Memorandum

MIAMI-DADE COUNTY

Date: April 18, 2023

To: Department Directors

From: Arleene Cuellar, Director
Human Resources

Subject: Disaster Assistance Employee Program (DAE) Action Plan for 2023

For the past four Hurricane Seasons, the Human Resources Department has provided a detailed Disaster Assistance Employee (DAE) Action Plan for all departments. This plan includes steps to ensure DAEs are identified, trained, assigned to disaster assistance role, and that a communication plan is established and tested.

The DAE program is comprised of various assignments which are implemented, at the direction of the Mayor, and by the Department of Emergency Management. There are assignments applicable before, during, and after an activation. The DAE program consists of County employees serving in various roles in support of these assignments for employees who are not “department essential” and who are identified by their department as “EOC” essential employees.

As in previous years, EOC essential employees will be assigned to an Evacuation Center as their primary assignment. Evacuation Centers are categorized as primary, secondary, and tertiary centers. Please note that not all centers will be activated at once and in many cases, they may not be activated at all. To be well prepared, all centers will have staff assignments made in advance. In addition, various departments are also assigned a post-storm assignment as a secondary assignment (Attachment 1).

The DAE 10 Step Action Plan is essential to ensure Miami-Dade County is ready for the 2023 Hurricane Season (Attachment 2). Each step identifies the task; when the task is due; and where the information should be entered or is located. Throughout the next couple of months, we will be monitoring your department’s progress and will be providing feedback to DPRs on deadlines and pending actions.

This year, employees will update their contact information and languages on the Employee Self Service tile in INFORMS. A job aid on how to update the information is attached (Attachment 3). Additionally, throughout this year, HR will be working closely with the Department of Emergency Management to identify necessary changes and enhancements to the program, which will be implemented in upcoming years.

Should you have any questions, please feel free to contact me directly. DPRs may contact Ingrid Martinez and/or Ricardo Bran of my staff for assistance and guidance throughout this preparation process. With your cooperation, Miami-Dade County will be DAE ready for the 2023 Hurricane Season.

Attachments

c: Honorable Chairman Oliver G. Gilbert III
and Members, Board of County Commissioners
Honorable Luis G. Montaldo, Clerk Ad Interim, Circuit and County Courts
Honorable Pedro J. Garcia, Property Appraiser

Geri Bonzon-Keenan, County Attorney
Gerald K. Sanchez, First Assistant County Attorney
Jess M. McCarty, Executive Assistant County Attorney
Office of the Mayor Senior Staff
Felix Jimenez, Inspector General
Jose J. Arrojo, Executive Director, Commission on Ethics and Public Trust
Javier A. Betancourt, Executive Director, Citizens' Independent Transportation Trust
William Diggs, Executive Director, Miami-Dade Economic Advocacy Trust
Aileen Boucle, Executive Director, Transportation Planning Organization
Basia Pruna, Director, Clerk of the Board
Jennifer Moon, Office of Policy and Budgetary Affairs
Yinka Majekodunmi, Commission Auditor
Melanie McLean, Deputy Director, Human Resources
Jose L. Lopez, Assistant Director, Information Technology Department
Alejandro Fernandez, Division Director, Emergency Management
Departmental Personnel Representatives
Ingrid Martinez, Manager, HR Fiscal and Administration Services
Ricardo Bran, HR Operations Support Coordinator

ATTACHMENT 1

Disaster Assistance Employee (DAE) Program

2023 Department Assignments

	PRE-STORM					POST-STORM					
DEPARTMENT NAME	*Total DEAs Needed for Evacuation Centers 2023	Minimum number of Supervisory Staff 07-12	DAE Call Center	EOC Support	Shuttering Program	PODs	DAE Call Center	Disaster Assistance Centers (DACs)	Employee Volunteer Staging Areas (EVSA)	Mobile Assistance	**Total DAEs needed by Dept.**
AUDIT AND MANAGEMENT SERVICES	TBD	TBD				34					**TBD**
AVIATION	100	TBD									**100**
COMMUNICATIONS DEPARTMENT	TBD	TBD						17			**TBD**
COMMUNITY ACTION AND HUMAN SERVICES	TBD	TBD			25			20		40	**TBD**
CORRECTIONS & REHABILITATION	TBD	TBD				160					**TBD**
CULTURAL AFFAIRS	TBD	TBD				60					**TBD**
ELECTIONS	TBD	TBD								40	**TBD**
EMERGENCY MANAGEMENT	0	0									**0**
FINANCE	TBD	TBD					200				**TBD**
FIRE RESCUE	100	TBD									**100**
HUMAN RESOURCES	TBD	TBD							40		**TBD**
INFORMATION TECHNOLOGY	TBD	TBD									**TBD**
INTERNAL SERVICES	TBD	TBD				160		40			**TBD**
JUVENILE SERVICES	TBD	TBD		10							**TBD**
LIBRARIES	TBD	TBD				160					**TBD**
MANAGEMENT AND BUDGET	TBD	TBD				60					**TBD**
MAYOR'S OFFICE	TBD	TBD									**TBD**
MEDICAL EXAMINER	0	0									**0**
PARKS, RECREATION AND OPEN SPACES	100	TBD									**100**
POLICE	TBD	TBD				240					**TBD**
PUBLIC HOUSING AND COMMUNITY	20	TBD									**20**
REGULATORY AND ECONOMIC RESOURCES	TBD	TBD				160					**TBD**
SEAPORT	TBD	TBD				80					**TBD**
SOLID WASTE MANAGEMENT	TBD	TBD				15					**TBD**
STRATEGIC PROCUREMENT	TBD	TBD									**TBD**
TAX COLLECTOR	TBD	TBD									**TBD**
TRANSPORTATION AND PUBLIC WORKS	TBD	TBD									**TBD**
WATER AND SEWER	TBD	TBD	60			320					**TBD**
Total	**TBD**	**0**	**60**	**10**	**25**	**1,449**	**200**	**77**	**40**	**80**	**TBD**
CAREERSOURCE SOUTH FLORIDA	TBD	TBD						41			**TBD**
ETHICS COMMISION	TBD	TBD									**TBD**
MIAMI-DADE ECONOMIC ADVOCACY TRUST	TBD	TBD									**TBD**
OFFICE OF THE PROPERTY APPRAISER	0	0				240					**TBD**
Total	**0**	**0**	**-**	**-**	**-**	**240**	**-**	**41**	**-**	**-**	**TBD**
Grand Total	**TBD**	**TBD**	**60**	**10**	**25**	**1,689**	**200**	**118**	**40**	**80**	**TBD**

*Total DAEs Needed for Evacuation Centers 2023 – TBD upon completion of step 3 and 4

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ATTACHMENT 2

10 STEP ACTION PLAN 2023

Miami-Dade County
Human Resources Department
Human Resources…Matters!

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Miami-Dade County
Disaster Assistance Employee (DAE) Program
10 Step Action Plan for 2023

Purpose: The purpose of this action plan is to ensure that (1) all employees in Miami-Dade County provide up-to-date emergency contact information each fiscal year; (2) departments identify employees who are available to participate in emergency management efforts; (3) departments identify employees with a hardship and who are therefore not available to serve as a Disaster Assistance Employee (DAE); (4) departments identify employees assigned to department specific assignments; (5) employees are notified of and acknowledge their assignments for the upcoming Hurricane Season; (6) communication methods are established and tested before the start of each Hurricane season.

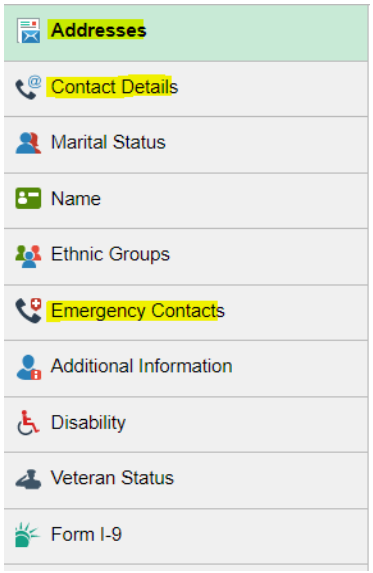
Step 1: Employee Self-Service Personal Profile Updates and Profile Management

Who: All County employees

What: Each employee is required to review their personal information in **INFORMS** and update it as needed.

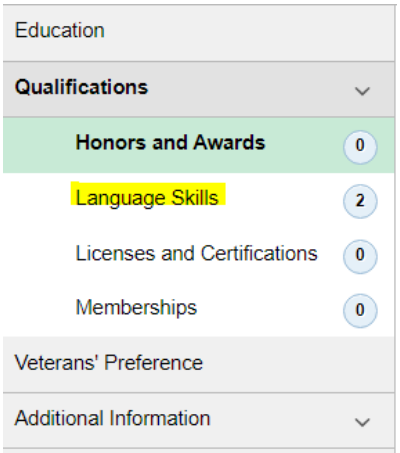
Required fields under Personal Details: INFORMS>Self-Service>Personal Details

- Addresses: Home address.
- Contact details: Employee's cell and business phone numbers, personal and business e-mail addresses.
- Emergency contacts: Contact names, and phone numbers.



<u>Optional</u> field under Talent Profile: INFORMS>Self-Service>Talent Profile

- Qualifications: Language skills



Where:

- **Job Aid:** ESS Contact Information Job Aid. %
  Link: https://www.miamidade.gov/technology/library/informs/job-aid/ess-contact-information.pdf%
  %

- **INFORMS reports** (Live updates):

Query Name	Navigation	Report Description
MD_HRR505_EMPL_EMER_CONT_LIST	Main Menu>Human Resources (HCM)>Reporting Tools>Query> Query Viewer	Employee Emergency Contact Report
MD_HRR494_EMP_DIS_ASSISTANCE	Main Menu>Human Resources (HCM)>Reporting Tools>Query> Query Viewer	Employee Disaster Assistance Report

When: Due date **May 12, 2023**

Step 2: Hardship Exemptions

Who: DPRs, supervisors and employees

What: Employees who may have expressed a hardship, disability, serious health condition or special need of the employee or someone in their household, upon request and approval by the employee's department director, may be eligible for an exemption to a DAE assignment.

Exemption Procedures:

1 - Have employee fill out the 2023 DAE Exemption form and submit to the immediate supervisor for review and signature.

2 - The original Exemption Form signed by the immediate supervisor, and the supporting documentation, will be submitted to the DPR and the Department Director for review and final approval.

3 - DPRs should inform the employees whether the request for exemption was approved or denied.

Revised for 2023:

4. a - **Hardship exemptions processed UNTIL May 22, 2023:** DPRs will compile all the exemption requests approved by the Department Director and submit them to Human Resources Department (*HR-DAE group) on the **2023 DAE Designation - Template** by **May 22, 2023**. The Human Resources Department will code INFORMS to reflect the exemptions and departments will be able to see the changes on the INFORMS and Bluebook reports.

4. b - **Hardship exemptions processed AFTER May 22, 2023**: After assignments have been set for the 2023 Hurricane Season, all exemption requests will require a replacement employee. DPRs will continue to submit the exemption requests approved by the Department Director to central HR, along with the replacement information. The Human Resources Department will code INFORMS to reflect the exemption and DPRs will receive a replacement notification per Step 9.

*HR-DAE group: Ingrid Martinez – ingrid.martinez@miamidade.gov, and Ricardo Bran – Ricardo.bran@miamidade.gov.

5 - The original exemption forms must be submitted directly to the Records Center (SPCC, 20th floor) to be included in the employee's "medical records" electronic file.

Where:

- **DAE Exemption Form**: Available on the HR website.
  Link: https://www.miamidade.gov/humanresources/library/dae-exemption-form.pdf

- **2023 DAE Designation – Template:**

2023 DAE Designation - Temp

- **INFORMS reports** (Live updates):

Query Name	Navigation	Report Description
MD_HRR494_EMP_DIS_ASSISTANCE	Main Menu>Human Resources (HCM)>Reporting Tools>Query> Query Viewer	Employee Disaster Assistance Report

- **Bluebook report:** Department, EOC Essential and Exempt report (Overnight updates).
  Link: https://intrax.miamidade.gov/apps/ITD/bluebookreports/ssrs/BB_Reports_Menu

When: Extension for 2023

- Due date for employees is **May 12, 2023**
- Due date for departments is **May 22, 2023**

Step 3: Identify Department Essential vs. EOC Essential (DAE Employee) and Exemptions.

Who: DPRs

What: Review and update employees' designations: Department Essential vs. EOC Essential (DAE), and hardship exemptions.

- **Department Essential:** Employees who are critical to the performance of the department's mission during disaster situations, e.g., Police Officers, Bus Operators, Waste Collectors, or employees who are assigned to work at the Emergency Operations Center before, during or after an emergency.

- **EOC Essential:** Employees who are not critical to the performance of the department's mission during disaster situations and therefore are available to work in one of Emergency Management's DAE assignments.

- **Exempt:** Employees who have provided documentation supporting a hardship exemption and the exemption has been approved by the department director.

When:

- **UNTIL May 22, 2023:** DPRs will compile all the DAE designation changes and submit them to Human Resources Department (*HR-DAE group) on the **2023 DAE Designation - Template**. The Human Resources Department will code INFORMS to reflect the designations and departments will be able to see the changes on the INFORMS and Bluebook reports.

- **AFTER May 22, 2023**: After assignments have been set for the 2023 Hurricane Season, all DAE designation requests will require a replacement employee. DPRs will continue to submit the designation requests to central HR, along with the replacement information.

For new hires: Identify employees as Department Essential vs. EOC Essential during the onboarding process and request the Human Resources Department to update their designation in INFORMS as needed. If a new hire is assigned a DAE assignment, DPRs must ensure that the employee acknowledges his or her assignment in Bluebook.

*HR-DAE group: Ingrid Martinez – ingrid.martinez@miamidade.gov, and Ricardo Bran – Ricardo.bran@miamidade.gov.

Where:

- **2023 DAE Designation – Template:**

2023 DAE Designation - Temp

- **INFORMS reports (Live updates):**

Query Name	Navigation	Report Description
MD_HRR494_EMP_DIS_ASSISTANCE	Main Menu>Human Resources (HCM)>Reporting Tools>Query> Query Viewer	Employee Disaster Assistance Report

- **Bluebook report:** Department, EOC Essential and Exempt report (Overnight updates).
  Link: https://intrax.miamidade.gov/apps/ITD/bluebookreports/ssrs/BB_Reports_Menu

Step 4: Assign Primary and Secondary Assignments in BlueBook

Who: DPRs

What: Identify and update the employees' Primary (Pre-Storm) and Secondary (Post-Storm) assignments in BlueBook.

- The **PRIMARY** assignment for all EOC Essential employees should be **"Evacuation Center"** except for those departments with pre-storm activities (DAE Call Center, EOC Support, or the Shuttering Program). Departments with pre-storm activities are: Corrections, Juveniles Services, CAHSD and WASD.

- Identify EOC employees in your department who are designated to work in the Department Specific DAE assignments and include the SECONDARY assignment accordingly, e.g., PODs, DACs, EVSA, etc.

Please refer to **ATTACHMENT 1** "DAE Assignments" and identity the number of employees required for each assignment.

*Total DEAs Needed for Evacuation Centers 2023 – TBD upon completion of step 3 and 4

When:

- **UNTIL May 22, 2023:** DPRs will be able to update the Primary and Secondary assignments in bluebook, and mass changes (more than 50 records) can be sent to Human Resources Department (*HR-DAE group) on the **2023 DAE Designation - Template**. The Human Resources Department with the assistance of ITD will enter the changes in Bluebook and departments will be able to see them on Bluebook reports.

- **AFTER May 22, 2023**: DPRs will not be able to access Bluebook to update the Primary and Secondary Assignments and all the requests will need to be sent to the HR-DAE group.

*HR-DAE group: Ingrid Martinez – ingrid.martinez@miamidade.gov, and Ricardo Bran – Ricardo.bran@miamidade.gov.

Where:

- **Bluebook application link:** https://intrax.miamidade.gov/bluebook/loginB.asp

- **2023 DAE Designation – Template:**

2023 DAE Designation - Temp

- **Bluebook report:** Department, EOC Essential and Exempt report (Overnight updates).
  Link: https://intrax.miamidade.gov/apps/ITD/bluebookreports/ssrs/BB_Reports_Menu

Step 5: Assignments Programmatically Generated

Who: ITD and HR

What: Based on the information entered in steps 1, 2, 3 and 4 and additional criteria provided by OEM and HR, ITD will programmatically assign EOC essential employees to Evacuation Shelters using Geographic Information System Mapping (GIS) information. The assignment form will include Evacuation Center location, employee role, shift and additional information.

When: May 29- June 2, 2023

Where: Automated process handled by ITD

Step 6: Assignment Notifications

Who: HR, DPRs, supervisors and employees

What: Notify employees that assignments are ready for their acknowledgment

Notification Procedures:

1 – HR will notify DPRs when assignments are final and available in the system.

2 – DAEs should be notified and will be required to acknowledge their assignment on their Bluebook profile (DAE assignment Tab) **"electronic acknowledge".**

3 – DPRs should monitor progress of this task by using the Employee DAE Assignment report and ensure employees have acknowledged their assignments.

4 – DPRs will not be required to send a copy of the signed employee DAE assignment form to central Human Resources since this process has been automated.

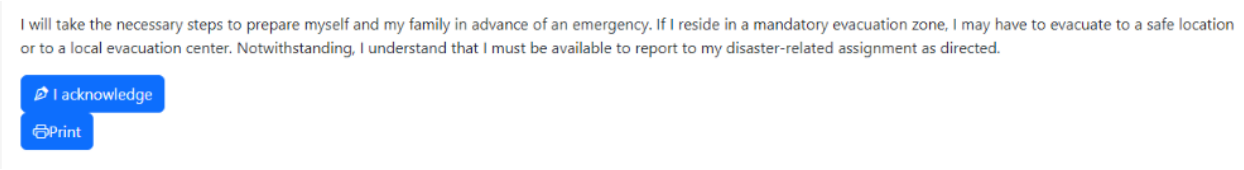
When: HR will provide official notification to DPRs the week of **May 29, 2023** and employees should acknowledge assignments by **June 30, 2023.**

Where:

- **Employee's Bluebook profile:**

DAE assignments will be available under the employee's Bluebook profile "DAE Assignment Tab". Employees will be required to click the I acknowledge button to record that the assignments have been acknowledged.

Note: The DAE Assignment tab will remain active on the employee's BlueBook profile throughout the 2023 Hurricane Season. Employees can access their BlueBook profile to obtain the details of their assignment at any time and can even access the information on their phones by signing into BlueBook.



- **Bluebook report:** Employee DAE Assignment (Updated periodically). The report will list the evacuation center assignments and those employees who have not acknowledged them.
Link: https://intrax.miamidade.gov/apps/ITD/bluebookreports/ssrs/BB_Reports_Menu

Step 7: Training

Who: DPRs and employees

What: All EOC Essential employees (DAEs) must complete the Disaster Assistance Employees Check-in and Check-out online training, the online training for their specific DAE assignment, and the Microsoft Teams training, as needed, if training is available.

- The Disaster Assistance Employees Check-in and Check-out online training: All DAEs must take this training and acknowledge the completion of this training by clicking on the link that will be displayed on the last slide of the presentation.

Microsoft Teams training: This training will be coordinated by HR and EM after assignments have been made. This is a mandatory training and will be only available for **Evacuation Center Managers (ECM), Assistant Evacuation Center Managers (AECM) and backups**. These employees are also required to take the online Evacuation Center Management course, as a refresher course. Employees whose role is General Staff should take the Evacuation Center Operations course.

We will provide to DPRs the dates on which their departments and employees will be scheduled for the Microsoft Teams sessions as soon as it becomes available.

ECM	Evacuation Center Manager
ECM_BACKUP	Evacuation Center Manager (Backup)
AECM	Assistant Evacuation Center Manager
AECM_BACKUP	Evacuation Center Assistant Manager (Backup)
GENERAL_STAFF	General Staff

Additional DAE Department specific training, e.g., PODs, EVSA, DAC should be coordinated directly with OEM. On-line (refresher) training is also available on the HR DAE Online Training site.

When: Due date is **June 30, 2023**

New Hires who are EOC Essential: Due date is within 30 days of taking the New Employee Orientation Class

Where:

- **Bluebook Training reports** "Updated periodically"**:**

Training reports will be available to determine which trainings the employees should take. Employees must take the online quiz for the training to be recorded.

DPRs must monitor progress and ensure employees have updated information during this fiscal year by routinely running the Employees Missing Training and Trained Shelter Managers reports.
Link: https://intrax.miamidade.gov/apps/ITD/bluebookreports/ssrs/BB_Reports_Menu

- **Miami-Dade HR Training website:**

https://www.miamidade.gov/global/service.page?Mduid_service=ser1517431836504879

Taking the DAE course and quiz (read all four steps below before starting the course).

- Click on the link below to begin the course video
- On the last page of the course video, click on the quiz link to be directed to the PeopleSoft login page
- Log in to PeopleSoft
- Select the course to begin the quiz

Courses

- Evacuation Center Operations Course
  - Evacuation Centers and COVID-19 FAQs
  - Evacuation Center Operations Quiz
- Evacuation Center Management Course
  - Evacuation Center Management Training
  - Evacuation Center Management Quiz
- Disaster Assistance Employees (DAEs) Check-In and Check-Out Application Training
- Disaster Assistance Center
- Employee Volunteer Staging Area
- Points of Distribution

- **Employee's Bluebook profile:**

Once assignments have been finalized, employees will be able to see under their Bluebook profile "DAE Assignment Tab" the specific trainings they need to take along with the links to access them directly per their primary and secondary assignments.

Trainings

Below you will find the list of the classes you are required to take. Please read the instructions carefully before starting a class. Each course and quiz can be completed in 30 to 45 minutes except the Evacuation Center training, which is a 90-minute course. Taking the DAE course and quiz (read all four steps below before starting the course).

- Click on the link below to begin the course video
- On the last page of the course video, click on the quiz link to be directed to the PeopleSoft login page
- Log in to PeopleSoft
- Select the course to begin the quiz

Evacuation Center Operations Course

Evacuation Center Operations Quiz

Employee Volunteer Staging Area (EVSA)

Step 8: Communications

Who: ITD and HR

What: Messaging. Automated text, phone, and email messaging sent to all DAE employees.

When: Week of June 5th

Where: Cell phones and computers

Step 9: Replacements

Who: ITD, HR, DPRs and employees

What: Assign replacements for employees who resign, retire, or claim a hardship exemption throughout the year.

Each pay period when separations are processed, employees who were previously assigned to an Evacuation Center who have separated will automatically have their assignment reassigned to another EOC employee.

Upon notification of a new assignment, DPRs must follow step 6 to notify the employee in their department of the new assignment.

When: Biweekly

Where: Email notifications will be sent to DPRs on Thursdays of pay week.

Note: Employees who transfer to another department after Evacuation Center assignments are finalized will maintain their Evacuation Center assignment throughout the calendar year.

Step 10: Be Ready

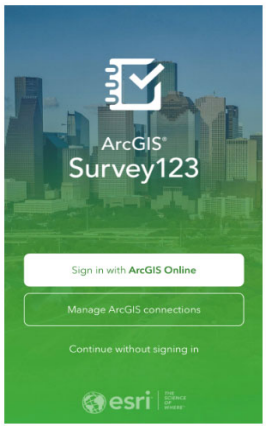
Who: All DAEs.

What: Make personal preparations and download the CHECK IN/OUT APPLICATION (Survey 123 for ArcGIS), and READY MIAMI-DADE application.

When: By June 30, 2023

Where:

- **CHECK IN/OUT APPLICATION (Survey 123 for ArcGIS):** Link to register and get access to the application (mandatory): https://mdc.maps.arcgis.com
The application is available to be downloaded in the Google Play and Apple Store as ArcGIS Survey123.



- **READY MIAMI-DADE:**

https://itunes.apple.com/us/app/readymdc/id1382263668 or
https://play.google.com/store/apps/details?id=gov.miamidade.ReadyMDC&hl=en

ATTACHMENT 3

Miami-Dade County

ESS Contact Information Job Aid

Version 1.0

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PURPOSE

Purpose

This document explains the key activities involved in updating address information, updating contact details, reviewing/editing emergency contact details, and updating language skills. It provides an overview of the sub-processes involved, as well as step-by-step procedural guidance to perform the activity.

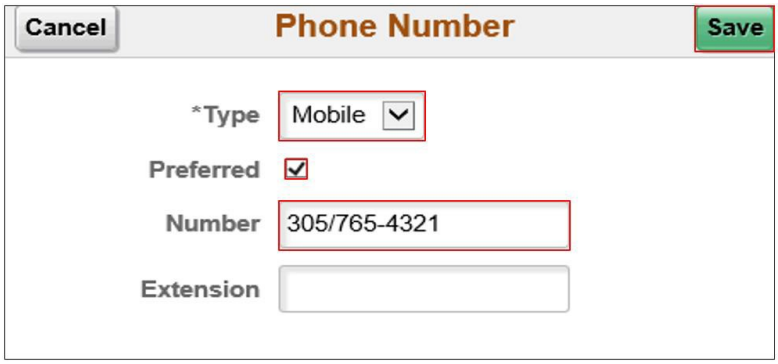
UPDATE ADDRESS INFORMATION

Step	Action
1.	Navigate to **Employee Self-Service > Personal Information > Personal Details > Addresses**
2.	Select the **Current** option.
3.	Enter or update the required **Address** fields: • **Change As Of date** • **Country** • **Address 1** • **City** • **State** • **Postal** Select the **Save** button.

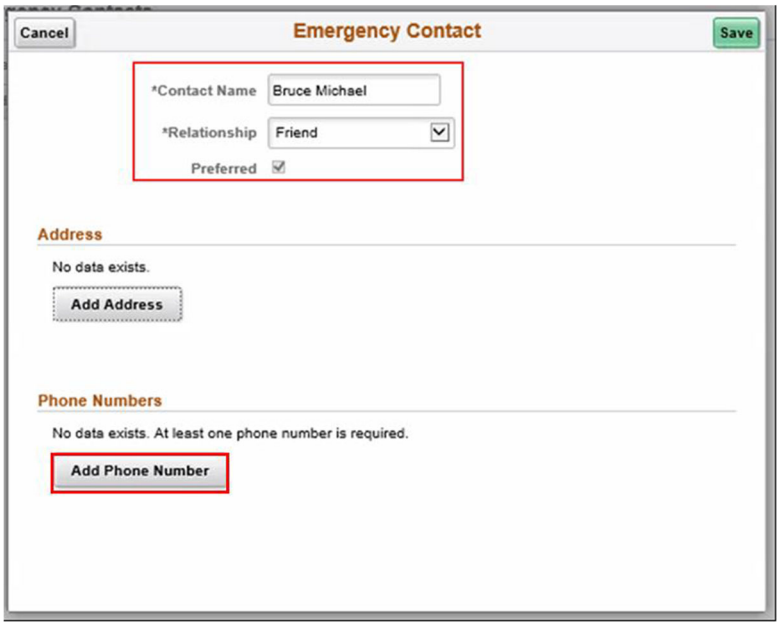
- Multiple **Numbers** and **Email Addresses** can be added by selecting the corresponding **Add** ("**+**") button.
- Personal Phone Numbers and Email Addresses can be deleted by selecting the current data row then selecting the **Delete** button.
- At least one Number and Email Address must be marked as "Preferred".

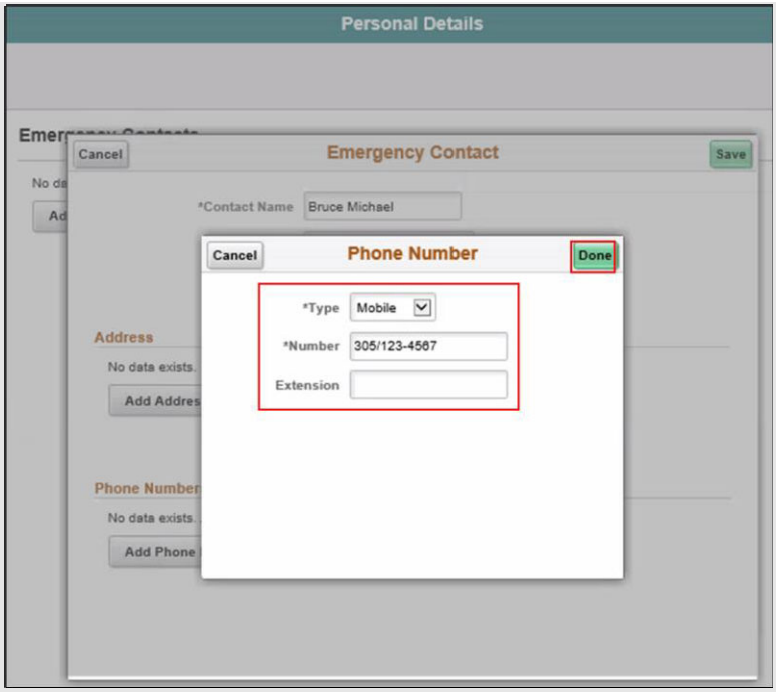
UPDATE CONTACT DETAILS

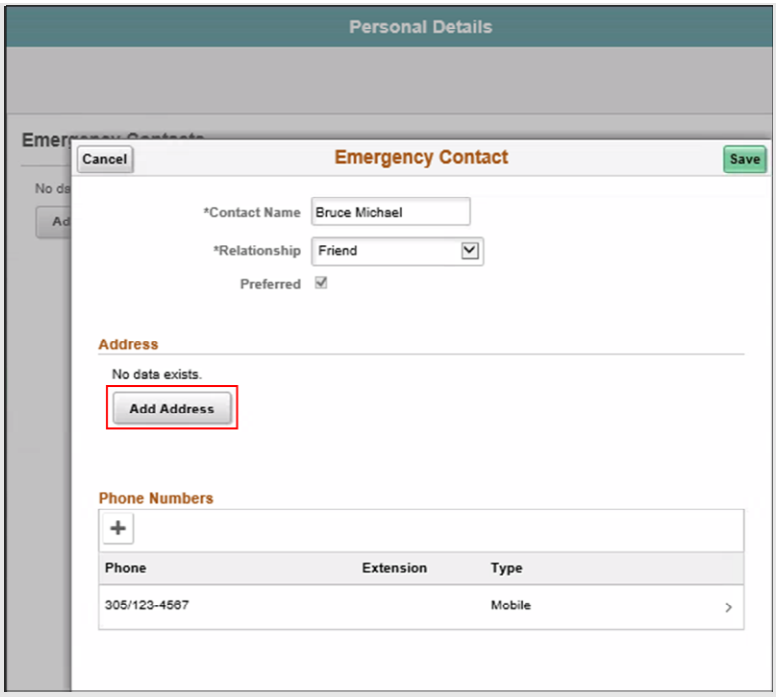
Step	Action
1.	Navigate to **Employee Self-Service > Personal Information > Personal Details > Contact Details**
2.	Select the **Add Phone** button (“**+**”).
3.	Enter or update the required **Phone Number** fields: • **Type** • **Preferred** • **Number** Select the **Save** button.

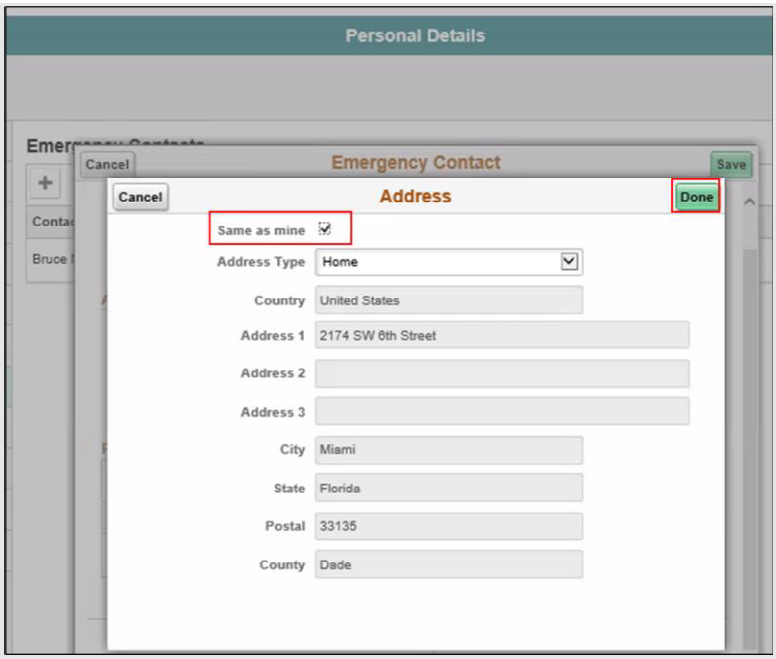


REVIEW AND EDIT EMERGENCY CONTACT DETAILS

Step	Action
1.	Navigate to **Employee Self-Service > Personal Information > Personal Details > Emergency Contacts**
2.	Select the **Add Emergency Contact** button.
3.	Enter or update the required **Emergency Contact** details. • Contact **Name** • **Relationship** Select the **Add Phone Number** button. 

Step	Action
4.	Enter or update the required **Phone Number** details. • **Type** • **Number** Select the **Done** button. 

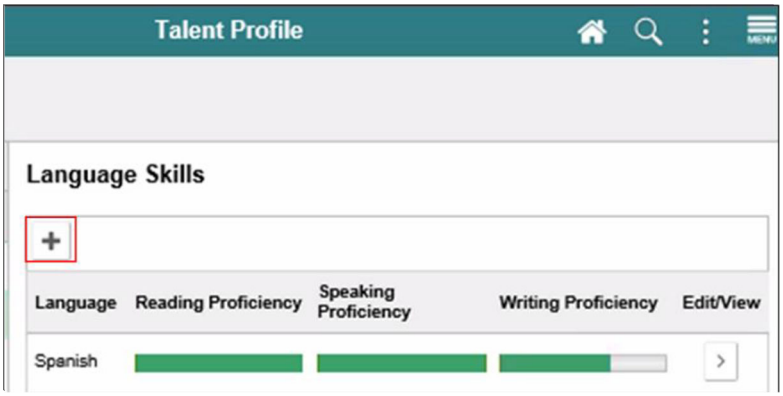
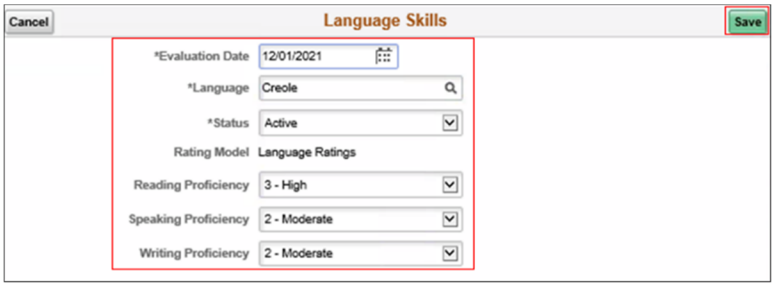
Step	Action
5.	OPTIONAL: Select the **Add Address** button. 

Step	Action
6.	Enter or update the required **Address** fields or select the **Same as mine** checkbox. • **Address Type** • **Country** • **Address 1** • **City** • **State** • **Postal** Select the **Done** button. 

Step	Action
7.	Select the **Save** button.

- View or edit a current Emergency Contact by selecting **Contact Name**.
- Add multiple Emergency Contacts by Selecting the **Add** ("**+**") button.
- Delete an existing Emergency Contact by selecting a **Contact Name**, accessing the **Contact Details** page, and selecting the **Delete** button.
- At least one Emergency Contact must be marked as "Preferred".

UPDATE LANGUAGE SKILLS

Step	Action
1.	Navigate to **Employee Self-Service > Talent Profile > Qualifications > Language Skills**
2.	Select the **Add** button ("**+**").  Note: Existing language skills can be reviewed and edited by selecting the **Edit/View** ("**>**") button.
3.	Enter or update the required **Language Skills** fields. • Evaluation Date • Language • Status • Reading Proficiency • Speaking Proficiency • Writing Proficiency Select the **Save** button.