Introduction to the DoD SMCX

April 2022

The presentation introduces the Department of Defense (DoD) Safety Management Center of Excellence (SMCX) and reviews the DoD-funded safety and occupational health (SOH) support available to DoD organizations.

Objectives

- In this presentation, you will learn to:
  - Describe the DoD SMCX and the SOHMS supported
  - Discuss the purpose of the e-SMS Tool & Portals
  - Summarize the types of DoD SMCX support
  - Summarize the DoD SMCX evaluation process
  - Describe the tools used during a DoD SMCX evaluation
  - Provide examples of end user support
  - List available DoD SMCX resources
  - Identify the DoD SMCX Service points of contact

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SOHMS = safety and occupational health management system

Throughout this presentation, we will accomplish several objectives to increase your knowledge and understanding of the DoD SMCX and the support provided.

This presentation is beneficial to DoD Service and Agency personnel wanting to gain an understanding of the DoD SMCX and the support provided by the DoD SMCX. Personnel gaining the most benefit from this presentation may include:

- SOH professionals and their representatives
- SOHMS points of contact
- Leadership, management, and supervisory level employees
- Union representatives

What is the DoD SMCX?

DoD-funded

Contractor-operated since 2006

Helps improve safety program performance

Formerly known as the DoD VPP CX

Delivers centralized SOH support to DoD Services and Agencies

Supports CONUS and OCONUS worksites

Provides SOHMS implementation and sustainment support

Offers support for several SOHMS

Images retrieved from Bing Images

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CONUS = continental United States
OCONUS = outside the continental United States
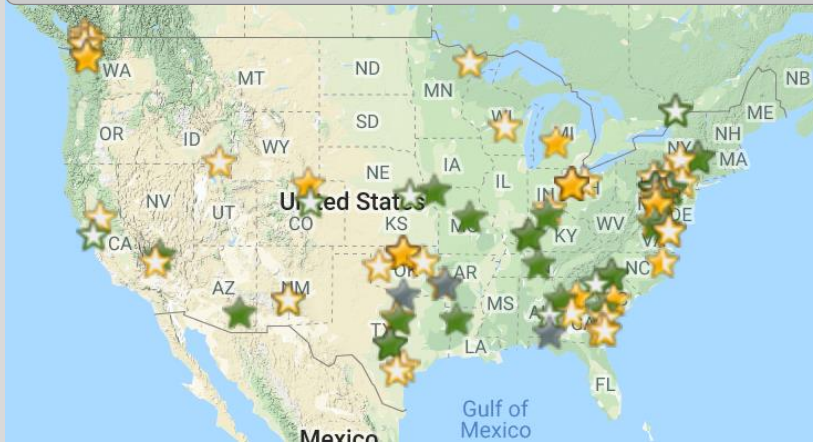DoD VPP CX = Department of Defense Voluntary Protection Programs Center of Excellence

Example agencies supported by the DoD SMCX include: the Defense Logistics Agency (DLA), the Defense Health Agency (DHA), the Defense Information Systems Agency (DISA), and the Defense Contract Management Agency (DCMA).

The Service branches supported by the DoD SMCX include: U.S. Army, U.S. Marine Corps, U.S. Navy, U.S. Air Force, Air and Army National Guard, and the U.S. Army Corps of Engineers.

Image courtesy of Bing Images (Creative Commons).

What is the DoD SMCX?

CURRENT Stars: 162	OSHA Star (19)	OSHA Challenge (2)	Army SOH Star (63)	Navy SOH Star (7)
	Reapproved OSHA Star (44)		Recertified Army SOH Star (25)	Recertified Navy SOH Star (2)
PENDING Stars: 1	OSHA Star (0)	OSHA Challenge (0)	Army SOH Star (1)	Navy SOH Star (0)
			PRIOR Stars: 26	TOTAL Stars: 188

The DoD SMCX provides guidance and expertise to help worksites implement and sustain their SOHMS, and even achieve formal SOHMS recognition!

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Image courtesy of the DoD SMCX

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The DoD SMCX supports DoD worksites across the world as they implement and sustain their SOHMS. Many DoD worksites also achieve SOHMS recognition. Some of these sites received recognition at a national level, through the Occupational Safety and Health Administration (OSHA), while others received recognition through the DoD, such as the Army SOH Star and Navy SOH Star.

Currently, there are about 2,100 worksites recognized as an OSHA VPP Star site in the United States, with over 50 being DoD worksites. Of these 2,100 sites, there are about 1,300 Federal sites in OSHA VPP.

OSHA VPP recognized sites: https://www.osha.gov/dcsp/vpp/sitebystate.html

Image taken from the DoD SMCX at: https://smscx.org/ (updated March 22, 2022). The image shows CONUS DoD worksites that have received formal SOHMS recognition; the DoD SMCX updates this map as worksites are recognized for implementing a world-class SOHMS. OCONUS sites with formal recognition are not pictured.

Who is the DoD SMCX?

21
Professionals

- Headquartered in Johnstown, PA

- Staff located across the United States

- Mixture of DoD, government, and private industry experience

- Diverse education, certifications, and training
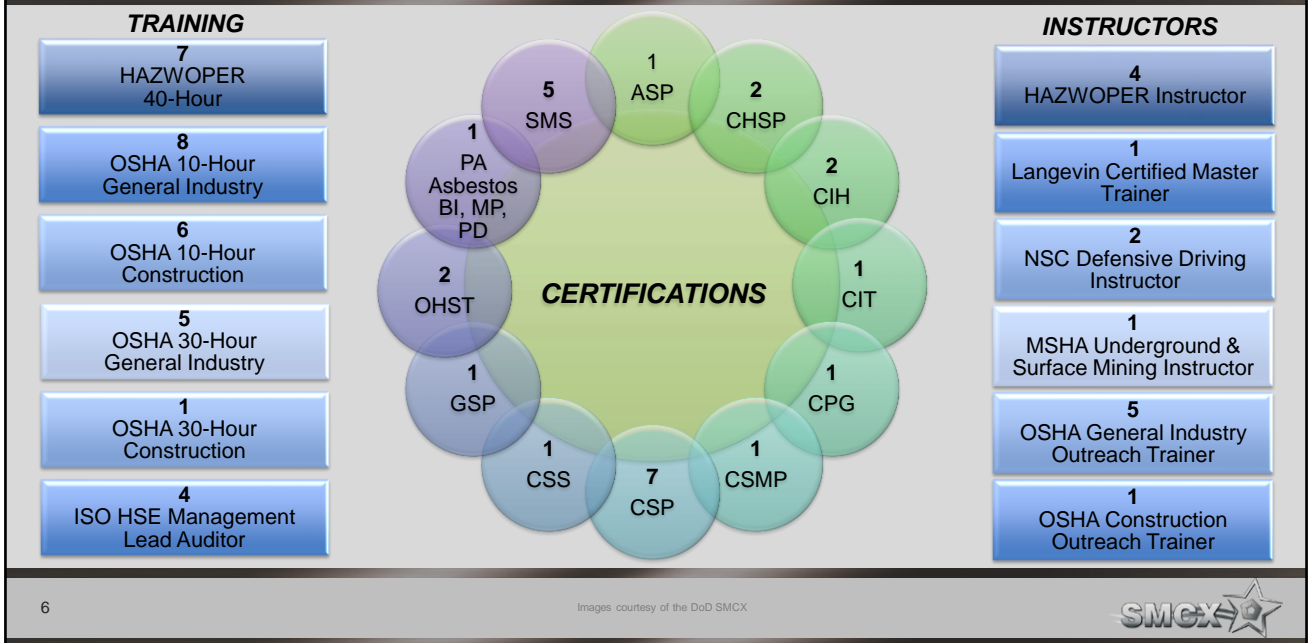
Image retrieved from Bing Images

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A huge amount of experience and diversity makes the DoD SMCX highly proficient at helping large and small sites implement and sustain their SOHMS.

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Who is the DoD SMCX?

TRAINING

- **7** HAZWOPER 40-Hour
- **8** OSHA 10-Hour General Industry
- **6** OSHA 10-Hour Construction
- **5** OSHA 30-Hour General Industry
- **1** OSHA 30-Hour Construction
- **4** ISO HSE Management Lead Auditor

CERTIFICATIONS

- **1** ASP
- **2** CHSP
- **2** CIH
- **1** CIT
- **1** CPG
- **1** CSMP
- **7** CSP
- **1** CSS
- **1** GSP
- **2** OHST
- **1** PA Asbestos BI, MP, PD
- **5** SMS

INSTRUCTORS

- **4** HAZWOPER Instructor
- **1** Langevin Certified Master Trainer
- **2** NSC Defensive Driving Instructor
- **1** MSHA Underground & Surface Mining Instructor
- **5** OSHA General Industry Outreach Trainer
- **1** OSHA Construction Outreach Trainer

6   Images courtesy of the DoD SMCX

The slide shows the certifications and training for the DoD SMCX team. The slide also lists types of instructors on the team as well.

ASP = Associated Safety Professional
BI = Building Inspector
CHSP = Certified Healthcare Safety Professional
CIH = Certified Industrial Hygienist
CIT = Certified Instructional Trainer
CPG = Certified Professional Geologist
CSP = Certified Safety Professional
CSS = Certified Safety Specialist
CSMP = Certified Safety Management Practitioner
GSP = Graduate Safety Practitioner
HAZWOPER = Hazardous Waste Operations & Emergency Response (40-hour)
HSE = Health, Safety, and Environment
ISO = International Organization for Standardization
MP = Management Planner
MSHA = Mine Safety and Health Administration
NSC = National Safety Council
OHST = Occupational Health and Safety Technologist
PA = Pennsylvania
PD = Project Designer
SMS = Safety Management Specialist

Images created with Microsoft SmartArt® (updated April 11, 2022).

Supported SOHMS

OSHA VPP
OSHA Challenge Program
ANSI Z10, OHSMS
ISO 45001 (replaced OHSAS 18001)
FAA SMS
Air Force SMS
Army SOHMS

Image courtesy of the DoD SMCX

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ANSI = American National Standards Institute
FAA = Federal Aviation Administration
ISO = International Organization for Standardization
OHSAS = Occupational Health and Safety Assessment Series
OHSMS = Occupational Health and Safety Management System
SOHMS = safety and occupational health management system
VPP = Voluntary Protection Programs

The DoD SMCX provides implementation and sustainment support for all types of SOHMS. The SOHMS list on the slide is not an all-inclusive list of supported SOHMS; however, the DoD SMCX primarily delivers OSHA VPP implementation and sustainment support to DoD worksites, as this is the SOHMS of choice for most Services and Agencies.

ISO 45001 replaced OHSAS 18001. The ISO 45001 standard was published in 2018.

Image courtesy of the DoD SMCX. The Plan-Do-Check-Act cycle is commonly referred to in many SOHMS, emphasizing the need for continuous improvement.

Overview of DoD SMCX Services

Hosts and operates electronic tools

Conducts on-site assessments and support

Performs end user support

Maintains the DoD SMCX website and informational resources

Image courtesy of the DoD SMCX

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The DoD SMCX offers different types of services and support.

Image courtesy of the DoD SMCX. The image shows a DoD SMCX team, along with participants at a worksite, conducting an assessment at a DoD worksite.

Electronic Tools – e-SMS Tool & Portals

Welcome to the SMCX!

Announcements

2/17/2021 — Free DoD SMCX Webinars and Workshops
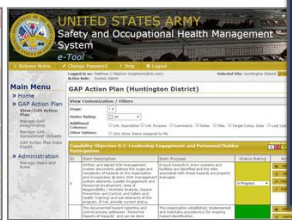To register for or obtain additional information on any of the free DoD SMCX webinars or workshops, please visit: https://www.smscx.org/training/sessions.aspx?typeid=4

Available Web Applications

e-SMS Tool   Challenge Portal   ASOHMS Portal

Image courtesy of the DoD SMCX; E-SMS Tool Landing Page - https://sms.smscx.org/LandingPage.aspx

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ASOHMS = Army Safety and Occupational Health Management System

The e-SMS Tool provides access to the OSHA VPP-focused e-SMS Tool, Challenge Portal, and the ASOHMS Portal. These portals facilitate SOHMS implementation with specific focuses on Service requirements.

Image courtesy of the DoD SMCX (as of March 22, 2022). The image shows the initial view of the screen when you visit the e-SMS Tool website at: https://sms.smscx.org/, where you may access the e-SMS Tool, the Challenge Portal, or the ASOHMS Portal by clicking on the image and logging in.

The e-SMS Tool and portals facilitate SOHMS implementation through action plans and DoD SMCX monitoring and engagement

Electronic Tools – e-SMS Tool & Portals

The tool or portal your worksite uses depends on…

Login to e-SMS OSHA Challenge Portal

User Name:
Password:

Login

Challenge Portal

UNITED STATES ARMY
Safety and Occupational Health
Portal

Login to the ASOHMS Portal

Login   Forgot Password   Register

...se register if you don't already have an account. For
...please contact CTC via email at ctcevppdev@ctc.com or
...CX Hotline at 1-877-292-2880.

ASOHMS Portal

…your Service and selected SOHMS

e-SMS
DoD Safety Management Center of Excellence

e-SMS Tool

Log In

User Name:
Password:

Log In

Forgot Password?

e-SMS Tool

Images courtesy of the DoD SMCX

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The e-SMS Tool is available for use by all DoD Services and Agencies (if they choose to use it).

The Challenge Portal is available for all DoD Services and Agencies (if they choose to use it) that are implementing or sustaining a SOHMS via the OSHA Challenge Program. For more information on the OSHA Challenge Program, visit: https://www.osha.gov/dcsp/vpp/challenge.html

The ASOHMS Portal is available for use by the Army.

- If your site already uses the tool, please contact your worksite's SOHMS point of contact to set up a user account to gain access to the tool.
- To create a user account for a new site in the tool, contact your DoD SMCX Service or Agency point of contact.

Images courtesy of the DoD SMCX. The images show a snapshot of the e-SMS Tool, ASOHMS Portal, and Challenge Portal log in pages – you can gain access to each of these by visiting: https://sms.smscx.org/
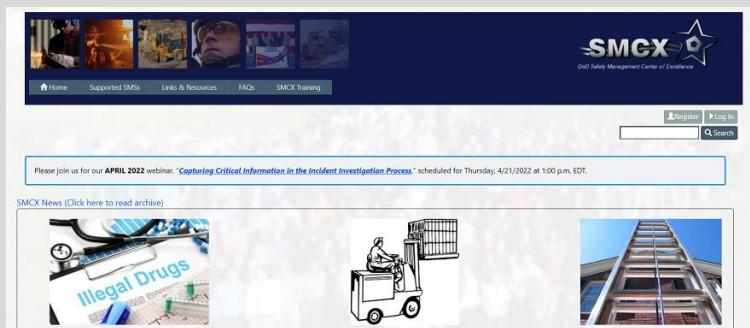
Electronic Tools – e-SMS Tool & Portals

- Stores gap analyses
- Generates an action plan after assessments
- Houses access to other web portals
- Links action items to best practice examples and other useful references
- Generates trend reports
- Provides the ability to complete annual self-evaluations and SOHMS applications
- Offers a repository to upload and store SOHMS documentation
- Provides visibility to DoD worksites and the DoD SMCX

For more information, visit: https://sms.smscx.org/ or https://asohms.smscx.org

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Each portal generally mirrors the e-SMS Tool; however, they provide additional information and action items to help worksites focus on Service-specific items as well.

The e-SMS Tool creates an action plan for sites once the DoD SMCX conducts a baseline assessment and completes a gap analysis of the worksite's SOHMS against SOHMS criteria.

DoD SMCX Website

Access the website by visiting: https://smscx.org/

| Learn about the DoD SMCX | See headlines about upcoming events and SOH topics | Check out the Star map for new SOHMS recognized DoD worksites | Find examples of SOHMS-related documentation | Register for on-site courses, webinars, and workshops |

See DoD SMCX Website slide deck for details   Image courtesy of the DoD SMCX

The DoD SMCX website is where you can find many of the education and training resources offered. The website is filled with information about the DoD SMCX, but it also includes headlines to keep you in the loop on upcoming events and SOH topics.
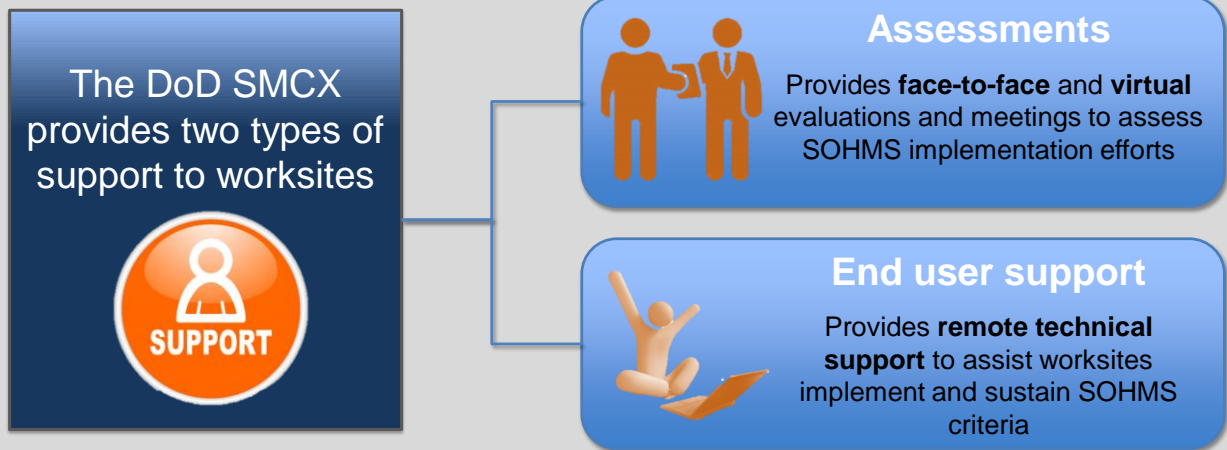
The website has a Star map the SMCX regularly updates, showing DoD sites holding an active, formal recognition for their SOHMS. The Star map provides an opportunity to see if there are DoD Star sites near your location which could possibly be a mentor.

When the DoD SMCX finds good documentation examples, we post them on the website. If you are having difficulty putting together a document, see what we have on our website to help you out. We try to provide a variety of examples so you can find something that meets your organizational needs.

The DoD SMCX website is also where to register for training events, like webinars and workshops.

Image courtesy of the DoD SMCX. The image shows the homepage of the DoD SMCX website at: https://smscx.org/ (updated March 22, 2022).

DoD SMCX Support

The DoD SMCX provides two types of support to worksites

SUPPORT

Assessments

Provides **face-to-face** and **virtual** evaluations and meetings to assess SOHMS implementation efforts

End user support

Provides **remote technical support** to assist worksites implement and sustain SOHMS criteria

Images retrieved from Bing Images

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The DoD SMCX provides two levels of support to worksites – assessments (both on-site/face-to-face and virtual) and end user support. Worksites will find both levels of support beneficial to implementing SOHMS criteria.

During assessments, the DoD SMCX teams use the information learned about the SOHMS to draft action plans and identify recommendations. The end user support facilitates follow-up discussion on action plan items and recommendations as they are implemented throughout the workplace.

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Assessments – Types of Visits

	Baseline	Stage Completion/ Implementation	Application Readiness	Re-approval/ Recertification	General Technical Assistance
Scope	Conducted for each newly nominated worksite	Completed once worksite completes all Stage 1 or 2 actions in the e-SMS Tool or Portal	Conducted when a worksite implements all SOHMS criteria and before an OSHA (or external) evaluation	Conducted after a worksite earned recognition for a stellar SOHMS and before an OSHA (or external) reevaluation	Provided to worksites requesting additional support implementing and sustaining SOHMS efforts
Purpose	Review all criteria to develop an SOHMS action plan	Verify the authenticity of the completed actions and provide insight for completing the next stage	Review all SOHMS criteria to ensure a successful SOHMS evaluation	Review all SOHMS criteria to ensure a successful SOHMS reevaluation	Deliver additional on-site support

Images retrieved from Bing Images

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The SMCX provides different support during different types of visits.

Baseline – Review documents. Interview employees and leadership. Review conformance to SOH requirements. Perform a SOHMS gap analysis, develop an initial action plan, train personnel on processes and tools, and upload the Stage 1 action plan to the e-SMS Tool (or associated Portal). At times, complete the SMCX Onsite Report and Worksheet in place of the action plan.

Stage Completion/Implementation – Verify the authenticity of completed actions in Stages 1 or 2. Provide strategies for completing remaining open action items and the next stage (2 or 3). Update the action plan in the e-SMS Tool or complete the SMCX Onsite Report and Worksheet. Perform implementation support, which includes conducting mock visits, finding a SOHMS mentor site, providing e-SMS Tool training, reviewing the annual self-evaluation/SOHMS application, and conducting SOH training.

Application Readiness/Recertification – Prepare the worksite for on-site SOHMS evaluation by validating all SOHMS elements are in place for all three stages. Provide recommendations for improvement, identify best practices, and coach the workforce.

General Technical Assistance – Provided to sites requesting additional support in implementing and sustaining specific SOHMS criteria. Examples of assistance include training, regulatory compliance assistance, action plan reviews, annual self-evaluation or application development, or follow-up on specific SOHMS criteria, as well as support with leadership training, assessor and/or implementation training, and supervisor and employee awareness training.

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Assessments – Evaluation Process

In-brief presentation · **Document review** · **Formal and informal interviews** · **Site walkthroughs** · **Daily briefings** · **Out-brief presentation** · **Action plan development**
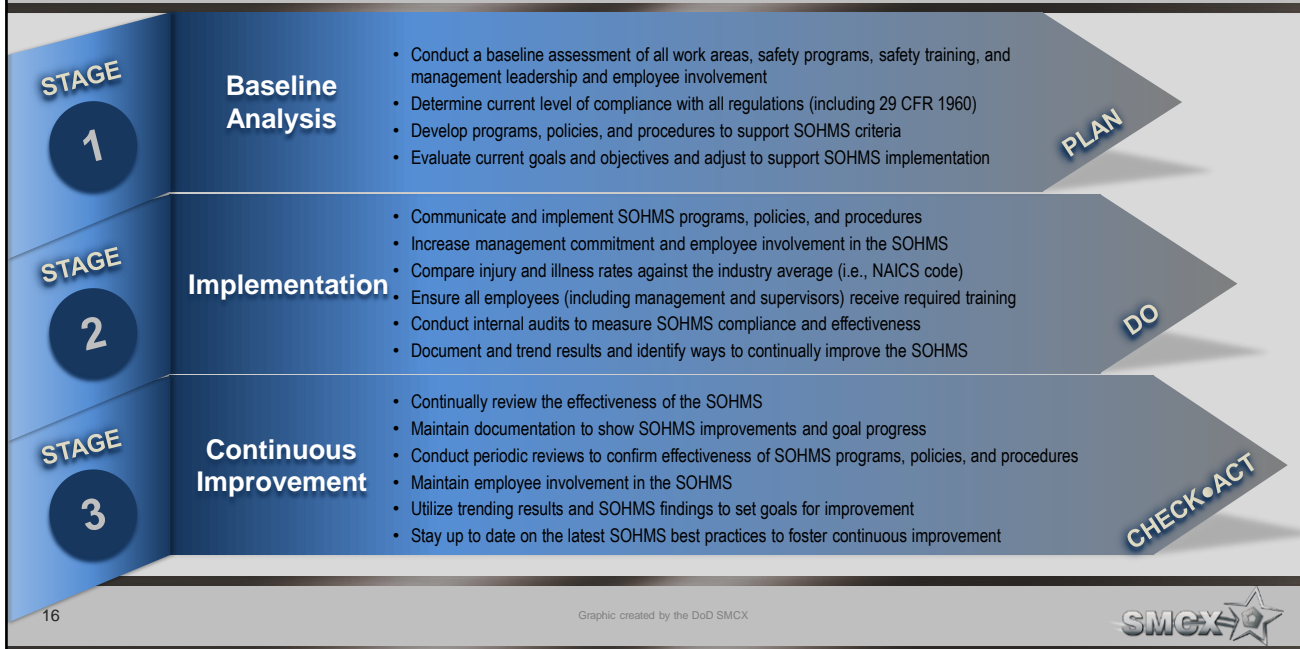
Images retrieved from Bing Images

The DoD SMCX process mimics the OSHA VPP evaluation process. Not all assessments include each item this list; it varies based on the type of assessment and the worksite's needs and preferences.

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Graphic created by the DoD SMCX

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CFR = Code of Federal Regulations
NAICS = North American Industry Classification System

The DoD SMCX assesses SOHMS maturity by focusing on three stages:

- Initial development of the SOH programs and policies
- Communication of the SOH programs and policies
- Full implementation of all SOH programs and policies, including SOHMS criteria

The DoD SMCX bases this process on the Plan-Do-Check-Act Model of Continuous Improvement.

View additional information on the Plan-Do-Check-Act Model at: http://asq.org/learn-about-quality/project-planning-tools/overview/pdca-cycle.html

The DoD SMCX evaluates varying levels of program maturity, dependent on the type of assessment conducted and Service or Agency needs and preferences. For example, the DoD SMCX evaluates all three stages at one time for nearly every type of evaluation performed at Air Force sites. However, at Army sites, the DoD SMCX only looks at Stage 1 for a baseline assessment, the other stages during stage completion visits, and then all stages during a readiness assessment.

Assessments – Evaluation Process

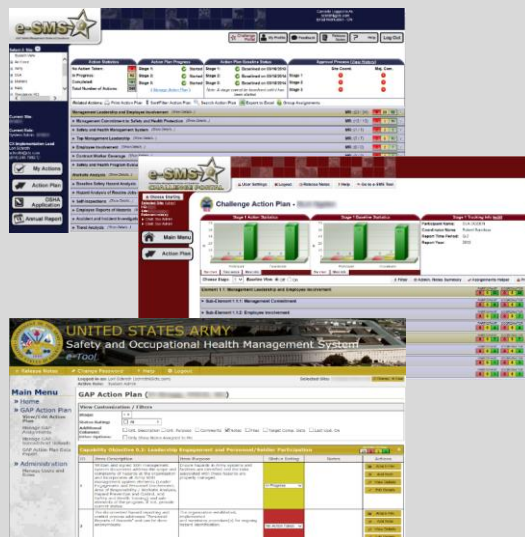|	Documentation Review (Paper)	Interviews (People)	Site Walkthroughs (Places)
Description	• Reviews forms, reports, and other documents (including electronic systems) related to the SOHMS • Identifies missing documentation • Ensures all documentation is up-to-date and aligns with SOHMS criteria and SOH regulations	• Interviews all types of employees (military, civilians, supervisors, contractors, management and leaders, key personnel) formally and informally • Focuses on employee participation and support of the site's SOH and SOHMS efforts • Verifies information included in documentation	• Interviews employees and supervisors informally • Evaluates how policies and procedures are executed • Identifies best practices • Points out hazards and compliance issues in work areas

Images retrieved from Bing Images

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The SMCX uses a variety of evaluation techniques to assess your SOHMS.

Assessment Tools – Gap Analysis

- Specific to each Service or Agency
- Based on the three-stage maturity process
- Uploaded to the e-SMS Tool, Challenge Portal, or ASOHMS Portal
- Labels each action item as:
  - 🟥 No Action Taken
  - 🟨 In Progress
  - 🟩 Complete

Images courtesy of the DoD SMCX

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The DoD SMCX uploads the gap analysis and action plan to the e-SMS Tool, or an associated web portal (e.g., Challenge Portal, ASOHMS Portal), as shown in the images. The gap analysis action plans are typically used for baseline and stage completion/implementation assessments. Site users are only able to see the action plan for the site(s) you are assigned.

No Action Taken: You have not taken any steps to address the specific element (e.g., no documentation in place, no employee knowledge).

In Progress: You have taken steps to address the specific element; however, the element is not functional and fully effective. You may be close to making the element complete (e.g., signing an updated document) or you may just be starting to implement steps to address this element (e.g., you have procedures in place, but you still need to get those approved, communicate them to employees, conduct employee training, document the training, evaluate the effectiveness of training).

Complete: You have taken steps to address this specific element, and the entire system/process is functional and fully effective (e.g., documentation is in place, all levels of employees know what they need to know to contribute to the element, employees do what the documentation says they'll do, continuous improvement is a focus).

Images courtesy of the DoD SMCX. The image shows snapshots of action plans conducted by the DoD SMCX. The DoD SMCX uploads the gap analysis to the e-SMS Tool or portal, as shown, where the tool generates an action for you to use.

Assessment Tools – SMCX Worksheet

- Mirrors OSHA's On-Site Report and Worksheet for VPP evaluation

- Provides worksite details and summarizes workplace hazards

- Documents injury and illness rates

- Identifies best practices and recommendations for improvement

Image retrieved from OSHA

The SMCX On-Site Report and Worksheet is a useful tool to gauge the effectiveness of a SOHMS. It is typically used for application readiness or re-certification assessments. The DoD SMCX uses this template and criteria for the DoD SMCX On-Site Report and Worksheet, but we identify recommendations throughout the completion of the worksheet to assist DoD worksites in meeting specific requirements.

Find the OSHA version of the report and worksheet at: https://www.osha.gov/vpp/site-based-report

OSHA uses this same report and worksheet to evaluate worksite SOHMS against VPP criteria.

Image retrieved from OSHA. The image shows a snapshot of the OSHA On-Site Report and Worksheet.

Remote Technical Support/Virtual Assessments

Remote Technical Support

Data Analysis Activities

Documentation Reviews

Virtual Assessments

Images retrieved from Microsoft Clip Art

The SMCX provides various levels of Remote/Virtual support, as well.

Remote Technical Support – includes assistance with access and use of the DoD SMCX website and e-SMS Tool.

Data Analysis Activities – SMCX helps you identify key metrics for your SOHMS based on your organization's goals and objectives. Determine what data to collect and evaluate to assess SOHMS's impact and identify and review trends to improve SOHMS performance.

Documentation Reviews – A review of written SOHMS program, policies, processes, procedures, and other associated files to ensure regulatory compliance as well as alignment with SOHMS goals and objectives.

Virtual Assessments – A remote review of SOHMS criteria to develop an SOHMS action plan.

Images retrieved from Microsoft Clip Art.

End User Support – Examples

- Corresponds with Service leads, Major Command personnel, and DoD worksite personnel
- Identifies and addresses SOHMS needs
- Discusses SOHMS progress
- Helps you navigate the DoD SMCX website and access SOH materials

- Reviews and provides recommendations for improving SOH and SOHMS documentation
- Researches SOH- and SOHMS-related questions posed by DoD worksites
- Assists in annual self-evaluation and SOHMS application development and review
- Presents free webinars and workshops to educate you on SOH and SOHMS topics

- Provides e-SMS Tool and Portal training and assistance
- Reviews and updates action plans
- Helps you identify key metrics for your SOHMS based on organizational goals and objectives

- Participates in safety committee meetings
- Helps set up (and attend) recognition ceremonies
- Holds special DoD presentations at conferences
- Coaches on SOHMS implementation opportunities and improvements

Images retrieved from Microsoft Clip Art

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The slide shows examples of end user support the DoD SMCX provides. The list is not an all-inclusive list of end user support provided to DoD worksites.

The DoD SMCX likes to develop relationships with each worksite, so we continually have email communications and telephone calls to discuss SOHMS progress – this approach helps us better help you with SOHMS implementation.

The DoD SMCX helps with document development and review – simply send your documents to your DoD SMCX point of contact and ask for feedback; this documentation can include the annual self-evaluations and applications you put together, as well as other SOH and SOHMS documents.

The DoD SMCX provides training and assistance on the e-SMS Tool and the Portals. Reach out to the DoD SMCX if you wish to receive remote training – we can also combine on-site training with one of our assessments to ensure you and all assigned users understand the tool/portals. The DoD SMCX provides support to help you review your action plan and even update it for you – we can walk you through any step in which you need assistance. The DoD SMCX helps you identify key metrics for your SOHMS based on your organization's goals and objectives. Determine what data to collect and evaluate to assess SOHMS's impact and identify and review trends to improve SOHMS performance.

Do you want some advice on how your safety committee operates? Do you want the DoD SMCX to chime in and provide their expertise on a discussed topic? If so, invite a DoD SMCX representative to call in to your safety committee. We also celebrate with you! When you receive notification you have a formally recognized SOHMS, we can give you tips on setting up your celebration and preparing to host a third party (e.g., OSHA) at your worksite once again. Watch for the DoD SMCX at SOHMS conferences, specifically the National Voluntary Protection Programs Participant's Association (VPPPA) Conference. The DoD SMCX sometimes exhibits a booth and frequently holds DoD-only presentations to address your unique SOHMS needs.

Images retrieved from Microsoft Clip Art.

DoD SMCX Service Points of Contact

Army	Marine Corps	Navy	Air Force	DLA
Janet Nixon **SPOC** (803) 920-1236 nixonj@ctc.com	**Max Bassett** **SPOC** (904) 525-1092 bassettm@ctc.com	**Max Bassett** **SPOC** (904) 525-1092 bassettm@ctc.com	**Bill Leipprandt** **SPOC** (814) 248-7914 leippraw@ctc.com	**Dave Akers** **SPOC** (814) 248-7701 akersd@ctc.com
Denny Ritko **Deputy SPOC** (814) 248-7517 ritkod@ctc.com	**Chris Chaffin** **Deputy SPOC** (814) 248-7694 chaffinc@ctc.com		**Lori Schroth** **Deputy SPOC** (814) 248-7992 schrothl@ctc.com	

Reach out to our SPOCs or Deputy SPOCs for Service- or Agency-specific questions or to seek SOHMS services

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SPOC = Service Point of Contact

The DoD SMCX assigns SPOCs to each Service and Agency. Designating specific individuals and deputies helps the DoD SMCX interface with Service leads and identify Service- or Agency-specific needs, requests, and preferences. The DoD SMCX utilizes deputies to ensure at least one person is always available when needed.

Reach out to the DoD SMCX SPOCs if you have Service-, Agency-, or SOHMS-related questions. If you are a new site interested in starting a SOHMS, reach out to the respective DoD SMCX SPOC, who will process your request with the stakeholder and project management team to ensure we can support your request.

Conclusion

- In this presentation, you learned to:
  - Describe the DoD SMCX and the SOHMS supported
  - Discuss the purpose of the e-SMS Tool & Portals
  - Summarize the types of DoD SMCX support
  - Summarize the DoD SMCX evaluation process
  - Describe the tools used during a DoD SMCX evaluation
  - Provide examples of end user support
  - List available DoD SMCX resources
  - Identify the DoD SMCX Service points of contact

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QUESTIONS

Visit DoD SMCX website:
https://smscx.org/

Call the SMCX Hotline:
(877) 292-2880

Email:
smcx@ctc.com

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