TYPE II EOC Credentialing Reference Book

DRAFT Version 0.6
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This Document Outlines the Process and requirements for aquiring Cal OES Type II 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.

AUDIENCE

The type II program[2] is a benchmark standard for local government. Local Government, within SEMS, is defined as city, county, special districts and tribal governments in California. However, the training standards outlined in this book may be used by any California EOC. "Any" includes EOCs and DOCs 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 who may be deployed for either EMMA or EMAC request purposes. Personnel seeking this credential are professionals who have hands-on experience working in EOCs during real life disasters, emergencies and planned events.

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

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 program prior to advancing to the Type II 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 II EOC position credentialing, applicants must:

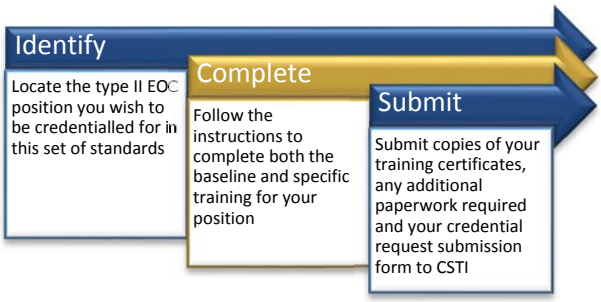


Figure 1 – Cal OES EOC Credential Process

[3] August 2011

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 four (4) year period.

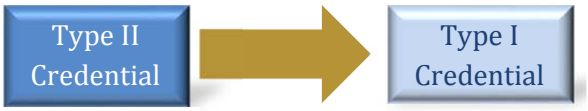
Advancement to the Type II credential, within the original five (5) year period of the Type III credential, will automatically reset the recertification timeline as of the date the Type II credential is issued by Cal OES.

Year 1 ↕ Year 4	Continuing Education offered by Cal OES training partners	+	**2** Complex, multi-agency actual incident or planned event

[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.

POSITIONS & CORE CURRICULUM

Type II credentialing will prepare EOC staff not only to work in their local EOC but also be deployed during Emergency Management Mutual Aid (EMMA) and Emergency Management Assistance Compact (EMAC) requests. For Type II positions a Type III credential must be acquired prior to completing the Type II core curriculum, position specific training and hands on experience requirements.



Prerequisite

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.

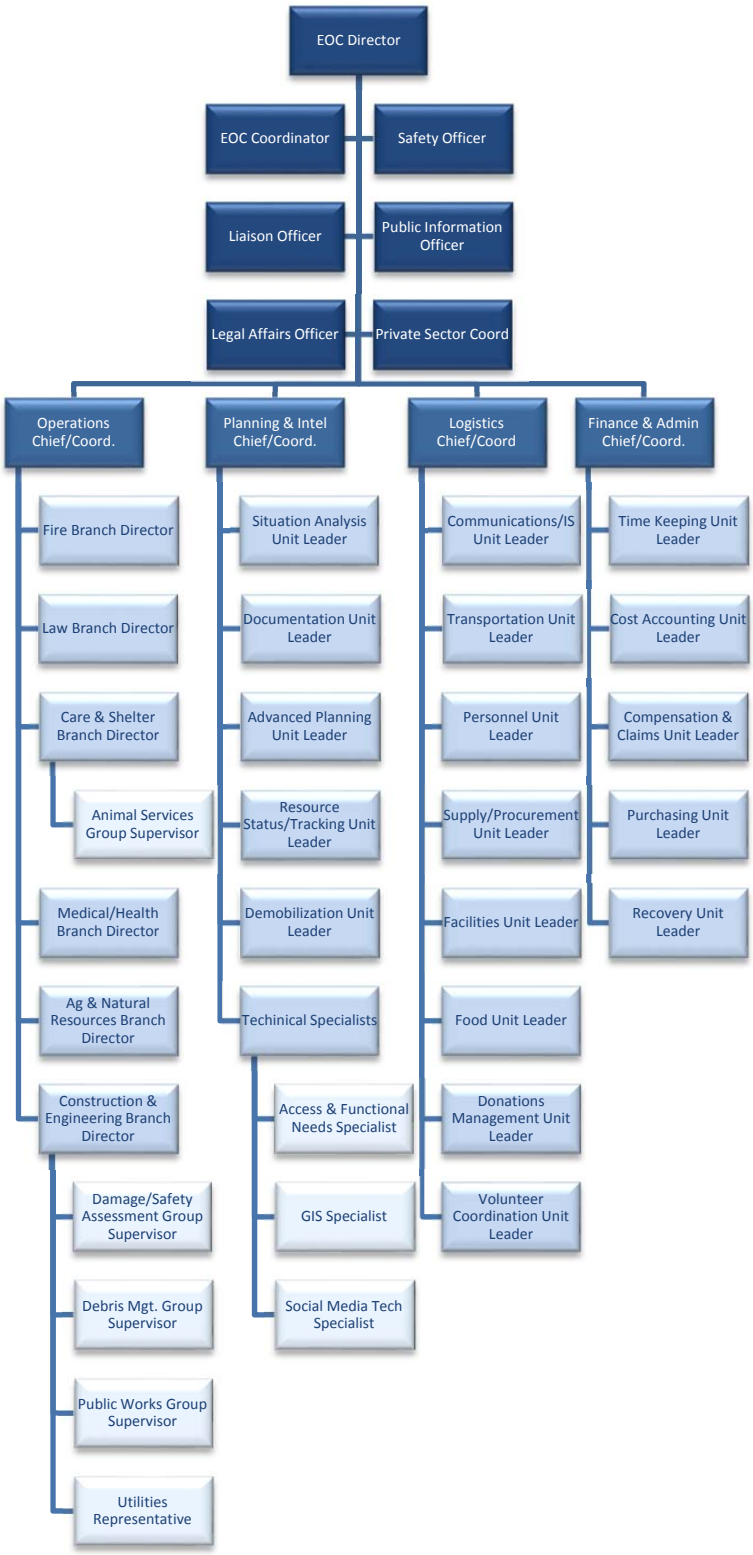


Figure 2 – Cal OES Type II Credentialed EOC Positions[5]

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

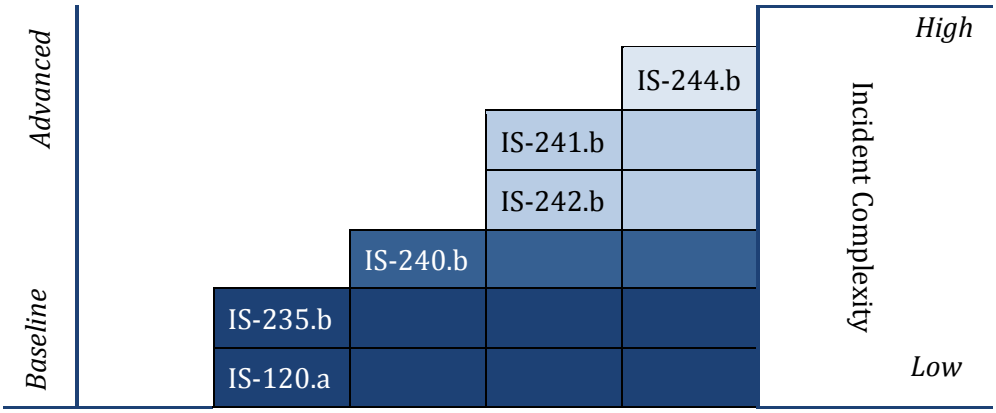
BASELINE COURSEWORK

Type II Credentialed personnel are considered eligible for deployment to requesting jurisdictions during events when EMMA and EMAC are being used. As such, all Type II EOC credentialed staff MUST fulfill all requirements of the Type III program prior to receiving their credential. 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 II credentialed EOC staff member, it may be something you wish to participate in. To ensure that Type II credentialed personnel have a working knowledge of both systems, they *MUST* submit a letter documenting completion of the following tasks:

- Have navigated through the "How EMAC Works" section of the NEMA EMAC website - http://www.emacweb.org/index.php/learnaboutemac/how-emac-works
- Have read the Cal OES EMMA Plan
- Have assembled a personal go-kit for possible EMMA deployments

The FEMA Professional Development Series includes seven Emergency Management Institute Independent study courses that provide a well-rounded set of fundamentals for those in the emergency management profession. IS-230.d is included in as a Baseline course in the Type III program. The remaining six courses are considered baseline coursework for the Type II program.



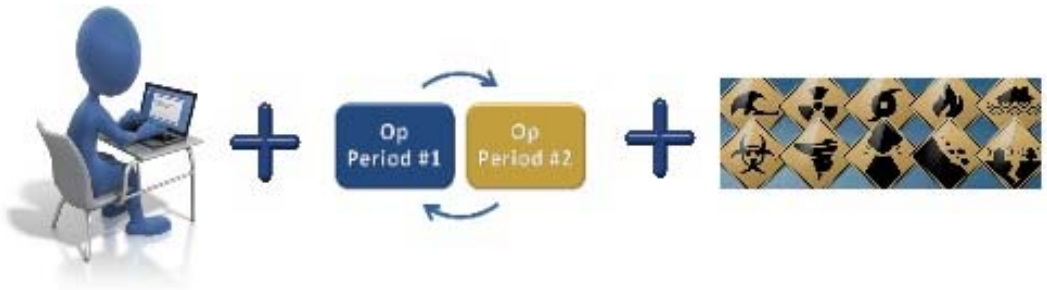
EQUIVALENCIES

Those wishing to substitute past coursework should 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. Examples of coursework which may be accepted include:

- FEMA E/L-series courses
- Incident Management Team courses
- MEPP Certification

EOC Activation & Exam

An essential part of the Type II Program is gaining 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 two separate emergencies or planned events. Documentation of this experience will be provided to CSTI as either a *Fully Satisfactory* evaluation from the position supervising you[6] in the EOC *or* the revised ICS 226 form located in the Appendices.

Pass an on-line competency exam related to the position with a score of 70% or higher

[6] **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 II 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 Liaison Officer position does not require any additional course work.

Figure 4 – EOC Management Positions

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

	EOC Director	EOC Coordinator	Safety Officer	Public Information Officer	Legal Affairs Officer	Private Sector Coordinator
IS-200 – ICS for Single Resources	✓	✓				
ICS-300 – Intermediate ICS	✓	✓				
ICS-400 – Responders	✓	✓				
IS-821.a – Critical Infrastructure						✓
LO388 – Advanced PIO				✓		
American Red Cross, Physiological First Aid Course			✓			
Letter certifying two years of experience as counsel for a local government agency					✓	

OPERATIONS

The Operations Section of the EOC has:

- One Section Chief/Coord.
- Five Branch positions
- Four Group positions

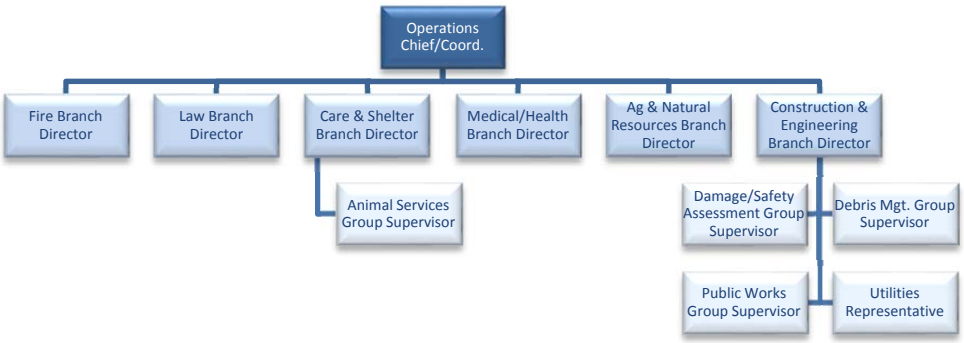


Figure 5 – EOC Operations Positions

available for the Cal OES credentialing program. The following matrix outlines the additional training required for the Operations positions:

	Operations Chief/Coordinator	Fire Branch Director	Law Branch Director	Care & Shelter Branch Director	Animal Service Group Supervisor	Medical/Health Branch Director	Construction & Engineering Branch Director	Ag & Natural Resources Branch Director	Damage/Safety Assessment Group Supervisor	Debris Management Group Supervisor	Public Works Group Supervisor	Utilities Representative
IS-10 – Animals in Disasters	✓			✓								
IS-111.a – Livestock in Disasters	✓				✓			✓				
ICS-300 - Intermediate ICS	✓	✓	✓				✓					
IS-366 – Planning for Children	✓			✓								
IS-368 or G-197 or L-197 – A&FN	✓			✓								
ICS-400 – Responders	✓	✓	✓				✓					
IS-554 – Planning for PW	✓						✓				✓	
IS-556 – Damage Assessment	✓						✓				✓	
IS-558 – Recovery for PW	✓						✓				✓	
IS-559 – Local Damage Assmt	✓								✓		✓	
IS-803 – ESF3 Intro	✓						✓				✓	
IS-804 – ESF4 Intro	✓	✓										
IS-806 – ESF6 Intro	✓			✓	✓							
IS-809 – ESF9 Intro	✓	✓										
IS-811 – ESF11 Intro	✓							✓				
IS-813 – ESF13 Intro	✓		✓									
G-270.4 – Disaster Recovery							✓		✓			
G-393 – Disaster Mitigation											✓	
E-202 - Debris Management							✓			✓		
Cal OES SAP Evaluator course							✓					
CDSS FAST Training				✓								
IAWTI Animal Shelter Course					✓							
Agroterrorism Course								✓				
Letter certifying knowledge of the State Ambulance Strike Teams & Mobile Medical Asset Program System						✓						
Letter certifying 5 years' experience in the Utilities Emergency Management Field												✓

PLANNING & INTELLIGENCE

The P&I Section of the EOC has eight Cal OES credentialed positions.

Note: the Demobilization Unit Leader and Technical Specialist positions do not require any additional course work.

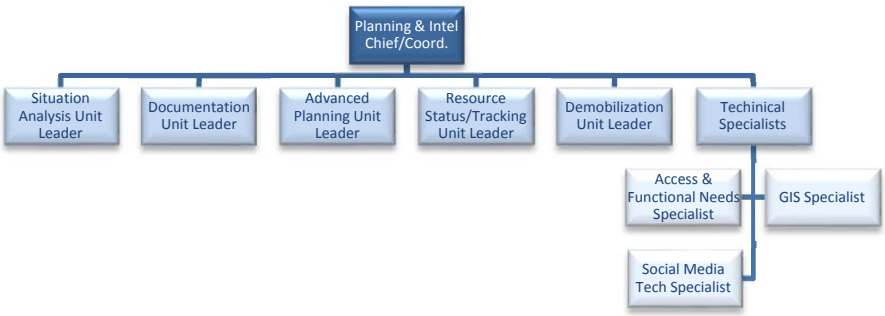


Figure 6 – EOC Planning & Intelligence Positions

The following matrix outlines the additional training required for the Planning & Intelligence positions:

	Planning & Intelligence Chief/Coordinator	Situation Analysis Unit Leader	Documentation Unit Leader	Advanced Planning Unit Leader	Resource Status/Tracking Unit Leader	Access & Functional Needs Specialist	GIS Unit Leader	Social Media Technical Specialist
ICS-300 - Intermediate ICS	✓	✓			✓			
IS-366 – Children in Disasters	✓					✓		
ICS-400 – Responders	✓	✓			✓			
IS-632.a – Intro to Debris Ops	✓			✓				
IS-806 – ESF6 Intro	✓					✓		
G-270.4 – Disaster Recovery			✓					
G-626E – Essential EOC Action Planning			✓					
PER-304 – Social Media								✓
CDSS FAST Training						✓		
Letter certifying experience with records retention practices			✓					
Letter certifying at least two years' experience in the GIS field (specify Desktop, Server and/or On-line environments)							✓	
Letter from VOST supervisor certifying membership in a National VOST team								✓

LOGISTICS

The Logistics Section of the EOC has nine Cal OES credentialed positions.

Note: the Facilities Unit Leader position does not require any additional course work.

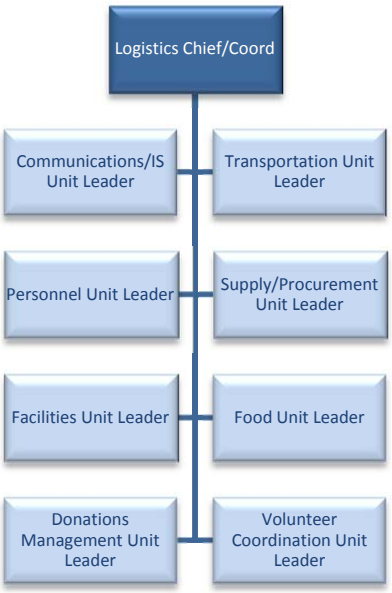


Figure 7 – EOC Logistics Positions

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

	Logistics Chief/Coordinator	Communications/IS Unit Leader	Transportation Unit Leader	Personnel Unit Leader	Supply/Procurement Unit Leader	Donations Management Unit Leader	Volunteer Coordination Unit Leader
IS-288[7] - Volunteer Agencies	✓					✓	✓
ICS-300 - Intermediate ICS	✓						
ICS-400 – Responders	✓						
IS-801 – ESF1 Intro	✓		✓				
IS-802 – ESF2 Intro	✓	✓					
IS-807 – ESF7 Intro	✓						
Letter certifying at least two years' experience with Communications equipment and Information Technology/Systems		✓					
Letter certifying at least one years' experience in Human Resources				✓			
Letter certifying at least one years' experience in Supply & Procurement					✓		

[7] Proof that applicant is a Certified Volunteer Administrator (CVA) will substitute for this course

FINANCE & ADMINISTRATION

The Finance & Administration Section of the EOC has six Cal OES credentialed positions.

Figure 8 – EOC Finance & Administration Positions

The following matrix outlines the additional training required for the Finance & Administration positions:

	Finance & Administration Chief/Coordinator	Timekeeping Unit Leader	Cost Accounting Unit Leader	Compensation & Claims Unit Leader	Purchasing Unit Leader	Recovery Unit Leader
ICS-300 - Intermediate ICS	✓					
ICS-400 – Responders	✓					
IS-403 – Individual Assistance	✓					✓
IS-2900 – Natl Disaster Recovery Framework	✓					✓
2 years' experience in Human Resources		✓	✓	✓	✓	
2 years' experience in Financial Management			✓	✓	✓	

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	Attachment
IS-120.a		☐ Yes
IS-235.b		☐ Yes
IS-240.b		☐ Yes
IS-241.b		☐ Yes
IS-242.b		☐ Yes
IS-244.b		☐ Yes
Letter attached indicating EMMA & EMAC tasks have been completed		☐ Yes

Position Specific Training		
Course	Completion Date	Certificate Attached
		☐ Yes
		☐ Yes
		☐ Yes
		☐ Yes
		☐ Yes
		☐ Yes
		☐ Yes
		☐ Yes
		☐ Yes
Certification Letters		Attached
		☐ Yes
		☐ Yes

On-line Exam		
Student ID Number	Completion Date	Score

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

E-mail this form and all supporting documentation to: Credentialcoord@caloes.ca.gov

APPROVED COURSE LIST

IS-10.a Animals in Disasters: Awareness and Preparedness
https://training.fema.gov/is/courseoverview.aspx?code=IS-10.a

IS-120.a An Introduction to Exercises
http://training.fema.gov/is/courseoverview.aspx?code=IS-120.a

IS-200.b ICS for Single Resources and Initial Action Incidents
https://training.fema.gov/is/courseoverview.aspx?code=IS-200.b

IS-235.b Emergency Planning
http://training.fema.gov/is/courseoverview.aspx?code=IS-235.c

IS-240.b Leadership and Influence
https://training.fema.gov/is/courseoverview.aspx?code=IS-240.b

IS-244.b Developing and Managing Volunteers
https://training.fema.gov/is/courseoverview.aspx?code=IS-244.b

IS-241.b Decision Making and Problem Solving
http://training.fema.gov/is/courseoverview.aspx?code=IS-241.b

IS-242.b Effective Communication
http://training.fema.gov/is/courseoverview.aspx?code=IS-242.b

IS-244.b Developing and Managing Volunteers
http://training.fema.gov/is/courseoverview.aspx?code=IS-244.b

IS-288.a The Role of Voluntary Agencies in Emergency Management
https://training.fema.gov/is/courseoverview.aspx?code=IS-288.a

ICS-300 Intermediate ICS for Expanding Incidents

IS-366.a Planning for the Needs of Children in Disasters
https://training.fema.gov/is/courseoverview.aspx?code=IS-366.a

IS-386 Introduction to Residential Coastal Construction
https://training.fema.gov/is/courseoverview.aspx?code=IS-386

ICS-400 Responders

IS-403 Introduction to Individual Assistance (IA)
https://training.fema.gov/is/courseoverview.aspx?code=IS-403

IS-554 Emergency Planning for Public Works
https://training.fema.gov/is/courseoverview.aspx?code=IS-554

IS-556 Damage Assessment for Public Works
https://training.fema.gov/is/courseoverview.aspx?code=IS-556

IS-558 Public Works and Disaster Recovery
https://training.fema.gov/is/courseoverview.aspx?code=IS-558

IS-559 Local Damage Assessment
https://training.fema.gov/is/courseoverview.aspx?code=IS-559

IS-632.a Introduction to Debris Operations
https://training.fema.gov/is/courseoverview.aspx?code=IS-632.a

IS-801 Emergency Support Function (ESF) #1 – Transportation
https://training.fema.gov/is/courseoverview.aspx?code=IS-801

IS-802 Emergency Support Function (ESF) #2 – Communications
https://training.fema.gov/is/courseoverview.aspx?code=IS-802

IS-803 Emergency Support Function (ESF) #3 – Public Works and Engineering
https://training.fema.gov/is/courseoverview.aspx?code=IS-803

IS-804 Emergency Support Function (ESF) #4 – Firefighting
https://training.fema.gov/is/courseoverview.aspx?code=IS-804

IS-806 Emergency Support Function (ESF) #6 – Mass Care, Emergency Assistance, Housing & Human Services https://training.fema.gov/is/courseoverview.aspx?code=IS-806

IS-807 Emergency Support Function (ESF) #7 – Logistics Management and Resource Support Annex https://training.fema.gov/is/courseoverview.aspx?code=IS-807

IS-809 Emergency Support Function (ESF) #9 – Search & Rescue
https://training.fema.gov/is/courseoverview.aspx?code=IS-809

IS-813 Emergency support Function (ESF) #13 – Pubic Safety and Security
https://training.fema.gov/is/courseoverview.aspx?code=IS-813

IS-821.a Critical Infrastructure Support Annex
https://training.fema.gov/is/courseoverview.aspx?code=IS-821.a

IS-2900 National Disaster Recovery Framework (NDRF) Overview
https://training.fema.gov/is/courseoverview.aspx?code=IS-2900

G-270.4 Disaster Recovery

LO388 Advanced Public Information Officer

G-393 Mitigation for Emergency Managers

G-626E Essential EOC Action Planning Workshop

L-197 Integrating Access and Functional Needs into Emergency Management

E-202 Debris Management Planning for State, Tribal, and Local Officials

PER-304 Social Media for Natural Disaster Response and Recovery

Cal OES/CSTI Safety Assessment Program Evaluator Training

CDSS – Functional Assessment Service Teams (FAST)

American Red Cross, Psychological First Aid

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