TYPE III EOC Credentialing Reference Book

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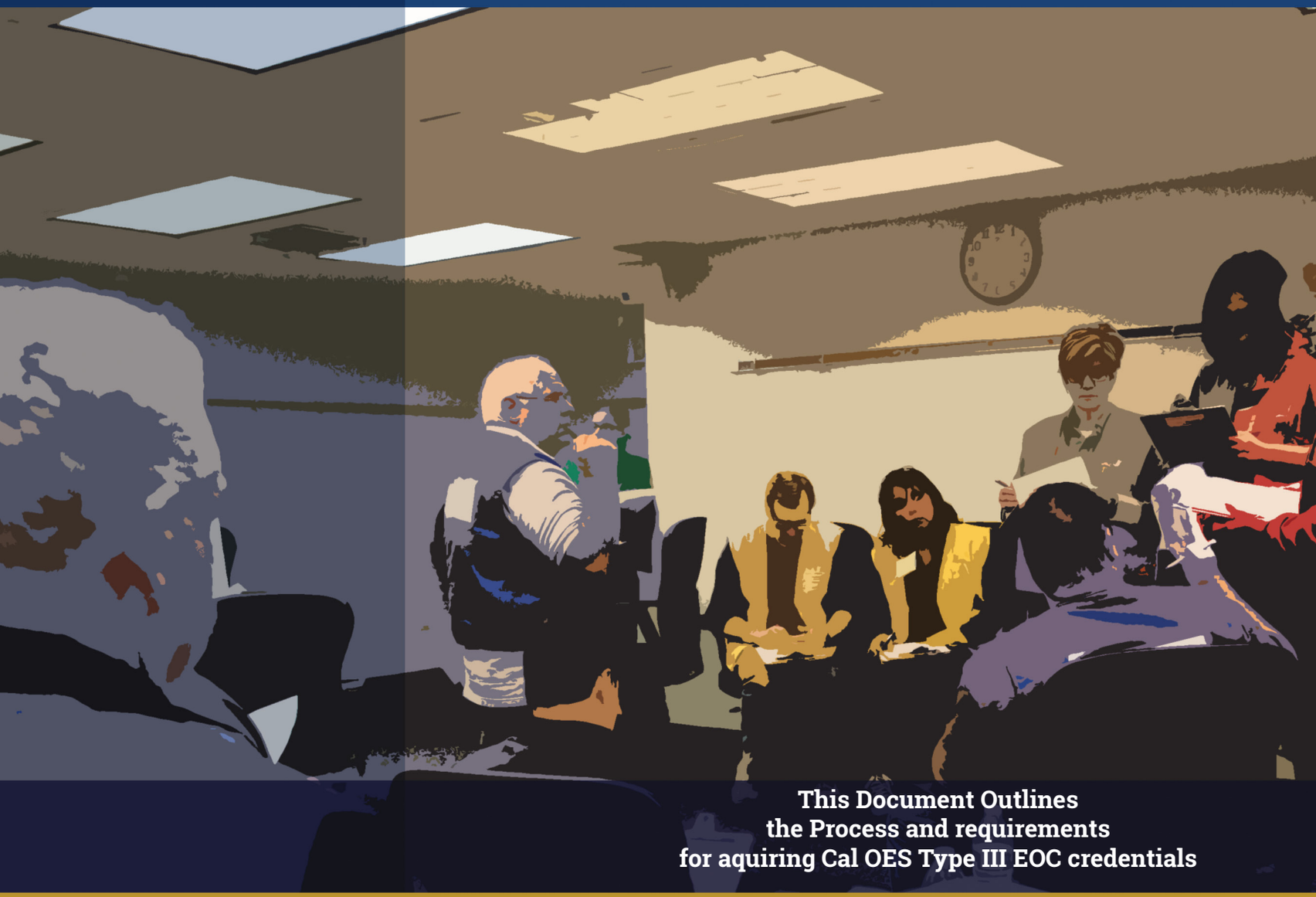

This Document Outlines the Process and requirements for aquiring Cal OES Type III EOC credentials

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 III 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 standards book may be used by any California EOC. "Any" includes EOCs or 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.

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

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 III EOC position credentialing, applicants must:

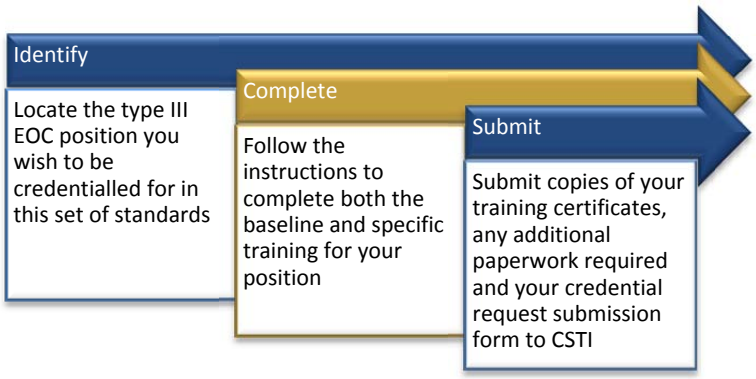

Figure 1 – Cal OES EOC Credential Process

[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.

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. CSTI reserves the right to approve coursework older than 5 years during initial submission provided the request is made in writing. Requests 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.

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 five (5) year period.

Year 1 ↕ Year 5	Continuing Education offered by Cal OES training partners	+	**2** Functional/Full Scale Exercises *Or* **1** Complex, multi-agency actual incident or planned event

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 III credentialing will prepare EOC staff to work in a variety of EOCs. For Type III positions all core curriculum must be completed in conjunction with position specific training and hands on experience. To advance to the Type II program all Type III requirements must be satisfied in full for the position. Type III credentialed staff are not typically used during EMMA & EMAC deployments.

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**.

Curriculum

Prior to beginning the training outlined within these standards it is required that those seeking EOC Position credentials take the CSTI Emergency Management Professional Development Baseline Course. After completing this introductory course, additional courses outlined in these standards can be completed in any order. A suggested order is included in the appendices of these standards.

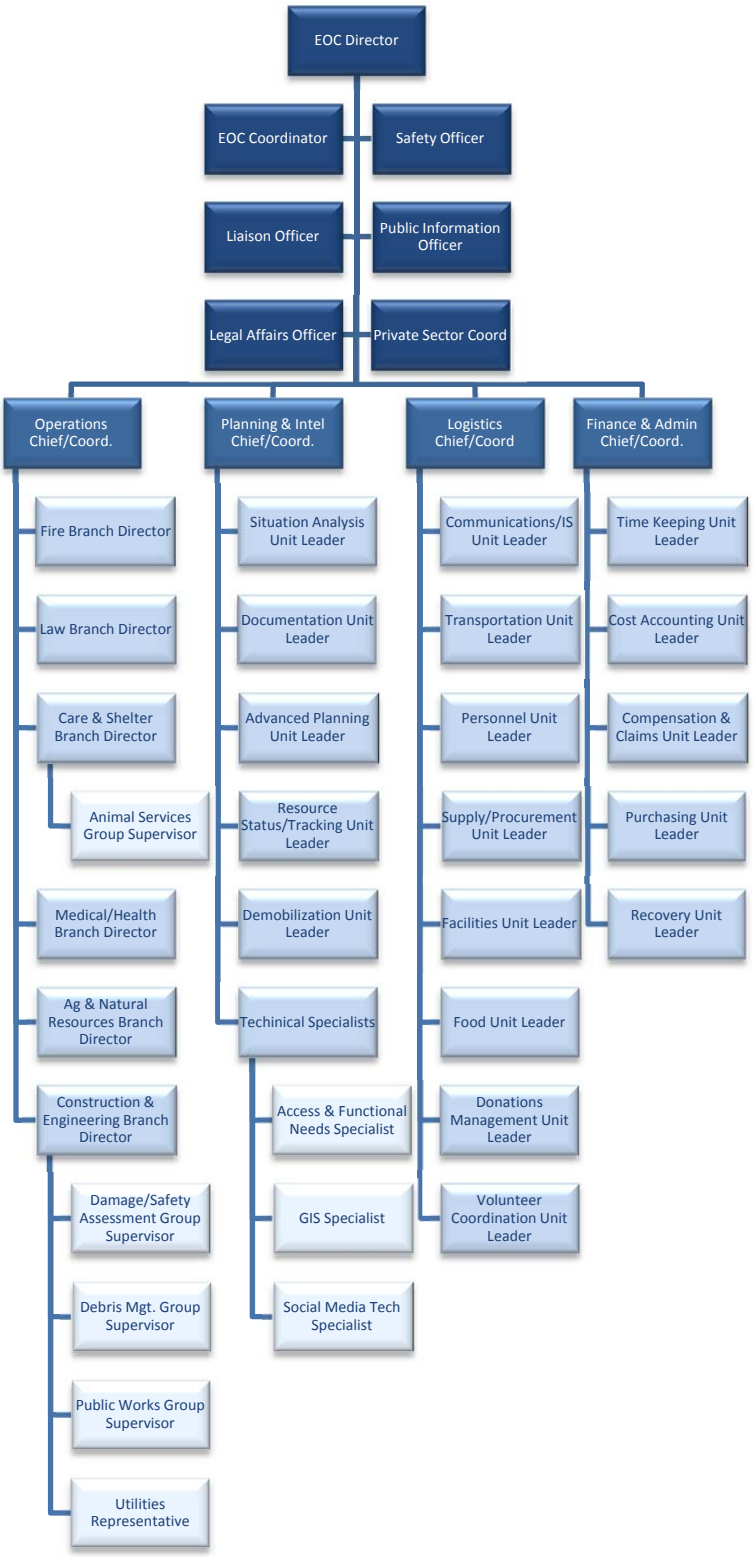

Figure 2 – Cal OES Type III Credentialed EOC Positions[4]

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

BASELINE COURSEWORK

In Emergency Management incidents range in complexity from a low level incident to a high level complex disaster/emergency. Typing of EOC staff resources allow local EOC's to describe the capability and qualifications of their staff. The Type 1 credential refers to the most complex level of credentialing with Type 3 being the least complex. As the Type number decreases, the level of training and experience increases.

The NIMS outlines specific IS/ICS coursework as a necessity for responding to incident types. The SEMS includes state sponsored coursework. The following figure shows how these two sets of courses are combined in the baseline coursework recommendations in this set of standards.

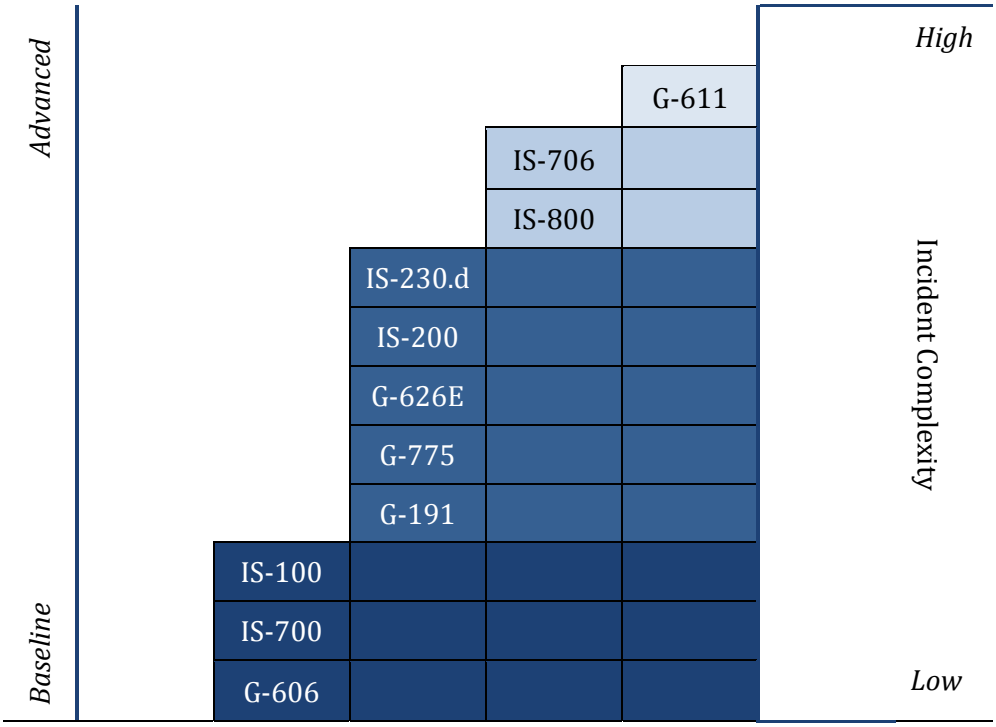

Figure 3 – Training Determined by Incident Complexity

EQUIVALENCIES

Two courses are currently approved as substitutes for curriculum listed above:

The *SEMS/NIMS Combo Course* – is a course provided throughout the state by certified CSTI Emergency Management instructors and can be used as a substitution for G-606, IS-100, IS-700, IS-706 & IS-800

The *Essential Emergency Management Concepts Course* – is a course offered either in your local jurisdiction as an All-Hazards course or at the CSTI San Luis Obispo campus as an Earthquake centric course. You ***MUST*** work in the position that you are applying for credentialing on during this course. It will substitute for G-626E, G-775, G-191 & G-611.

Position Experience is an Essential Part of EOC Credentialing

EOC Activation/Exercises

An essential part of Emergency Management training is gaining hands-on-experience in an EOC setting. To fulfill this part of the Cal OES EOC credentialing program you must complete either:

- One complex, multi-agency actual incident or planned event, filling the position you are seeking credentialing on.
- Two multi-agency functional (FE) or full scale exercises (FSE), filling the position you are seeking credentialing on.

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[5][6].

Physical Fitness

Emergency Management can be a high stress environment with physical health and fitness demands. Physical health and fitness criteria are established by individual departments/agencies.

In an effort to ensure individual safety, Cal OES recommends that all agencies consider the following health and fitness components:

- Baseline medical evaluations.
- A comprehensive wellness and fitness program.
- An evaluation to determine that an individual can meet the physical demands of the position for which they are being credentialed.

[5] Sample provided in the Standards Appendix. Please review the Credentialing Resource Guide for the pre-populated 226 for your position.
[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 III 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.

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	Liaison Officer	Private Sector Coordinator
IS-29 - PIO Awareness	✓	✓		✓			
IS-35 - FEMA Safety Orientation			✓				
IS-42 - Social Media				✓			
G-270.4 – Disaster Recovery		✓					
IS-454 - Risk Management			✓				
IS-660 - Intro to Public/Private							✓
IS-662 - Public/Private Partnerships							✓
IS-813 - ESF13 Intro			✓				
IS-904 – Workplace Security			✓				
G-290 – Basic PIO				✓			
Resource Tracking System Training		✓					

OPERATIONS

The Operations Section of the EOC has:

- One Section Chief
- Six Branch positions
- Five Group positions

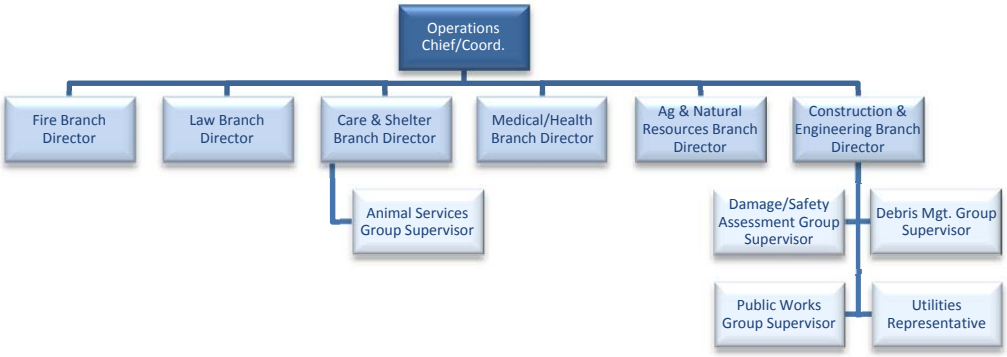

Figure 5 – EOC Operations Positions

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	Medical/Health Branch Director	Ag & Natural Resources Branch Director	Construction & Engineering Branch Director	Animal Services Group Supervisor	Damage/Safety Assessment Group Supervisor	Debris Management Group Supervisor	Public Works Group Supervisor	Utilities Representative
IS-200 – ICS Single Resources	✓	✓	✓				✓					
IS-632 – Debris Ops	✓									✓		
IS-806 – ESF6 Intro	✓			✓								
IS-808 – ESF8 Intro	✓				✓							
IS-811 – ESF11 Intro	✓					✓						
G-270.4 – Disaster Recovery										✓	✓	
G-393 – Disaster Mitigation							✓					
American Red Cross, Shelter Operations Course				✓				✓				
CA Dept of Public Health EOM course					✓							
Cal OES MHOCSA course					✓							
Cal OES SAP Evaluator course									✓			
Cal OES SAP Program Coordinator course									✓			
Resource Tracking System Training	✓	✓	✓	✓	✓		✓				✓	

PLANNING & INTELLIGENCE

The P&I Section of the EOC has:

- One Section Chief
- Six Branch positions
- Three Group positions

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

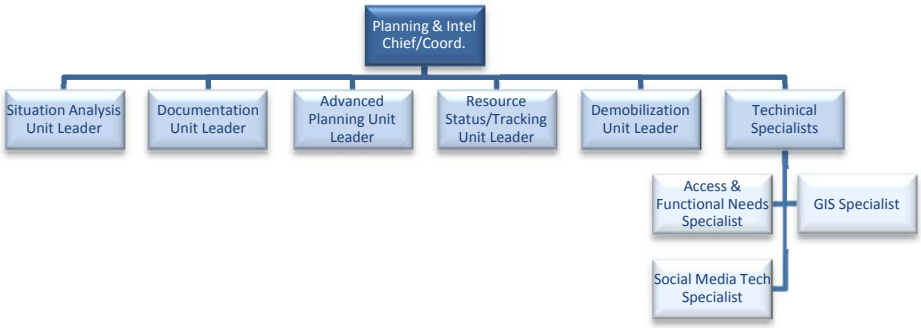

Figure 6 – EOC Planning & Intelligence Positions

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

	Planning & Intelligence Chief/Coordinator	Situation Analysis Unit Leader	Advanced Planning Unit Leader	Resource Status/Tracking Unit Leader	Documentation Unit Leader	Access & Functional Needs Specialist	GIS Specialist	Social Media Technical Specialist
IS-42 – Social Media	✓							✓
IS-103 – GIS	✓						✓	
IS-200 – ICS Single Resources	✓	✓		✓				
IS-368 *or* L197 - A&FN	✓					✓		
IS-703.a – Resource Mgt	✓			✓				
IS-922 – Advanced GIS							✓	
L-948 – Situational Awareness	✓							
G-235 – Emergency Planning			✓					
G-270.4 – Disaster Recovery			✓					
G-250.7 – Rapid Needs Assessment	✓	✓						
G-393 – Disaster Mitigation			✓					
G-626E – Essential EOC Action Planning	✓	✓	✓					
PER-304 – Social Media								✓
Resource Tracking System Training	✓	✓		✓	✓			

LOGISTICS

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

Note: the Communications/IS Unit Leader, Personnel Unit Leader and Facilities Unit Leader positions do not require any additional course work.

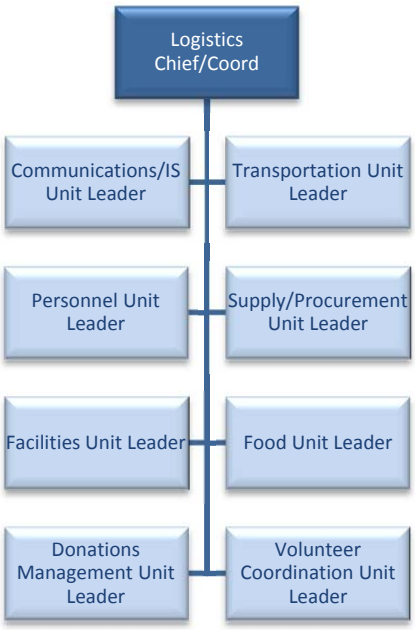

Figure 7 – EOC Logistics Positions

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

	Logistics Chief/Coordinator	Transportation Unit Leader	Supply/Procurement Unit Leader	Food Unit Leader	Donations Management Unit Leader	Volunteer Coordination Unit Leader
IS-200 – ICS Single Resources	✓					✓
IS-703.a – Resource Mgt	✓				✓	
G-288 – Vol & Donation Mgt					✓	✓
American Red Cross, Basic Food Safety				✓		
Resource Tracking System Training	✓	✓	✓			

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
IS-200 – ICS Single Resources	✓					
G-270.4 – Disaster Recovery	✓	✓	✓	✓	✓	✓
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	Certificate Attached
G-606		☐ Yes
IS-100		☐ Yes
IS-700		☐ Yes
IS-706		☐ Yes
IS-800		☐ Yes
☐ I am substituting the SEMS/NIMS Combo course for the courses listed above		☐ Yes
G-626E		☐ Yes
G-775		☐ Yes
G-191		☐ Yes
G-611		☐ Yes
☐ I am substituting the Essential Emergency Management Concepts course for the courses listed above		☐ Yes
EM Professional Development Baseline		☐ Yes
IS-230.d		☐ Yes

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

EOC Activation/Exercises (choose one)	
I filled this position during and activation for an emergency/planned event	I filled this position during two Functional or Full Scale exercises
Date(s) of experience:	Date of exercise #1:
Evaluation or ICS 226 Form attached: ☐ Yes	Evaluation or ICS 226 Form attached: ☐ Yes
	Date of exercise #2:
	Evaluation or ICS 226 Form attached: ☐ Yes

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

Recommended Coursework Order

STEP 01

EM Professional Development Baseline Course

Take the Cal OES Emergency Management Professional Development Baseline course as a pre-requisite for the EOC Position Credentialing program

STEP 02

Baseline Coursework for Medium Incident Complexity

Complete IS-100, IS-700, IS-701, IS-706, IS-800 and G-606 or the Cal OES SEMS NIMS Combo course

STEP 03

Baseline Coursework for High Incident Complexity

Complete G-626, G-775 and G-191 or the CSTI Essential Emergency Management Concepts Course

STEP 04

Position Specific Courses

Take the introduction training for your chosen position and complete the additional courses outlined in the standards book

STEP 05

EOC Activation(s)

Work in an EOC either during an exercise/planned event (Type III only) or real-world emergency/disaster (Type II & Type I programs)

APPROVED COURSE LIST

IS-29 Public Information Officer Awareness
https://training.fema.gov/is/courseoverview.aspx?code=IS-29

IS-35.16 FEMA Safety Orientation
https://training.fema.gov/is/courseoverview.aspx?code=IS-35.16

IS-42 Social Media in Emergency Management
https://training.fema.gov/is/courseoverview.aspx?code=IS-42

IS-100.b Introduction to Incident Command System
https://training.fema.gov/is/courseoverview.aspx?code=IS-100.b

IS-103 Geospatial Information Systems Specialist
https://training.fema.gov/is/courseoverview.aspx?code=IS-103

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

IS-230.d Fundamentals of Emergency Management
https://training.fema.gov/is/courseoverview.aspx?code=IS-230.d

IS-368 Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations https://training.fema.gov/is/courseoverview.aspx?code=IS-368

IS-454 Fundamentals of Risk Management
https://training.fema.gov/is/courseoverview.aspx?code=IS-454

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

IS-660 Introduction to Public-Private Partnerships
https://training.fema.gov/is/courseoverview.aspx?code=IS-660

IS-662 Improving Preparedness and Resilience through Public-Private Partnerships
https://training.fema.gov/is/courseoverview.aspx?code=IS-662

IS-700.a National Incident Management System (NIMS), An Introduction
https://training.fema.gov/is/courseoverview.aspx?code=IS-700.a

IS 703.a NIMS Resource Management
https://training.fema.gov/is/courseoverview.aspx?code=IS-703.a

IS-706 NIMS Intrastate Mutual Aid – An Introduction
https://training.fema.gov/is/courseoverview.aspx?code=IS-706

IS-800.b National Response Framework - An Introduction
https://training.fema.gov/is/courseoverview.aspx?code=IS-800.b

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-808 Emergency Support Function (ESF) #8- Public Health and Medical Services
https://training.fema.gov/is/courseoverview.aspx?code=IS-808

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

IS-904 Workplace Security Awareness

IS-922 Application of GIS for Emergency Management
https://training.fema.gov/is/courseoverview.aspx?code=IS-922

G-191 ICS/EOC Interface

G-235 Emergency Planning

G-250.7 Rapid Needs Assessment

G-270.4 Disaster Recovery

G-288 Local Volunteer and Donations Management

G-290 Basic Public Information Officer

G-393 Disaster Mitigation

G-606 SEMS Orientation

G-611 Cal OES/CSTI Essentials of EOC Section/Position Course

G-626E Essential EOC Action Planning Workshop

G-775 EOC Management and Operations

L-197 Integrating Access and Functional Needs into Emergency Management

L-948 Situational Awareness and Common Operating Picture

PER-304 Social Media for Natural Disaster Response and Recovery

Cal OES/CSTI Emergency Management Professional Development Baseline Course

Cal OES/CSTI SEMS/NIMS Combined Course (Curriculum as of January 2015 or later)

Cal OES/CSTI Essential Emergency Management Concepts Course

Cal OES/CSTI Safety Assessment Program Evaluator Training

Cal OES/CSTI Safety Assessment Program Coordinator Training

Cal OES/CSTI Medical Health Operations Center Support Activities (MHOSCA) course

Situation and Resource Tracking System Training (i.e., jurisdiction specific automated or manual system)

EMSA/CDPH Basic Emergency Operations Manual (EOM) Training

American Red Cross, Shelter Operations Course

American Red Cross, Basic Food Safety Course

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