boards (CESB). We are also working to promote the value of professionals who carry the CHMM, CHMP, and CDGP credentials.

Year-End Report

• Accreditation Management – maintaining our American National Standards Institute (ANSI) and Council of Engineering and Scientific Specialty Boards (CESB) accreditation. All IHMM credentials – CHMM, CHMP, and CDGP – were awarded ANSI accreditation in 2015. Further, IHMM maintained CESB accreditation for CHMM and CHMP in 2015.

ANSI and CESB validate and elevate IHMM credentials by:

  • Demonstrating competencies of practice;
  • Requiring continued demonstration of competencies;
  • Assessing competencies through blueprint development;
  • Ensuring a fair and equitable examination process;
  • Satisfying governmental regulations for third-party assessment of certifications.

• Credential Management – maintaining timely processing of certification applications and ensuring clear understanding of the requirements to recertify IHMM credentials. IHMM offers on-demand testing at more than 600 centers worldwide with an online application process. IHMM announced a new certificant database, “MyIHMM.” New functions include online payment of fees, online applications for new professionals, and online entry of professional development activities to maintaining your credential. IHMM also conducted three proctored examination events:

  • CHMM exam in Abu Dhabi, UAE for 12 applicants
  • CDGP exam in Beijing, China for 7 applicants
  • CDGP exam in Washington, DC for 5 applicants

• Marketing, Communications and Branding – maintaining our vision to have IHMM accredited credentials acknowledged, accepted, and endorsed globally. In 2015, IHMM attended or exhibited at these professional activities:

  • Teleconference – 23 January, AHMP Northeast (NE) and East-Center (EC) Chapter Presidents
  • Tradeshow – 24 February, Professional Development Seminar, National Capital Chapter of the AHMP
IHMM Booth at the 2015 AHMP National Conference

- Credential Program Expansion – IHMM seeks opportunities to expand its portfolio of accredited certification credentials. IHMM launched the Certified Dangerous Goods Trainer (CDGT) credential in 2015 and enhanced the implementation of the Certified Dangerous Goods Professional (CDGP) credential by allowing two new references into the examination facility: 1) Dangerous Goods Regulations, International Air Transport Association (IATA) and 2) Air International Regulations for Shippers of Dangerous Goods, A.I.R Shipper. IHMM promoted the CDGP credential during our conference participation at the COSTHA Annual Forum, the AHMP National Conference, the Dangerous Goods Instructors Symposium, and the Dangerous Goods Advisory Council Conference.
• Communications to Certificants – maintaining accurate two-way communications to professionals holding IHMM credentials. The IHMM website can be used to recertify, process fee payments, announce professional development activities, read our newsletter (IHMM Today), and access professional development resources and read our press releases. Our LinkedIn group now has over 6,000 participants and we are active on both LinkedIn and Twitter as @TheIHMM.

• Public Sector Outreach – communicating the attributes of IHMM credential programs to public sector markets. IHMM has been developing a credential recognition program introduced at the state level -- in 2015 in Wisconsin and likely expanded in subsequent years to other states. One critical element in this process is partnership with other credentialing organizations to broaden and strengthen the state advocacy effort. Accordingly, in late April, IHMM met with Aaron Trippler, Director of Government Affairs with the American Industrial Hygiene Association (AIHA) to discuss the state credentialing initiative and legislative strategic considerations aimed at advancing the initiative in select states in 2015.

Formally, IHMM is seeking legislation to provide legal recognition to the professions of hazardous materials management, industrial hygiene, health physics and safety. In Wisconsin, IHMM introduced the Environment, Occupational Health and Safety Credential Recognition Act of 2015 to 1) Recognize active military and veterans trained, during active duty, to manage hazardous materials with Wisconsin recognized credentials, 2) Assure employers that Wisconsin recognized credentials effectively measure competencies of veterans and civilians in Environment, Occupational Health and Safety professions and 3) Assure Wisconsin citizens that those involved in these professions have met minimum qualifications to protect the public safety.

This ongoing activity should culminate with state committee hearing on this bill in Q1 2016.

Additionally, IHMM’s Public Sector Outreach Report (posted at www.ihmm.org) contains links to articles, congressional legislation, federal regulatory notices, and federal contracts solicitations selected for IHMM certificants and others working in homeland security, environmental protection, engineering, health sciences, transportation, and public safety professionals who are interested in getting a certification.

• International Expansion – Extend IHMM certification credentials globally. IHMM is now working to introduce the CDGP in China and recently conducted a CDGP examination for 7 professionals that included two participants from the Ministry of Transport, two participants from China Air industry (Air Cargo China and Civil Aviation University), one participant from Shanghai CIQ (CIQ is the Chinese governmental agency in charge of UN packaging certifications), one participant from China Petroleum and Chemical Industry Federation, and one participant from Shanghai Port Authority. IHMM plans to further its outreach to the Chinese transportation profession in 2016.
• Technical services, literature and support – Establish IHMM as the leading source of information pertaining to the credentialing and competencies of hazardous materials managers. IHMM published “Managing Hazardous Materials – A Definitive Text; 3rd Edition.” IHMM also participated with five other organizations to conduct a salary survey of EHS professionals and found:

• Earning IHMM Credentials – CHMM, CHMP, and CDGP - can provide numerous benefits, including improved career prospects and enhanced earning power. According to this salary survey just released, the results indicate that the median annual base salary of individuals holding a credential from IHMM – CHMM, CHMP or CDGP - is $100,000, about 20 percent greater than the median annual base salary of survey respondents who held no certification; $83,000. Further, when years of experience are taken into account, salaries are approximately10 percent higher for IHMM certificate holders with 5 to 14 years experience than a professional with the same experience not holding a credential.

• Institute Governance – maintaining environments where certificants can work in volunteer roles to guide the business of the Institute. The Board of Directors has met in person on four occasions to direct IHMM activities. In addition, more than 30 committee meetings/teleconferences have been held this year to manage budgeting, exam items and security, credential expansion, recertification interpretations, and many more decisions.

The Board of Directors of the Alliance of Hazardous Materials Professionals and the IHMM approved and subsequently signed a renewed affiliation agreement. The affiliation agreement between AHMP and IHMM identifies opportunities for the two organizations to work together cooperatively to provide benefits to IHMM certificants and to AHMP members. Benefits of this affiliation include outreach, communication, and a source of professional expertise to those working in the hazardous materials and related professions. Collaboration includes the sharing of mailing lists, developing co-branded marketing materials for the promotion of IHMM credentials and certification programs, the announcement of professional development and educational opportunities offered by the AHMP, and networking opportunities that support an individual’s interest in obtaining or retaining one of the Institute’s credentials or certifications. This agreement continues the cooperative efforts between AHMP and IHMM that started with the initial agreement in 2009.

**Bottom line: Your Board and committees are all working hard to engage in their activities on your behalf. IHMM cannot exist without YOU and we thank you for volunteering.**

Your staff is working hard to coordinate all of the volunteer activities, provide logistical support to each committee, and implement your decisions. Frankly, IHMM is a partnership between volunteers and staff, and it’s working!

I hope you enjoy this edition of IHMM *Today*. It includes articles on IHMM operations and activities and articles about IHMM certificants. IHMM is actively fulfilling its mission. Please feel free to contact our committees, the IHMM Board or the IHMM Staff, or go to www.ihmm.org to learn more about our activities.
IHMM’s Board of Directors Announces 2016 Election Results

The Board of Directors (BOD) of the Institute of Hazardous Materials Management (IHMM) is pleased to announce the results of the election for open board director positions. Elected as CHMM Directors to four-year terms starting January 1, 2016 were Matthew Redmann and Robin Spencer.

Matthew Redmann has served on the IHMM Board of Directors for the last 4 years, serving as Vice Chair of the Board and as Chair of the Branding Committee responsible for guiding IHMM’s recent re-branding. He serves as Environmental Manager for the Harley-Davidson Motor Company, where he has worked for over 10 years. In his home community of Waukesha County, Wisconsin, he serves as Chair of the County’s Local Emergency Planning Committee, volunteers at work as the United Way Coordinator, and volunteers on his kids’ schools and sports teams.

Robin Spencer, CHMM, is Principal of Spencer Environmental, a small consulting firm in the San Francisco Bay Area specializing in environmental regulatory compliance, stormwater pollution prevention, sustainable practices and waste minimization for heavy industry for 22 years. Prior to establishing her own business in 1993, Ms. Spencer led Superfund RI/FS teams for Woodward-Clyde Consultants in the Western States from 1985 through 1993. Her first position as a research scientist was at Lawrence Berkeley Laboratory studying Nuclear Waste Isolation and Indoor Air Pollution between 1979 and 1985. She received her BA in Geography from the University of California, Berkeley, a Certificate in Hazardous Materials Management from the University of California, Davis, and an Executive Certificate in Sustainable Management from The Presidio Graduate School. Ms. Spencer is a Fellow of the Institute of Hazardous Materials Management and served a three-year term as a National Director-at-Large for the Alliance of Hazardous Materials Professionals, as well as numerous positions for her local chapter, the Northern California Chapter.

“We are pleased to welcome Robin to the IHMM Board of Directors, and to have Matt back for another term” stated Allison A. King, IHMM Chair. “Each has stated their commitment to use their strengths and experiences to further support IHMM credentials. I want to express my thanks to our Certificants for participating in our election of directors. The IHMM Board of Directors is fortunate to have credentialed professionals with the passion, commitment, and dedication required to ensure the long term success of the Institute and our accredited credential programs.”

Valuing Certifications

As the business world becomes more complex and specialized, the demand for individuals with industry-recognized credentials will continue to intensify. Corporate governance reforms, an increasingly global business environment and rapidly changing technologies have fueled the need for professionals with advanced skills and up-to-date knowledge.
Companies value professionals who proactively seek opportunities to develop their skills and expertise. One of the best ways for individuals to demonstrate their commitment to career growth is by pursuing recognized certifications. Is it worth it? The eligibility requirements are tough. Preparation can be a lot of work. The examination can be hard. Everyone has a different reason for pursuing a voluntary certification, e.g., peer recognition, personal satisfaction, job placement or advancement, market value, higher salaries. For some, the rewards are immediate and outward; for others, the rewards are intrinsic.

Six organizations within the environment, health and safety professions collaborated to conduct a salary survey to find out how certification enhances salary potential. The six organizations were the American Board of Industrial Hygiene (ABIH), Alliance of Hazardous Materials Professionals (AHMP), American Industrial Hygiene Association (AIHA), American Society of Safety Engineers (ASSE), the Board of Certified Safety Professionals (BCSP) and the Institute of Hazardous Materials Management (IHMM). Data for the survey was collected from March 26 to April 7, 2015, and the survey was closed for tabulation with 9,258 responses. Each organization was requested to provide certificant/member lists and through a series of teleconferences oversaw the project. Staff management of the project was provided by BCSP.

The results were favorable (http://www.ihmm.org/benefits-ihmm-credentials). Earning accredited credentials can provide numerous benefits, including improved career prospects and enhanced earning power. According to the salary survey the results indicate that the median annual base salary of individuals holding at least one credential is $98,000, about 18 percent greater than the median annual base salary of survey respondents who held no certification; $83,000. Furthermore, when years of experience are taken into account, salaries are approximately 12 percent higher for credential holders with 5 to 14 years’ experience than for non-credential holders with the same length of experience. And finally, when salary survey respondents were asked why they pursued certification, 56 percent said it was part of their career plan.

Results from the survey clearly indicate a growing recognition of the value of credentials for hazardous material professionals, and the reward that comes from proving your value with an accredited hazardous materials certification.
Meet IHMM’s Newest Distinguished Diplomate

The Institute of Hazardous Materials Management (IHMM) has recognized Rampur S. Viswanath, CHMM as its ninth Distinguished Diplomate, the highest honorary designation conferred by IHMM. The IHMM Board of Directors elected Dr. Viswanath during its December 2014 quarterly meeting.

The Distinguished Diplomate designation is awarded to Fellows of the Institute who have either contributed substantively to the field of hazardous materials management and/or to the overall IHMM mission. Such contributions may include: founding of a significant element of an IHMM credential program or of a non-competing hazardous materials organization or program; organizing or leading a major hazardous materials management program to successful completion; long-standing devotion with notable contributions to the field; and/or, originating or leading a major breakthrough in hazardous materials management.

Dr. Viswanath earned the CHMM credential in 1992, was elected as a Fellow of the Institute in 2006 and has served as Chair of the Fellows Nominating Committee for 5 years. He has worked in the environmental field for more than 34 years and has published and presented technical papers domestically and internationally. Dr. Viswanath has provided ongoing leadership and expertise that helped develop state-of-the-art procedures and practices in the areas of sampling, analysis, and the long-term management of millions of gallons of highly hazardous materials, including nuclear waste.

According to Allison A. King, CHMM and IHMM Board Chair, “Dr. Viswanath joins a very select group of only eight others who have been selected as Distinguished Diplomates.” Other individuals who have received recognition as Distinguished Diplomates are:

- Harold M. Gordon and John J. McCambridge, CHMM (Ret.), who were elected in 1999
- John H. Frick, CHMM (Ret.), who was elected in 2000
- Edward J. Baier, CHMM (Ret.) and Kenneth L. Manchen, CHMM, who were elected in 2001
- David H. Benshoof, CHMM, and Peter R. Spinney, CHMM, who were elected in 2004
- Elizabeth R. Pfeiffer, CHMM, who was elected in 2009

James Spatarella’s Service to the IHMM Board of Directors

James J. Spatarella was elected to serve a four term which ended in 2015. Jim is a Lead Associate with Booz Allen Hamilton in Arlington, VA and first earned his CHMM credential in 1985. He was active on the BOD both during the meetings and with his consistent follow-up between meetings. During his tenure on the Board he was involved in just a few milestones:

- Hosting Chinese Delegation on HAZMAT issues
- Continued ANSI accreditation for CHMM, CHMP, and CDGP
- Continued CESB accreditation for CHMM and CHMP
- Development and publication of the new CHMM Blueprint
- Streamlined certification fee structure
- DOD legislation to recognize and pay fee for credentials
- Launched CDGP credential
- 30 year IHMM celebration symposium
- US Congress recognizing IHMM for its work to employ active military and veterans
- New Maintenance fee policy bundling the first’s year maintenance fee in the first year of certification
- Served as CESB Liaison

At our December BOD dinner, we said so long, to Jim; however it’s not farewell...

And let us not forget the fun things such as the Ugly Baby becoming the Beautiful Baby, branding exercises that included tattoos drawn on cocktail napkins, or the sights of Bourbon Street.....oops...what happens on Bourbon Street stays on Bourbon Street! (Wink)......so in your honor here is a little poem to sum it all up:

Hey this was really fun
    We hope you liked it too.
    Seems like we’ve just begun
    When suddenly we’re through
  Goodbye, Goodbye, good friend goodbye

    So sorry that you’re leaving,
    This place won’t be the same.
    We'll never forget you err...um...err.
    Sorry...what’s your name?

    Goodbyes are not forever
    Goodbyes are not the end.
    They simply mean we will miss you
    Until we meet again!

Jim – we look forward to your continuing participation at IHMM; we’ll miss you!
ANSI Awards IHMM Continued Accreditation for 2015 – 2016

American National Standards Institute (ANSI) has granted IHMM continued accreditation under the International Standard Conformity Assessment, *General Requirements for Bodies Operating Certification of Persons* (ANSI/ISO/IEC 17024), for another year. After a review of IHMM’s 2015 annual on-site audit report, the Personnel Certification Accreditation Committee (PCAC) at their 14 September 2015 meeting officially moved to continue IHMM’s accreditation. All IHMM credentials – Certified Hazardous Materials Manager (CHMM), Certified Hazardous Materials Practitioner (CHMP) and Certified Dangerous Goods Professional (CDGP) – are ANSI accredited.

ANSI’s accreditation program for personnel certification bodies is based on the international standard ANSI/ISO/IEC 17024. In addition to an annual comprehensive review of a paper application, ANSI assessors conduct an on-site assessment every other year to validate information provided by each certifying body. ANSI accreditation validates IHMM credentials’ global reach and recognition.

Your Professional Standards Committee

Did you know that IHMM has a Professional Standards Committee? Do you know that the Professional Standards Committee does? Do you know who is on the current Professional Standards Committee?

Do not worry if your answer to any of the above questions is no. We wanted to write this article to remind our certificants that the Professional Standards Committee (PSC) (http://www.ihmm.org/about-ihmm/professional-standards-committee) helps to ensure the validity and prestige of their credential.

IHMM’s PSC is appointed by your Board of Directors and responsible for ensuring the compliance of IHMM’s certificants to the Code of Ethics, a document included in the Certification Agreement (http://www.ihmm.org/applicants/apply-online-forms-and-fees) that every applicant signs. The PSC receives and investigates charges of ethical violations or related issues in accordance with the latest approved policies and procedures.

The Institute has a mission to support high levels of competence in the practice of hazardous materials/dangerous goods management, and therefore, requires its certificants to adhere to a set of standards. In general, certificants must:

- Be truthful, forthcoming, and cooperative in their dealings with IHMM;
- Be in continuous compliance with IHMM’s rules (as amended from time to time)
- Respect IHMM’s intellectual property rights
- Abide by laws related to the profession and to general public health and safety; and
- Carry out their professional work in a competent and objective manner

IHMM does ask one more thing from its certificants. Should you know of someone falsely using an IHMM certification designation (CHMM, CHMP, CDGP or CDGT) or of someone breaking the Code of Ethics in any way, please contact the Professional Standards Committee so that they may investigate the issue and continue to ensure the value of your certification.
CHMM Exam Committee Update

IHMM has collected the required performance data on the new CHMM exam questions that were delivered to candidates beginning in July 2015 to ensure that enough participants responded to the items to yield stable statistics. These new questions did not count toward your score. IHMM delivered new items as unscored field test items so that item statistics could be reviewed before using the new items to count towards candidates’ score. The data collected is now undergoing psychometric review.

The CHMM Examination Committee’s work with item writing, exam question review and classification is ongoing, and IHMM would like to thank the field subject matter experts who are fully engaged in the committee’s activities and committed to the mission of IHMM and the CHMM credential.

Please contact M. Patricia Buley, CHMM Exam Committee Staff Liaison, if you have any questions at pbuley@ihmm.org

CHMM Recertification Committee Update

The CHMM Recertification Committee unanimously approved a new Request for CMP Evaluation (RFE) at their August 2015 meeting. The RFE requested a general standard of authoritative third party documentation be set for all remaining professional development activities listed on the Recertification Handbook that did not already have them (Legislative or Rule-Making Activity, Volunteer Community Service, Other Professional Accomplishments), and for all future activities added to the handbook. As a result, all recertification activities now have consistent standards for audit documentation.

The CHMM Recertification Committee also approved a new RFE by unanimous consent through electronic vote on October 2015 for the Item Writing activity in the handbook. The new guidelines for submitting items are as follows:

- A certificant may receive 1 CMP per item written.
- A cap of 20 items during their 5 year cycle. This cap is comparable to what a certificant may claim for one year of full time employment (20 CMPs).
- All items submitted for CMP credit must include a completed Item Processing Sheet with an item in an area of the examination blueprint.
- The recertification application will indicate the duty area(s) of the examination blueprint that items are needed to be written for and the certificant will need to write and submit an item from these duty areas of the blueprint.
- All items written must include a reference source to be considered for CMP credit.
- The item must be completely original, cannot appear anywhere else, and must meet the minimum standards for items set by IHMM.
CHMP Scheme Committee Update

The IHMM Board of Directors held a meeting on September 18th and approved the motion for formation of a new CHMP Scheme Committee for next year and appointed Kevin Herron as Chair of this new committee. The Board has formally suspended the activities of the CHMP Examination and CHMP Recertification Committees from 1 January 2016 to 31 December 2016. This new CHMP Scheme Committee will be evaluated at the end of next year and the Exam and Recertification Committees may officially be sunsetted at that time. Combining committees will allow more subject matter experts to address exam and recertification issues. This is aligned with ANSI requirements for scheme development activities.

Please join me in congratulating the new Chair of the CHMP Scheme Committee, Mr. Kevin Herron, CHMP. IHMM would like to extend its gratitude to Mr. Herron for leading this newly formed committee that will be addressing several CHMP priorities this coming year.

CHMP Exam:

IHMM has collected additional data from our candidates who took the Certified Hazardous Materials Practitioner (CHMP) exam and this data has been provided to IHMMʼs psychometrician to conduct an In-Service Analysis Report. The report provides results from an investigation of the performance of the IHMM (CHMP) exam for the period of April 3, 2014 through September 8, 2015. Results included statistics documenting performance at the Form-, Item-, and Option-levels. The analysis revealed that the test is performing well and the form adheres precisely to the blueprint.

The CHMP Scheme Committee will convene in the first quarter of 2016 to review items that were identified for improvement by our psychometrician.

CHMP Scheme Committee is searching for Additional New Members:

IHMMʼs Certified Hazardous Materials Practitioner (CHMP) Scheme Committee would like to increase its membership. In the past few years the Committee has revised the body of knowledge that defines what a CHMP is and created a new exam form through a rigorous purge and revitalization of the existing exam questions. In the next few years, the Committee will expand the question bank and ensure the continued relevance of the CHMP body of knowledge. In addition, the CHMP Scheme Committee will recommend and maintain standards for recertification, evaluate activities that may be claimed for recertification, and hear appeals of recertification decisions, in accordance with the latest approved policies and procedures. These policies and procedures are based upon professionally recognized psychometric principles and on the standards of the accreditation bodies by which IHMM is accredited or recognized.

Committee membership is awarded in 2-year increments. It requires that members attend virtual meetings, respond to tasks, and prepare exam questions. The reward is recognition for your contribution to the continued vitality of the CHMP credential and 10 certification maintenance points (CMPs) per year for your participation. If you are interested, please send your resume and a statement.
of interest to M. Patricia Buley, Senior Manager, Credentials at pbuley@ihmm.org. Please put CHMP Scheme Committee in subject line.

Please contact M. Patricia Buley CHMP Scheme Committee Staff Liaison, if you have any questions at pbuley@ihmm.org.

Open Book Policy for the Certified Dangerous Goods Professional

The Institute of Hazardous Materials Management (IHMM) announced on 26 October 2015 changes to the open book policy for the Certified Dangerous Goods Professional (CDGP) credential. This revision allows the Dangerous Goods Regulations, published by International Air Transport Association (IATA) and Air International Regulations for Shippers of Dangerous Goods, A.I.R Shipper published by LabelMaster to be used as references during the CDGP examination. CDGP Candidates can download the full open book policy at the IHMM website.

“IHMM revised the open book policy in response to comments on the use of the UN and ICAO regulations for the shipment of dangerous goods by air,” said L. Richie Spangler, IHMM Board Director. “CDGP Candidates asked that these new references be allowed because they are more commonly used and available. IHMM’s CDGP Examination and Scheme committees agreed the new references are aligned with the UN and ICAO regulations.”

The following reference materials may be brought into the CDGP examination room by the examinee for his or her personal use only:

1. UN Recommendations on the Transport of Dangerous Goods – Model Regulation
2. International Civil Aviation Organization’s Technical Instructions (ICAO TI)
4. Dangerous Goods Regulations, International Air Transport Association (IATA)
5. Air International Regulations for Shippers of Dangerous Goods, A.I.R Shipper

Statement of CDGP Examination Development. The CDGP Examination is developed by subject matter experts (SME) under the auspices of the Institute of Hazardous Materials Management and processes that govern examination development. Materials 1 through 5 listed above are references allowed into the examination room as approved open book reference materials. The examinee is advised that the CDGP examination questions are solely based on references 1 through 3 as listed above.
IHMM Administers CHMM Exam in Abu Dhabi, U.A.E.

Earlier this year, IHMM was contacted by a Middle East-based training company with global reach about providing an on-site proctor to administer the CHMM exam after a preparatory course offered in Abu Dhabi, the capital of the United Arab Emirates.

After the 3-day course, the CHMM exam was administered to 12 examinees representing both public and private organizations in Saudi Arabia and the United Arab Emirates.

IHMM is pleased to welcome our new CHMMs from this part of the world and hopes to welcome many more in the coming years as our credentials’ reach continues to grow internationally.

*If you are interested in having IHMM administer and proctor an on-site credential examination for your CHMM, CHMP, or CDGP preparatory course, please contact W. Morgan Hyson at WHyson@ihmm.org.*

The New Application Process

IHMM is excited about and proud of our new MyIHMM database. It has allowed IHMM to expedite and streamline processes for staff, applicants and certificants. Below you will find the updated application process. Whether you are interested in applying for your first certification, a second (or third) certification, or want to explain the process to a co-worker, the guide below should prove extremely useful:
1. Create a MyIHMM account at www.ihmm.org by clicking and following the instructions for New Customers.

2. Within your MyIHMM account is the application. Click on the left side to access the menu.

3. Click Apply for a Certification and choose your desired application: CHMM, CHMP or CDGP.

4. The application will take you through all the fields necessary to submit an application. The final page is a summary which will show you if you are missing any required information. Once all required field are checked off you will be able to move forward to the payment page and once payment ($175*) is complete you can submit your application. Your application will then move into the Exam Ready status and you will have 12 months to take the test.
   a. Within the application you will be asked to provide the names and emails of two professional references which the system will email a link to for them to complete the electronic references form. The Application Summary Review table on your MyIHMM homepage will update when your references have completed the form.
   b. If applicable, you will also be asked to upload a copy of your transcript or diploma to the application as well.

5. Within 24 hours, you will receive your login information to the test registration website, Webassessor. With this information you will be able to search all of the available exam times and locations, register for an exam and pay the exam fee ($360).

6. Test takers receive unofficial results at the testing center immediately following submission of the examination. Official results will be sent by email within 48 hours of taking the examination.
   a. Those who fail will receive a breakdown report of their performance on the exam to aid in studying for a retake.
   b. Those who pass will receive an email with a confirmation of their results and any outstanding items needed before they can become certified.
      i. If one or more of the references have not yet completed the electric form then the application will stay in the Exam Passed status.
      ii. If both references have completed the electronic form then the application will move into the Internal IHMM Staff Review status.

7. IHMM staff will then review the application to ensure everything is in order. When approved the applicant will be certified. They will be searchable in the Certificant Directory (https://online.ihmm.org/ihmmssa/censsacustlkup.query_page), receive an email of congratulation and an electronic version of their Letter of Compliance, the official proof of their certification. These emails will be followed by a mailed Welcome Packet containing their certificate, a hard copy of the Letter of Compliance and some additional materials.

There you have it, the new and improved application process.

If you have any questions, comments or concerns regarding applying for a certification or the application process, feel free to contact the Certification Department at examinfo@ihmm.org.
Examination Statistics for 2015

In compliance with its bylaws, IHMM publishes the statistics for its examinations on a yearly basis. Please find the breakdown below.


<table>
<thead>
<tr>
<th>Title</th>
<th># Candidates</th>
<th>Pass Rate</th>
<th># Certified</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHMM</td>
<td>417</td>
<td>70.5%</td>
<td>294</td>
</tr>
<tr>
<td>CHMP</td>
<td>18</td>
<td>22.2%</td>
<td>4</td>
</tr>
<tr>
<td>CDGP</td>
<td>27</td>
<td>74.1%</td>
<td>20</td>
</tr>
</tbody>
</table>

For more information, please visit the “Applicants” section of the IHMM website or contact Madison Bridner, Certification Manager, at mbridner@ihmm.org.

Welcome to the offices of Dr. Recert.

Thank you for waiting, the doctor will see you now.

Hello again, how have you been? We've just gotten some new equipment, the MyIHMM Self Service Administration [SSA], to help keep your certification healthy and up to date, so let me help you walk through it and make some recommendations to help make it easier to use.

Just make yourself comfortable and we can begin.

How to access your Self Service Administration [SSA] Welcome Page:

Go to www.ihmm.org

- Click on the (orange button with the circle and head inside it) MyIHMM Login button.
- Enter your User Name [User Name] & Password [Password] in the appropriate blocks.
- This will take you to the MyIHMM Self Service Administration [SSA] Welcome Page.

You should see a number of “panes” (small boxes) of information here. They will always appear in the same positions.

- **Upper LEFT will be your Alerts and Notices pane**- Any quick messaging from IHMM will be posted here, as are some quick links to useful information.
- **Upper RIGHT will be your Welcome pane**- Your ID #, date you became certified, credential(s) certified in, certification cycle(s), and your Annual Fee due date will be in this pane.
- **Below and LEFT you’ll see your APPLICATIONS in process pane**- Any application forms not yet complete will be listed here.
- **Below and RIGHT will show your RECERTIFICATIONS in Process pane**- A quick link to and status of your application will be listed in this pane
- **Beneath all of that, to the LEFT, you will see your APPLICATION Summary Review pane**

And that’s the basic layout of your Self Service Administration [SSA] Welcome Page.
How to find and open a new Recertification application form:

- Use the same steps as “How to access SSA” above, then:

On the Self Service Administration [SSA] Welcome Page Window

- To the left you will see a black box with a stack of three horizontal lines in it [We refer to this as the “3-bar” or “Hamburger” Menu Button].
- Click on that box to open your menu
- To open a new recertification application, click on “RECERTIFICATION” from the menu options
- This will take you to the list of recertification applications (a.k.a. the “SUBMISSION HISTORY” screen)

**NOTE:** In the list of recertification applications (a.k.a. the “SUBMISSION HISTORY”) screen. *All Certifications are listed in alphabetical order, please scroll down and read carefully before clicking on any button to open the correct form.*

- On the right hand side, you should see a horizontal bar type button that says “CREATE NEW RECERTIFICATION APPLICATION” for any credential you are eligible to recertify for.
- Click on this button to open a new blank recertification application form for the credential you are recertifying for.

**NOTE:** You may only open ONE recertification application form at a time, so once you have opened the button will read “NOT ELIGIBLE TO CREATE NEW RECERTIFICATION APPLICATION” for that credential.

Simply follow the next set of instructions to access your open application on your next visit.

How to open an existing application:

- Use the same steps as “How to access SSA” above, then:


- Look in your “Recertifications in Process” pane [On the RIGHT, second pane down].
- In the “Certification” column of your “Recertifications in Process” pane you’ll see the title(s) of any credential you have an application in process for.
- Click on the name of the credential [usually in BOLD BLUE] which is a link to the form in process.

Then just click on the section buttons [Red with title of the section on them], to enter the part of the form you want to edit or add items to.

Remember to save anything you enter!

How to update your contact information:

- Use the same steps as “How to access SSA” above, then:

On the SELF SERVICE APPLIANCE [SSA] Welcome Page Window
• To the left you will see a black box with a stack of three horizontal lines in it [We refer to this as the “3-bar” or “Hamburger” Menu Button].
• Click on that box to open your menu.
• To update your contact information, choose “Update Contact Information”, then click on the “EDIT” button for the area you wish to update.

Please remember to make yourself an appointment to log-in AT LEAST twice a year (and quarterly is better) to your MyIHMM Self Service Administration [SSA] Welcome Page and make sure your contact information is current and up to date.

IHMM’s primary notification method is electronic (via e-mail and alerts on your SSA page or the IHMM web page), so forgetting to access the site or update your information is not an excuse for failing to meet a deadline for fees or form submission.

A few quick clicks to log-in can save a lot of headaches later.

Armed with that information you should have little to no difficulty keeping your certification healthy and your process worry free. Keep entering those activities as you get them!

Please contact us at recertinfo@ihmm.org should you have any questions.

Completing Your Recertification Audit in MyIHMM

Overview
Once upon a time, IHMM’s recertification process required certificants to submit their recertification applications with documentation for all of their activities. Since we transitioned to an online recertification process in mid-2010, we have asked certificants to continue to maintain this documentation, but we have not solicited it with initial recertification applications.

To maintain the integrity of the recertification process, IHMM randomly selects a portion of submitted recertification applications for audit. When an application is selected for audit, the certificant is expected to provide this maintained documentation to verify his or her employment and professional development activities.

With the implementation of the MyIHMM system, we have taken steps to streamline this process, and the recertification audit program is now fully integrated into the MyIHMM recertification system.

Instructions
Once you submit your completed recertification application, the MyIHMM system will automatically make a determination as to whether or not your application will be selected for random audit. If your application is selected, it will be moved to a status called “Audit Info Needed” and you will receive an automatic email notifying you of your application’s selection.
When you are ready to begin the audit process, access your application from your MyIHMM “welcome” page. Once the application is open, you will see that the interface is nearly identical to the initial application. **Don’t click the Submit Audit Documentation button yet!**

Next, click on the Employment button in the left column. You will see the claim information that you submitted – only now, there is an “upload” link. Click the link to upload your employment documentation.

Note that you can only upload one file per claim. As a result, multi-page documents or combinations of multiple documents are generally best uploaded as combined PDF files. Most home and office scanners support this format, and there are free programs available that can combine existing separate PDF files.

Follow the below link for Adobe’s guide to combining PDF files with their free Reader program:


While PDF is our preferred format for review, MyIHMM will accept all file types as uploads, and we understand that sometimes using other file types (such as .msg Outlook email files) is necessary.

Once you have uploaded your employment documentation, proceed to the Professional Development section by clicking the link in the left column or clicking the “Next” button from the Employment section.
You will see that the interface here is much the same. Upload documentation for each of your Professional Development claims. If you have any questions about appropriate audit documentation for an activity, don’t hesitate to contact IHMM’s Recertification Department.

**Submission and the Review Process**

Now that you have uploaded all of your documentation, it’s time to click the Submit Audit Documentation button. This will flag your application as being ready for review by IHMM staff, and move it to the “Audit Review” status. Once your application is ready for review, it will be added to our queue. Reviews take varying amounts of time depending on complexity, so the best way to ensure a quick audit review is to follow instructions carefully, and check with IHMM if you are unsure about how to fully document an activity.

In the event that the documentation provided is not sufficient to complete the process, we will send your application back to “Audit Info Needed” with comments. At this point, you will receive an automatic email notifying you of this, and when you access your application again, you will the reviewer’s comments in the Employment and Professional Development sections.

Do also note that while your application is in “Audit Info Needed” status, you have the option of adding additional activities along with documentation. This way, if for some reason you cannot fully document another activity and need additional points to meet the 200 CMP minimum, you may supplement your application with alternative claims.

**Completion**

Once your audited application has been approved, you will receive an email from the system with your new certification expiration date. Congratulations!

We recognize that completion of the recertification audit process is not always an easy task, and we thank you for doing your part to ensure that the integrity of your IHMM professional credential and those of your colleagues remains beyond question.
If you have any questions about IHMM’s recertification audit program, please contact Morgan Hyson, Recertification Coordinator, at mhyson@ihmm.org.

MyIHMM Overview Webinars coming in Q1 2016

There certainly have been a lot of new developments since our last newsletter and none are more prominent than the transition to the MyIHMM Self Service Administration portal (Welcome Page). We know and understand that change can be difficult, and that migration from one system to another is often accompanied by some growing pains. However, like all growing pains, once they pass what remains is better and stronger. This will be the case for the MyIHMM Self Service Administration portal as well.

To that end, IHMM is creating a toolkit to help get certificants up to speed and provide additional assistance in use and navigation of the MyIHMM Self Service Administration portal. The first tool will be that mid to late first quarter of 2016, IHMM will be announcing the start of our “MyIHMM and You” Webinars. The first of these tutorials will show you the soup to nuts use of MyIHMM including: how to access your Self Service Administration (SSA) certificant window, how to access the forms, how to find and use the 3-Bar or “Hamburger” menu button, and basic recertification activity entry.

IHMM would like to offer our sincere thanks for your patience and understanding while we fill in the potholes during the last of the transition phase. Every bump on the path right now helps us make you a smoother path going forward.

Please contact us at info@ihmm.org should you have any questions.

IHMM Spotlight Interview with Ms. Linda H. Lawhorn, CHMM, CDGP

In this winter issue of IHMM Today, we will be featuring Ms. Linda H. Lawhorn, who specializes in the transportation of hazardous materials and hazardous waste by highway and air. She earned a M.S. degree in Safety Education and Services and a B.S. degree in Finance from the University of Tennessee in Knoxville. Ms. Lawhorn has twenty-five years of experience in the environmental field with twenty-one years of concentrated experience in hazardous materials transportation, training, and auditing. She has been a virtual “hazmat hotline,” providing expertise to both internal and external clients in the areas of hazardous materials/waste management, hazardous materials/waste transportation, and radioactive materials/waste transportation. Ms. Lawhorn routinely authors and provides customized shipping training to clients in a variety of environmental, retail, manufacturing, and government research facilities. She has performed audits of transportation and hazardous waste management programs at retail, manufacturing, and research facilities.
IHMM: How did you begin your career and what motivated you to pursue your career in this field?

[Linda Lawhorn] When I finished my Master’s in Safety Education and Services, I transferred into my environmental company’s treatability study and biotechnology laboratories as assistant to the Environmental Compliance Coordinator. When she left shortly thereafter, I had to quickly learn it all, not just the shipping portion that I had barely begun to grasp. I was motivated by a desire to do my job well, and by an even stronger desire not to be the next “don’t-ever-do-this” incident with the regulators.

IHMM: How did you hear about the CHMM and CDGP certifications?

[Linda Lawhorn] I was surrounded with Ph.D. chemists, professional geologists and professional engineers, and I didn’t have any “street cred” with them at all because my undergraduate degree was in Finance and my graduate work was Safety, not a technical field at all (in their eyes). I needed a boost, and my research indicated that the CHMM credential was the very best one for me. That was nearly twenty years ago. Since that time, the CDGP credential became available and I decided to rely on my years of experience during the ensuing period to see if I could achieve that one too. IHMM was looking for beta testers and I volunteered (and passed).

IHMM: What value does obtaining a dual certification as a CHMM and as a CDGP hold for you?

[Linda Lawhorn] It depends on the audience. To a potential client or employer, I have demonstrated a verified level of expertise in the subject matter that may set me apart from other candidates for selection. To colleagues, it may mean that I can be depended upon as a resource when a problem arises. In both cases, the credentials are recognized as valuable and meaningful, not just window-dressing.

IHMM: What types of skills or training are required for a Dangerous Goods Professional as opposed to a Certified Hazardous Materials Professional?

[Linda Lawhorn] While the CHMM credential requires a depth of knowledge in a number of EHS&S areas, the CDGP credential requires specific knowledge of dangerous goods transport that is beyond mere familiarity or the ability to remember which CFR to pick up. The required texts differ in structure from our domestic regulations, so the examinee needs to have firsthand experience moving within and between these international texts. In addition, the state and operator variances are keys to successfully transporting dangerous goods across borders with the fewest surprises, so awareness of international requirements and carrier peculiarities is important.

IHMM: What is a typical work day like for a Dangerous Goods Professional?

[Linda Lawhorn] Very stressful on a day when a coworker drops by your office at 4 P.M. with an unexpected dangerous goods package that has to arrive at its destination by 9 A.M. the next day. A less stressful day involves preparation of a package that has been planned, from its classification to its packaging, allowing ample time to engage in initial research and peer review before shipment.

IHMM: Do you provide mentoring in the field of hazardous materials and dangerous goods, if so, how?

[Linda Lawhorn] I participate in a mentoring program for high school students in my county to make sure they enter college. I use this opportunity to talk about my career and how I ended up doing the work I do and earning my credentials.
**IHMM:** What are some current examples of cutting-edge hazmat transportation technologies that have had the most impact on hazardous materials transportation?

**[Linda Lawhorn]** There are a number of software applications to assist shippers in identifying applicable requirements. The most important thing to remember about these is that the shipper is ultimately responsible for knowing the regulations and making a compliant shipment. Software is a tool of convenience, not a substitute for knowledge.

**IHMM:** Can you share a few best practices in the transportation of hazardous materials/dangerous goods by road, railroad, sea or air?

**[Linda Lawhorn]** 1. Use the definition sections of your regulations – terminology means everything! 2. Don’t neglect the “Symbols” or “Special Provisions” columns of the Big Tables – there is liability-limiting information there. 3. Check yourself for compliance with the most frequently cited violations: training, registration, and emergency response information and telephone number. 4. Closure instructions – follow them to the letter every time.

**IHMM:** As President of the *East Tennessee Chapter - Alliance of Hazardous Materials Professionals,* what are your goals for fostering the professional development of its members and increasing the recognition of the CHMM and CDGP credentials?

**[Linda Lawhorn]** The East Tennessee chapter is very active in the Knoxville and Oak Ridge communities. Because of our reputation as knowledgeable and dependable hazmat professionals, we are able to arrange interesting tours of facilities where tomorrow’s technologies are being developed right now, and we are able to attract speakers on a wide range of pertinent EHS&S topics. Both of these activities contribute to the continued growth and development of our membership, all of whom are CHMMs. We advertise our credential regularly at events like the U.S. Department of Energy Science Bowl, Y-12 SafetyFest, Anderson County Household Hazardous Waste Roundup, TDOT’s Adopt-A-Highway Program, TDEC Show of the South, and our own presentation of the “Essentials of Hazardous Materials Management” course twice each year. Our most recent Essentials class hosted three Tennessee Department of Environment and Conservation employees, an audience we’ve been trying to recruit for years, because we feel it is important for the industry that our regulators both value, and earn, the CHMM credential.

**IHMM:** What sort of opportunity would this profession offer returning veterans?

**[Linda Lawhorn]** Veterans with experience in logistics for movement of large quantities of equipment and materials, including hazardous materials, or in chemical or mechanical deactivation of materials or devices containing hazmat are well suited for hazmat and hazwaste work in private industry.

**IHMM:** If you are speaking to a group of college students, what would you say about your profession?

**[Linda Lawhorn]** I would say that I have found my work to be supremely satisfying and financially reliable. I’ve been able to work in places where new treatment methods were being developed, and also in places of historic significance, and I thoroughly enjoyed both.

**IHMM:** How do you expect the field of hazardous materials and environmental, health and safety to change over the next 5 to 10 years?
[Linda Lawhorn] I expect environmental work to begin to shift away from cleaning up yesterday’s environmental mistakes and grow toward better management practices from an activity’s outset to limit or avoid environmental impact.

Ms. Lawhorn currently works at the Edgewater Technical Associates as a Senior Transportation Specialist and is deployed at the former uranium enrichment plant now known as ETTP to ship radioactive waste generated during the demolition of contaminated historical structures.

Interview conducted by M. Patricia Buley, Senior Manager, Credentials at pbuley@ihmm.org

IHMM Subject Matter Experts (SMEs) Community Publications

IHMM invited our certificants to submit an online link to research papers, white papers and articles written within the past five years regarding hazardous materials and related fields. IHMM would like to provide a forum for all certificants to share their technical papers. This will be a continuing feature of our IHMM Today e-newsletter and we hope to add to this first group of references in the future. IHMM certificant authors appear in bold font.

Link to download full paper: http://www.asse.org/assets/1/7/JSHER_%28Vol._11_No._1%29.pdf

Link to download full paper: http://www.asse.org/assets/1/7/JSHERVol10N11.pdf

Link to download full paper: http://www.gza.com/building-case-dose-reconstruction-toxic-tort-litigation

Link to download full paper:
http://www.astm.org/DIGITAL_LIBRARY/JOURNALS/JAI/PAGES/JAI104683.htm

Link to download full paper:
http://www.astm.org/DIGITAL_LIBRARY/JOURNALS/JAI/PAGES/JAI104059.htm

Link to download full paper: http://www.cugb.edu.cn/upload/20600/papers_upload/263.pdf


Link for abstract: http://www.medsci.cn/Sci/show_paper.asp?id=95458919025


Link for abstract: http://ws.iwaponline.com/content/14/4/585


Link for abstract: http://link.springer.com/article/10.1007/s00128-010-9935-x

Link for abstract: http://pubs.acs.org/doi/abs/10.1021/es4057906


Martin, Angela S. Real Updates to RCRA. October 2015
http://cdn2.hubspot.net/hubs/31121/Real_Updates_to_RCRA_Newsletter.pdf

Martin, Angela S. Waste Planning for Spill Response. October 2014

Link to download full paper:


Link to download full paper: Adsorptive Removal of Fluoroquinolone Antibiotics Using Bamboo Biochar


Link for abstract: http://link.springer.com/article/10.1007/s11270-014-1974-1


Contact Patricia Buley at pbuley@ihmm.org for further information.
Announcing IHMM’s Decertification Appeal Policy

IHMM’s Board of Directors voted to approve a new policy to account for extenuating circumstances preventing a certificant from completing recertification during the final months leading up to the final deadline before decertification (six months after the certificant’s expiration date).

The policy reads as follows:

The occurrence of any of the following events during the final three months (90 days) before a certificant’s final decertification deadline shall be grounds for appeal:

1. Serious illness or unexpected medical event
2. Death, serious illness, or medical event in the immediate family (parent, sibling, spouse, or child)
3. Overseas military or professional deployment (where contact is limited or not possible)
4. Other serious and unforeseen extenuating circumstances meriting review by IHMM’s Professional Standards Committee

An appellant must submit a signed written request for an exception or reversal in consideration of their circumstances. A scanned copy of the document bearing the appellant’s original signature shall be considered acceptable. The written request shall identify which of the enumerated grounds listed above serves as the basis of the appeal.

In addition, IHMM reserves the right to request documentation confirming the veracity of any claims made in an appeal. An appellant’s providing such documentation with an appeal initially may expedite its processing.

Appeals made for the reasons numbered 1, 2, or 3 above will afford temporary continued status as an active certificant while a decision is pending. Appeals made on the basis of these “pre-approved” circumstances will be reviewed by IHMM staff.

Appeals based on other extenuating circumstances will be referred to the Professional Standards Committee for review and will afford no such continued active status unless and until a reversal is rendered. Decertifications appealed this way remain effective while they are considered. IHMM staff or the Professional Standards Committee shall provide the appellant with written notice of their decision on the appeal.

Approval of an appeal will result in reinstatement of the decertified credential contingent upon submission of a complete recertification form within 30 days of notice of the approval of the appeal. IHMM reserves the right to request documentation for any and all claims made in a recertification form.

Denial of an appeal shall represent the final Institute action on the matter. In the absence of any ethical violations, a decertified individual may regain their credential by beginning the application process as a new applicant.

IHMM and the IHMM Professional Standards Committee will not consider appeals made wholly or substantially on grounds of:
1. Certificant’s failure to maintain up to date contact information
2. Tenure or stature as an IHMM certificant
3. Failure to complete application due to procrastination
4. Refusal to participate in IHMM’s established recertification process

It shall be considered unethical conduct for a current or former certificant to use the appeals process to exert unwarranted influence on the recertification process.

*If you have any questions about IHMM’s decertification appeal policy, please contact Morgan Hyson, Recertification Coordinator, at mhyson@ihmm.org*

### How to Pay Open Invoices

Begin by logging into your MyIHMM Account. After logging into your account, follow the steps below:

1. Locate the three bar menu button, a small black rectangle with three white stripes, which is found on the left hand side on your screen, and click on it to open the menu.
2. Find the section called “Payment, Invoices & Receipts”.
3. Click on the “Pay Open Invoices” link. This area keeps track of all your open invoices for Annual Fee and any products purchased from IHMM’s bookstore.
4. Add your invoice to your shopping cart and proceed to checkout.
5. Verify the information is correct and continue to checkout.
6. Select your payment type and fill in the prompt.

To access a receipt for any paid invoice in MyIHMM follow steps 1 and 2. From there click on the “Order History” link. If you paid your invoice in 2015 and do not see a receipt in this section, or you require a confirmation of any payments made in the previous system, please contact the Accounting department at 301-984-8969 ext. 20 or 11.

### Free Annual Maintenance Fee Opportunity

IHMM is beyond excited for the many improvements within the new MyIHMM database. One improvement/perk we would like to make certificants aware of is the referral program.

Any certificant that refers an applicant gets a free annual maintenance fee! That’s up to $140 for getting a colleague or employee of yours to apply. Simply make sure that your referral enters your name into the referred box on the application and IHMM will credit you the fee.

There is no limit to the number of applicants you can refer –another great aspect of this promotion! And, I mean, who doesn’t like free money?

Visit http://www.ihmm.org/ihmm-today/new-application-process to read about the application process so that you can help your referred applicant through the process.

*Feel free to contact, Madison Bridner, Certification Manager, at mbridner@ihmm.org with any questions.*
Welcome to IHMM’s LinkedIn Group!

LinkedIn is a powerful tool for professionals to remain connected and make new contacts within their industry. The IHMM LinkedIn group now has more than 6,000 members representing a broad range of HAZMAT, EHS and DG related fields. Our members work all over the world and include CHMMs, CHMPs, CDGPs and non-credential holders alike. Join IHMM’s LinkedIn group today to keep up with conferences, job postings, IHMM news, and our most popular discussions.

Visit https://www.linkedin.com/groups?home=&gid=3389074&trk=anet_ug_hm to join!

A Roadmap for an Automated Recertification Workflow: The Future of Recertification

The Institute’s transition to the MyIHMM system marked a major step forward in effectively managing its overall operations.

A huge part of this transition was the development of MyIHMM’s new recertification module, a process many years in the making. M. Patricia Buley, IHMM’s Senior Manager of Credentials, has written an article titled “A Roadmap for an Automated Recertification Workflow: The Future of Recertification” describing this years-long effort and all of the careful planning and hard work that IHMM’s recertification team did to bring the Institute and its certificants a truly novel system for this critical component of IHMM’s mission. While written for a broader program management audience, some certificants may appreciate this unique “peek behind the curtain.”

Read on:

A Roadmap for an Automated Recertification Workflow: The Future of Recertification
By M. Patricia Buley, IHMM Senior Manager, Credentials

This article will focus on how the Institute of Hazardous Materials Management (IHMM) planned, prepared and communicated its concept of a new customized automated recertification workflow design to our new Association Management System (AMS) vendor; how we used our Recertification Handbook with activity charts to define calculations needed for programming; how we fully integrated the audit process into the new recertification system; and how this new concept streamlined the submittal, review and approval of recertification applications.

OVERVIEW

IHMM’s recertification application submission process and review of applications has evolved over the past five years. Prior to 2009 paper applications were submitted, requiring documentation for all activities therein. In January 2010, IHMM implemented an audit program. Certificants randomly selected for audit are notified after receipt of their recertification application to submit full documentation for all claimed activities. In mid-2010, IHMM introduced a new online recertification application system. We
temporarily continued to accept paper applications until we transitioned fully to online submission. Our annual average volume of recertification applications submittals is approximately 1,200.

The online recertification system implemented in January 2010 was no longer supporting our recertification needs, and we continued to perform processes manually which we thought should be automated. The system allowed submission of incomplete applications. Certification expiration dates were not being set correctly by the system, and we were spending a lot of time in sending a weekly list of expiration dates of approved recertification applications for our vendor to update their system. We had to perform quality control to ensure that expiration dates were accurate; compliance letters were generated after each review with incorrect dates. Certificants were still sending piles of documents (at times over 500 pages) when they were randomly selected for an audit, sometimes with little or no correlation to the application in question. These manual processes were consuming staff’s time and review and approval of recertification applications took between six and eight weeks.

**PLANNING**

A couple of years before even meeting with our new vendor, IHMM’s operational strategy began with a thorough analysis of all policies, processes and workflows. IHMM’s processes and procedures are governed by its Management Systems Manual as well as the Candidate and Recertification Handbooks. The Recertification Team (comprised of M. Patricia Buley, James E. Drosdak and W. Morgan Hyson) reviewed all recertification policies to ensure we had well-defined policies and procedures in place. If there was a gap in policy or procedure, we addressed them. Ultimately, if needed, policies or procedures were written and approved by IHMM’s Board of Directors. For example, a new Six Month Decertification Policy was presented to the IHMM Board of Directors allowing a “grace period” of six months to submit a late recertification application. After the six month “grace period,” the credential is decertified, and individual is required to apply for and re-take the certification examination to regain the credential. The six month time-frame defines and permits the calculation after the certificant’s expiration date before decertification, it also allows for communication with the certificant at regularly scheduled intervals. This streamlines the recertification workload, and allows IHMM to enforce deadlines in good faith.

Another policy that IHMM implemented was an appeal policy to recognize that certain extenuating circumstances may prevent certificants from meeting these final deadlines. Staff needed flexibility to directly manage system expiration dates for these situations and we requested from our vendor the capability to do so. IHMM also implemented an annual fee policy requiring certificants be no more than one year in arrears on their annual fees to remain certified. These policies were used as core requirements for the new custom recertification system.

In addition, we reviewed the professional development activities of the Recertification Handbook to ensure they were updated and that all volunteer activities had a Certification Maintenance Point (CMP) credit value. When questions arise regarding recertification policies, the Recertification staff submits Request(s) for Evaluation (RFEs) to the Recertification Committee for review and to evaluate activities that need clarification for recertification credit in accordance with IHMM’s policies and procedures. As a result of these reviews, the Recertification Committee periodically amends the Recertification Handbook. The Recertification Committee has the responsibility to recommend and maintain standards for recertification, to evaluate activities that may be claimed for recertification, and to hear appeals of recertification decisions, in accordance with the latest approved policies and procedures. The policies
and procedures are in conformance with the standards of the accreditation bodies by which IHMM is accredited or recognized. The IHMM Board of Directors approves the handbook.

**IHMM’S RECERTIFICATION HANDBOOK**

The Recertification Handbook activity charts were converted to sequences of clear, linear, drop down menus for activity selections in the new recertification system. Here are some examples from our handbook that we used to define the parameters for calculations. We used the tables for “Active Professional Practice (Employment)” listing different types of employment (full-time, part-time, temporary or contract work) with corresponding CMP Credit Value.

<table>
<thead>
<tr>
<th>Type of Activity</th>
<th>Activity Definition</th>
<th>CMP Credit Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time employment</td>
<td>≥ 32 hr per week</td>
<td>20 per year</td>
</tr>
<tr>
<td>Part-time employment</td>
<td>≥ 16 hr but &lt; 32 hr per week</td>
<td>10 per year</td>
</tr>
<tr>
<td>Temporary or Contract work</td>
<td>&lt; 16 hr per week</td>
<td>Use table below</td>
</tr>
</tbody>
</table>

The table below shows part-time work with CMP calculations per week and corresponding CMPs (rounded up).

<table>
<thead>
<tr>
<th>AVG HR/WEEK</th>
<th>CMP CALCULATION</th>
<th>CMPS (CALC)</th>
<th>CMPS (Rounded UP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0.87</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>1.13</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>1.87</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>6</td>
<td>3.75</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>7</td>
<td>4.875</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>8</td>
<td>6.025</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>10</td>
<td>8.25</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>12</td>
<td>10.01</td>
<td>8</td>
<td>8</td>
</tr>
</tbody>
</table>

This is a separate table for converting academic employment to determine claimable CMPs.

<table>
<thead>
<tr>
<th>Type of Activity</th>
<th>Activity Definition</th>
<th>CMP Credit Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time academic instruction</td>
<td>≥ 12 credit hours</td>
<td>20 CMPs per year</td>
</tr>
<tr>
<td>Part-time academic instruction</td>
<td>≥ 6 but &lt; 12 credit hours &lt; 6 credit hours</td>
<td>10 CMPs per year</td>
</tr>
</tbody>
</table>

The Recertification Program provides various options certificants may utilize in meeting recertification requirements. Certificants may receive credit for attendance at and participation in courses and seminars with technical content related to the current Examination Blueprint. IHMM Recognizes that there are many different types of professional development activities that certificants can participate in to help them maintain their professional currency. The handbook provides two activity charts listing training, learning, resource development activities and service to the profession with corresponding (CMP) Credit Value and what type of documents to submit for audit. These activities for professional development were used as a basis for programming with scoring parameters.
In preparing for the new system, we reviewed all these qualifying activities to ensure that the point values were clearly stated so that we could convert and calculate the CMPs in the new AMS.

Having a well-defined operational process guide to direct the design of our new workflow which consisted of a combination of manual processes to be automated and desired features for a new AMS was crucial in preparing for conversion. IHMM’s Recertification team met on many occasions to develop the recertification operational workflow before meeting with our new vendor’s Business Analysts.

Second, IHMM understood its technology shortcomings from our previous AMS and we kept and updated a wish list of enhancements to be included in the user interaction and design. This list also included the feedback from our certificants collected over the years on what they wanted as a user. IHMM is committed to our certificants, and we wanted a new customer management system to streamline their online experience with an intuitive, user-friendly interface to easily manage information, track CMPs for professional development and see at-a-glance their recertification status.
Third, we documented our requirements, process flows and handbooks and handed them over to our new vendor for reference.

During the first quarter of 2014, IHMM hired a company called ITPG Consultants to conduct a database assessment on new credential database software, and per their recommendation we hired ACGI in early 2014. Thus, our journey to conversion began in earnest.

**IHMM’s AUTOMATION OBJECTIVES**

This systematic approach in reviewing all operations, identifying which manual processes could be automated, updating policies and procedures, and designing process workflows that at times included visuals and excel reports proved to be successful in conveying our vision. We communicated our technical requirements through a series of meetings and calls to ACGI’s Business Analyst.

We wanted the certificant to view a dashboard with a snapshot of their credential activity to include:

- Customer ID
- Date Certified
- Credential Certified
- Certification Cycle
- Annual Fee Due Date

We also sketched a gauge to show how many CMPs have been entered during their 5 year cycle (we are still waiting for programming of this visual and hope to have it done during the first quarter of 2016).

The Recertification system is designed for the certificant to select the application for different certifications that they are eligible to recertify for. A certificant can only have one recertification application open for each certification type at one time. Our certificants can now see a summary of their information, and view any applications or recertifications status (completed or in progress).

**SUBMITTAL OBJECTIVES**

IHMM’s submittal objective was to streamline the application form and reduce submission of incomplete forms. In general, there are more menu-driven selections for activity claim types, and less manual typing of information.

- Certificant is able to go online throughout their 5 year certified period to log activities that will get them points toward their recertification requirements in real time using a variety of devices (mobile, tablets, etc.)
- Certificant is able to track employment activities separately from professional development activities.
- Certificant can easily and instantly see their results tabulated on the requirements status page.
- Certificant cannot submit an application if any section is incomplete.
- Certificant cannot submit a recertification application if it totals less than 200 CMPs (IHMM’s requirement for recertification).
- Ineligible group activity submissions cannot be submitted.
- Certificant can only submit an application for recertification in their final year of their certification period.
• Certificant is able to have access to their application if they are not in good standing with their annual fees.
• Certificant cannot submit an application after their 6-month grace period has expired.
• The Employment Section provides the certificant a drop down menu to select the applicable active professional practice (for example; full-time, part-time, consultant).
• The system calculates the subtotal for each selection (the calculation performed using the Recertification Handbook charts provided) so that it is easy to see how many additional CMPs are needed by the certificant to meet the requirement.
• A new date entry method has been created. The certificant is given the choice to use the click on date method or type the date into the entry form.
• All activities are entered using the drop down menus, and are designed to enter activities as they are completed.
• The Status Section shows what requirements are missing from the Recertification Application and prevents the application from being submitted.

REVIEW OBJECTIVE

The review objective was to minimize the review turn-around time from 6 to 8 weeks to instant review results from submittals that have completed all the required fields.

• A real time recertification progress summary with running points totals.
• After submitting, a certificant will receive an email letting them know if they were randomly chosen for audit.
• Certificant will be able to upload documents for their activities claimed when chosen for an audit.
• All IHMM Board of Directors and Committee Members are required to be audited for recertification and the new system can identify these certificants.
• Certificants will be able to add activities to supplement those activities they were unable to provide documentation for.
• A Summary Section to provide a running total of what certificants have entered for each section and an overall total entered into their recertification application.

AUDIT OBJECTIVE

IHMM’s audit objective was to have the new recertification system automatically determine whether or not an application will be selected for random audit. The workflow continues with having a separate holding status called “Audit Info Needed” for randomly selected recertification applications and we wanted certificants to receive an automatic email notification of application’s selection. We requested the capability to have an application be in “Audit Info Needed” status to provide certificants the option of adding additional activities along with documentation in the event a certificants cannot find their document to verify claim and need additional points to meet the 200 CMP minimum required to recertify.

In addition, the certificants need to be able to upload employment and professional development documentation for their activities claimed on the form only directly to the appropriate section of the application. The system does permit upload in a PDF format and accepts other file types as well.
After the certificant has uploaded their documentation, then application may be submitted. This will flag the application as being ready for review by IHMM staff, and the workflow continues to an “Audit Review” status and then it is added to the queue.

A certificants will receive an email directly from the system with their new recertification expiration date after their application has been approved.

APPROVAL OBJECTIVE

An instant approval of a successful completed recertification automatically triggering a Letter of Compliance e-mail that can be used for any purpose requiring proof or sharing, with hard copies sent later.

CHALLENGES

The conversion was challenging for IHMM, all staff tested and retested all the functions. We went “Live” on 18 May 2015 and we continue to work out issues that are reported by our certificants and address unresolved problems with the new functions according to priority. We are working continuously to refine our new system and we have requested additional enhancements.

One of the challenges we encountered was conversion of bad data from our previous system (from incorrect expiration dates to missing information). We also experienced unexpected complication in converting recertification applications data from the old system to the new system, in part due to compatibility issues. IHMM staff is working through these challenges and we believe that after these issues are addressed that the new system will alleviate the time spent in recertifying for both certificants and staff. We have received a lot of positive reaction from our certificants along with certificants that do not like the system. The system prohibits certificants from submitting their recertification application if all the required fields are not completed which was not the case with our previous system. Our new customized recertification system is a big change and like many changes it may take some time to get used to.

WHY IS THIS IMPORTANT TO YOU?

A “faster than human” action does add a value in the turnaround time for responding to certificants submittals of their recertification application, and delivering a result within minutes along with their Letter of Compliance does provide excellent service. By automating the recertification process workflow we are also freeing up staff’s time for them to engage in other projects. This customized recertification system will also increase the ease of overall management of recertification applications which is a win-win for all involved.