TYPE I EOC Credentialing Reference Book

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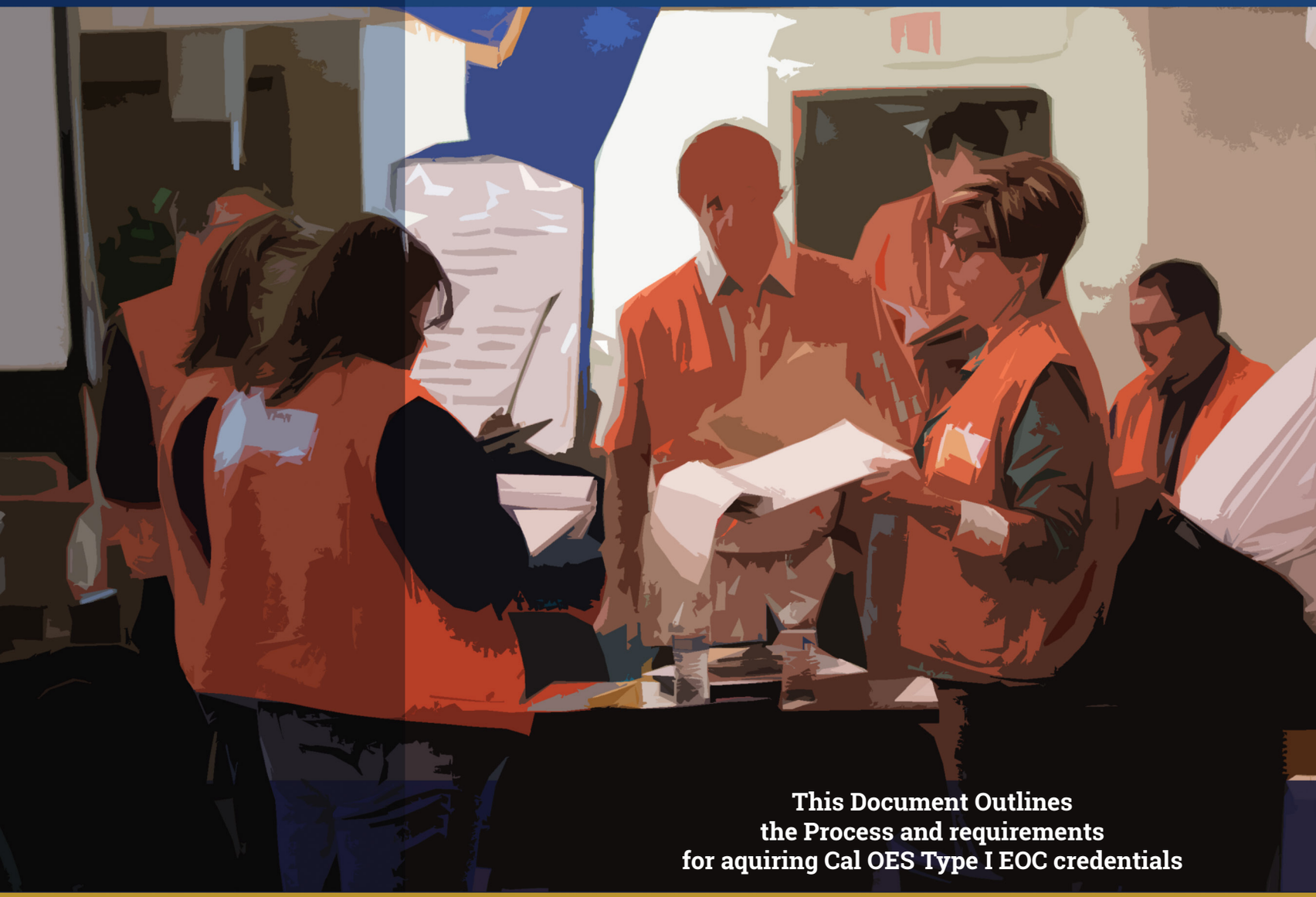

This Document Outlines the Process and requirements for aquiring Cal OES Type I EOC credentials

California Specialized Training Institute

Cal OES
GOVERNOR'S OFFICE OF EMERGENCY SERVICES

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CAL OES EMERGENCY MANAGEMENT CERTIFICATION AND CREDENTIALING VISION

The California Office of Emergency Services (Cal OES) strives to provide a state recognized pathway for those seeking professional standards in Emergency Management. Cal OES in conjunction with the California Specialized Training Institute (CSTI) has implemented new Emergency Management Professional Development Certification and Emergency Operations Center (EOC) Position Credentialing Programs. Features of these programs include a multi-level emergency management professional certification program, and a standardized path for individuals to serve in specific roles in the EOC.

The Emergency Management Certification and EOC Position Credentialing Program is a user driven process, based on national standards. The process consists of several elements including:

- Training
- Education
- Work Experience
- Testing
- Validation

Certifications and Credentials are valid for a period of time and require a continuing education and/or refresher component.

The Cal OES Emergency Management certification and credentialing program has been designed to align with several other State and Federal projects including:

- The FEMA National Emergency Management Basic Academy
- California Incident Command Certification System
- Standardized Emergency Management System
- National Incident Management System

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INTRODUCTION AND OVERVIEW

California's public, private, volunteer, and tribal emergency services personnel serve their communities with professionalism and dedication. The potential for communities to require disaster assistance has significantly increased. Cal OES' EOC Position Credentialing Program promotes an enhanced level of readiness and response for day-to day emergencies and catastrophic disasters by ensuring qualified and competent staffing for EOCs, Department Operations Centers (DOCs), and support centers.

The need for emergency services staff to deploy outside their jurisdiction has placed additional demands on emergency services systems. Existing mutual-aid systems must guarantee swift and successful support by deploying qualified emergency services personnel to any domestic emergency/disaster.

Cal OES' EOC Position Credentialing Program helps promote elements of the Standardized Emergency Management System (SEMS) and is designed to flow into the larger effort of the National Incident Management System (NIMS) Guidelines for the Credentialing of Personnel. The NIMS Guidelines require states to initiate development of a State/Territory/Tribal system (that incorporates local jurisdictions) to credential emergency management/response personnel to ensure proper authorization and access to an incident including involving mutual aid agreements and/or assistance agreements[1]. By following the framework of the Federal Guidance, California's program will facilitate a seamless transition into a national system.

Cal OES' EOC Position Credentialing Program promotes effective and efficient personnel resource management, and enhances the level of professionalism and capabilities for emergency services personnel. The type I and II programs also supports the Emergency Management Mutual Aid (EMMA) and Emergency Management Assistant Compact (EMAC) efforts while meeting SEMS/NIMS requirements. Cal OES' EOC Position Credentialing Program's net effect will help reduce loss of life, and damage to the environment and property during an emergency/disaster.

Type I EOC Credentialed staff have the ability to be joined together with other Type I staff for the purposes of creating Type I EOC Overhead Teams. A Type I EOC overhead team has the ability to be deployed to local jurisdictions requesting this resource to assist the local EOC staff during Large-scale, complex, emergencies/disasters that reduce the response ability of the affected jurisdiction. Type I teams should be considered an aid to a local jurisdiction and should not be relied on as a substitute for having a functional Emergency Management Program.

AUDIENCE

The type I program[2] is a benchmark standard for local government. Local Government, within SEMS, is defined as city, county, and tribal governments in California. However, the training standards outlined in this book may be used by any California EOC. "Any" includes EOCs or DOCs

[1] Guidance Document, November 21, 2008
[2] For information on the type II & III programs, please review the audience section of the type II & III standards books

run by special districts (school districts, utilities districts, and so on), private organizations (businesses, non-governmental organizations, charities, and the like), Tribal entities and State agencies. The type I and II programs are designed to credential those emergency management professionals in California with the most stringent set of requirements. Personnel obtaining this credential are considered those who would be the first line of deployable resources on complex disasters and emergencies, specifically those involving Federal involvement.

PURPOSE

A statewide EOC Position Credentialing Program provides Emergency Managers a way to identify measures for EOC position competencies. Additionally, a statewide EOC Credentialing Program documents professional qualifications, certifications, training, and education requirements that define basic criteria expected of emergency services personnel for effective EOC management and operations.

Cal OES' EOC Position Credentialing Program verifies emergency service personnel qualifications and certifications. However, the program does not provide automatic access to EOCs or identification of personnel. The process for requesting resources for certain EOC positions is accomplished through the Standardized Emergency Management System (SEMS) resource request process.

PROCESS

NIMS and SEMS compliance includes the entire spectrum of emergencies from day-to-day emergencies to catastrophic. The intent of SEMS/NIMS is to ensure all government levels, tribal, private organizations, non-governmental, faith-based, and community-based organizations can work together effectively by using the same organizational structures, terminology, procedures, and systems.

Cal OES's EOC Position Credentialing Program is based on the NIMS Guidelines for the Credentialing of Personnel[3] and Homeland Security NIMS Training Program. To obtain Cal OES Credentials, emergency service personnel must comply with the certification and qualification standards for each EOC position desired, and follow the Cal OES EOC Position Credentialing Program guidelines. Professionals must achieve all requirements of the Type III & II programs prior to advancing to the Type I program.

Cal OES' EOC Position Credentialing Program is consistent with SEMS regulations and guidelines. SEMS regulations §2428 (a) and (b) require emergency services personnel to demonstrate and maintain minimum SEMS performance training objectives. SEMS regulations §2443 states local governments must use SEMS to be eligible for state funding. For Cal OES type I EOC position credentialing, applicants must:

[3] August 2011

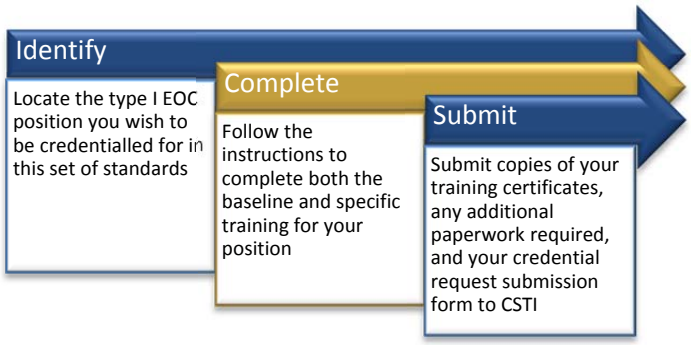


Figure 1 – Cal OES EOC Credential Process

POLICY

Participation in the Cal OES EOC credentialing program is voluntary. However, credentialing EOC staff helps to ensure that personnel possess the minimum knowledge, skills and experience necessary to execute emergency management EOC activities safely and effectively.

Only those with a Type II or I credential will be considered for EMMA and/or EMAC deployment.[4]

DOCUMENTATION STANDARDS

Documentation (i.e. course certificates) submitted to the state EOC credentialing program must be issued by any of the consortium members referenced on the Cal OES website as being training partners of CSTI.

Initial documentation considered for the credentialing program must have been obtained within the past five (5) years. Equivalency requests may be submitted to CSTI for review and consideration using the process outlined in the equivalency section of this set of standards.

RECERTIFICATION

The recertification requirement may be met by documenting actual incident experiences in a position, filling equivalent local EOC section/positions, drills, exercises or other refresher training in subject matter, position and/or function listed above within a three (3) year period.

Advancement to the Type I credential, within the original four (4) year period of the Type II credential, will automatically reset the recertification timeline as of the date the Type I credential is issued by Cal OES.

[4] A five year grace period will be in effect for EMMA and EMAC deployments from July 1, 2016 until July 1, 2021 to meet the needs of local government during disaster situations.

Year 1 ↕ Year 3	Continuing Education offered by Cal OES training partners	+	**3** Complex, multi-agency actual incident or planned events

Job Shadowing

Job shadowing in local EOC's can be an effective way for personnel in training to gain valuable operational experience. Job shadowing of EOC positions is allowed based on the approval of the host EOC and is *NOT* required for the host EOC. Additional information regarding recommended processes for job shadowing are included in the *EOC Position Credentialing Program Resource Guide.*

POSITIONS & CORE CURRICULUM

Type I credentialing is the highest credential level available in the Cal OES program. As such it is held to the highest standard of real-world emergency management and response experience. Type I personnel are considered the optimal choice for Emergency Management Assistance Compact (EMAC). To advance to the Type I program all Type II requirements must be satisfied in full for the position.

EOC CREDENTIALED POSITIONS

Basic EOC positions that may exist in an EOC organized under the Incident Command System (ICS) have been identified as a standard which can be used in any EOC. These positions are offered as credentialed positions within the Cal OES EOC credential program.

The ICS model for organizing an EOC is not the *ONLY* way to organize an EOC. Jurisdictions may use the State Emergency Function (EF) structure or Federal Emergency Support Function (ESF) structure. You may contact your local Office of Emergency Services (OES) and ask which credentialed positions may correlate to positions in these structures.

Additionally, some positions may be named the same as the structure provided but might be located in a different section or branch than noted. For this reason, the EOC credentialing program is based on the position (not the section). Your local OES will be able to identify these differences for you and suggest which credentialed position you should choose for the tasks you will be asked to perform in **your EOC**.

During EMMA & EMAC deployment, personnel requesting to fill positions should inquire during the Mission Tasking process as to which SEMS function their position may be located in within the requesting EOC.

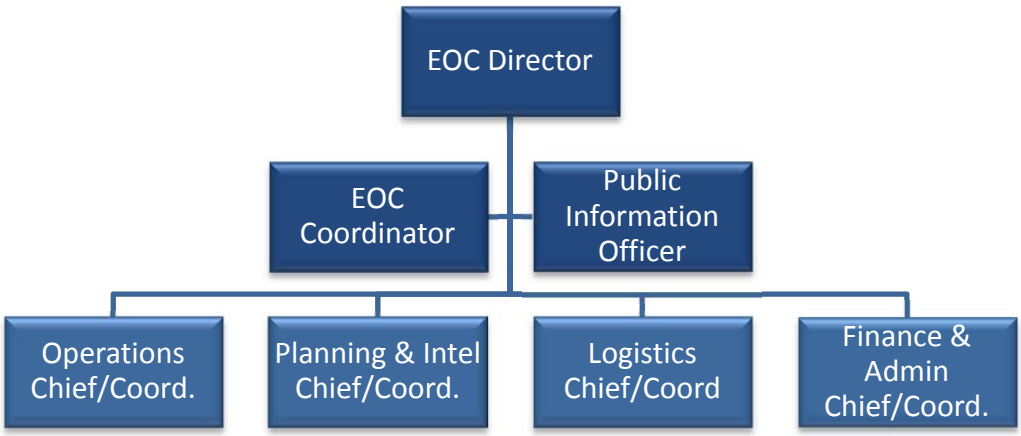


Figure 2 – Cal OES Type I Credentialed EOC Positions[5]

[5] **The EOC Credentialing Program is based on the position not the section**

Baseline Coursework

Type I Credentialed personnel are considered eligible for deployment to requesting jurisdictions during events when EMMA and EMAC are being used. As such, all Type I EOC credentialed staff MUST fulfill all requirements of the Type II program prior to receiving their credential. Type I, Type II and Type III requirements may be submitted simultaneously for a position.

While EMMA and EMAC deployment are *NOT* a requirement, if you are a Type I credentialed EOC staff member, it may be something you wish to participate in. A Type I credential is aligned with basic training outlined in the National Emergency Management Basic Academy and the California Specialized Training Institute. As such the following courses are a requirement of the Type I program:

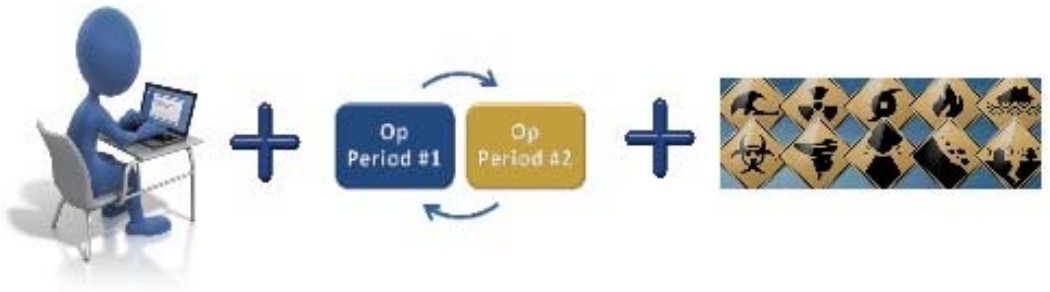
- S-420 or Integrated Emergency Management Course (IEMC)
- G393 Disaster Mitigation
- G235 Emergency Planning
- G270.4 Disaster Recovery
- ICS-300 Intermediate ICS for Expanding Incidents
- ICS-400 Responders

Equivalencies

Those wishing to substitute past coursework must send a letter outlining the substitution requested to CSTI. Substitutions will be granted on a case by case basis. CSTI reserves the right to request course syllabus, description and certificate of completion for individual assessment.

EOC Activation

An essential part of the Type I Program is maintaining hands-on-experience in an EOC setting during an emergency response. To fulfill this part of the Cal OES EOC credentialing program you must complete both of the following:



Fill the position you are applying for credentialing for, for at least two Operational Periods in an EOC during three separate emergencies or planned events. Documentation of this experience will be provided with your credential request form as either a *Fully Satisfactory* evaluation from the position supervising you in the EOC *or* the revised ICS 226 form[6][7].

[6] Sample provided in the Appendix. Please review the Credentialing Resource Guide for the pre-populated 226 for your position.
[7] **Note:** your supervisor need not have a Cal OES EOC credential to verify your experience.

POSITION SPECIFIC CURRICULUM

In addition to the Core Curriculum listed in the previous chapter, each Type I position has training that is specific to the tasks performed by the position within the EOC.

MANAGEMENT

The Management Section of the EOC has seven Cal OES credentialed positions.

Note: the EOC Director and EOC coordinator positions do not require any additional course work.

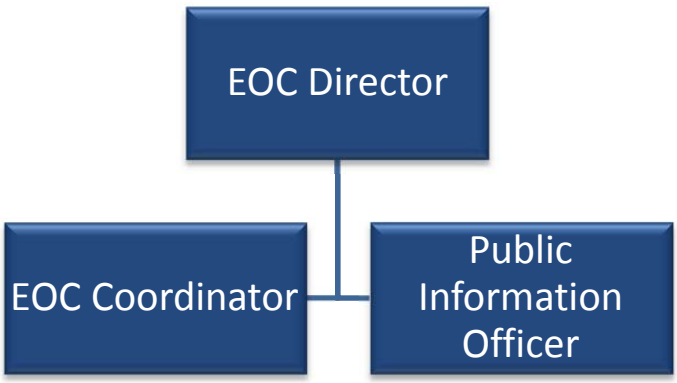


Figure 4 – EOC Management Positions

The following matrix outlines the additional training required for the Management positions:

	Public Information Officer
E/L105 – Public Info & Warning	✓

General Staff

The four section chiefs/coordinator positions within the EOC are available for the type I credentialing program. The baseline course-work is the only requirement for these positions.

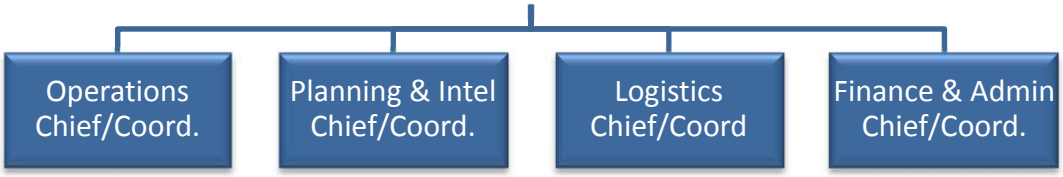


Figure 5 – EOC General Staff Positions

POSITION PERFORMANCE RATING FORM (ICS 226)

Position Credentialing Incident Response and Exercise Performance Rating **Revised ICS form 226**	Instructions: The immediate supervisor will prepare this form for a subordinate person. Rating will be reviewed with the individual who will sign and date the form. The individual who is being reviewed will retain this document so it may be used as documentation for position credentialing.
Name:	Incident/Exercise Name:
Incident/Exercise Address:	Date(s) of Position Assignment:
ICS Position Held:	Agency Position:

Incident/Exercise Type:

- ☐ Responding to a complex, multi-agency incident, actually filling the position
- ☐ Filling the position in a multi-agency exercise
- ☐ Mentoring under a person filling the position

	Performance Levels				
List main duties from the position checklist on which the position will be rated. Enter X appropriate column indicating the individual's level of performance for each duty listed	Did not apply at this incident	Unacceptable	Need to Improve	Fully Satisfactory	Exceeds Satisfactory

Remarks:

This rating has been discussed with me (signature of individual being rated)	Date:

Rated by (signature): Name (printed):	E-Mail: Phone:	Date:

Sample Form

CREDENTIAL REQUEST SUBMISSION FORM

Personal Information		
First Name:	Last Name:	E-Mail:
Organization:		
Mailing Address (please enter the address you want your credential card mailed to):		
Position Credential Requested:		

Core Curriculum Training		
Course	Completion Date	Certificate Attached
S-420 or IEMC		☐ Yes
G393		☐ Yes
G235		☐ Yes
G270.4		☐ Yes
ICS-300		☐ Yes
ICS-400		☐ Yes

Position Specific Training		
Course	Completion Date	Certificate Attached
		☐ Yes

EOC Activations	
I filled this position during and activation for an emergency/planned event for at least two Operational Periods	I filled this position during and activation for an emergency/planned event for at least two Operational Periods
Event #1 Name:	Event #2 Name:
Date(s) of experience:	Date(s) of experience:
Evaluation or ICS 226 Form attached: ☐ Yes	Evaluation or ICS 226 Form attached: ☐ Yes
I filled this position during and activation for an emergency/planned event for at least two Operational Periods	E-mail this form and all supporting documentation to: Credentialcoord@caloes.ca.gov
Event #3 Name:	
Date(s) of experience:	
Evaluation or ICS 226 Form attached: ☐ Yes	

APPROVED COURSE LIST

ICS-300 Intermediate ICS for Expanding Incidents

ICS-400 Responders

G-235 Emergency Planning

G-393 Disaster Mitigation

G-270.4 Disaster Recovery

S-420 Command and General Staff Class

Integrated Emergency Management Course
https://training.fema.gov/iemc/

ACRONYMS

Cal OES – California Office of Emergency Services

CDP – Center for Domestic Preparedness

CESA – California Emergency Services Association

CSTI – California Specialized Training Institute

DOC – Department Operations Center

EF – Emergency Function

EMAC – Emergency Management Assistance Compact

EMI – Emergency Management Institute

EMMA – Emergency Management Mutual Aid

EOC – Emergency Operations Center

ESF – Emergency Support Function

FAST – Functional Assessment Service Team

FEMA – Federal Emergency Management Agency

GIS – Geospatial Information System

ICS – Incident Command System

NDPTC – National Disaster Preparedness Training Center

NEMA – National Emergency Management Association

NIMS – National Incident Management System

NTED – National Training and Education Division

OES – Office of Emergency Services

SAP – Safety Assessment Program

SEMS – Standardized Emergency Management System

TEEX – Texas A&M Engineering Extension Service

VOST – Virtual Operations Support Team