Emergency Management

Program Guide
Career Credentialing Standard

Draft
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This document outlines the process and requirements for obtaining a Cal OES Emergency Management Career Credential

California Specialized Training Institute

Cal OES
GOVERNOR'S OFFICE OF EMERGENCY SERVICES

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OVERVIEW

The California Office of Emergency Services (Cal OES) is proud to implement a new Career Credentialing Track with 3 credentialing levels to its Emergency Management Professional Development Program.

We now offer Practitioner, Experienced and Professional Career Credentials. The participation in the Cal OES Credentialing Program is voluntary. However, the EM Career Credentialing Review Panel helps ensure that applicants possess the minimum knowledge, skills, and abilities necessary to execute emergency management activities safely and effectively. The primary goal of the 3 new levels is to offer a comprehensive roadmap for individuals seeking a career in Emergency Management.

The 3 new career credential levels take a user driven process, based on national standards and best processes. The Cal OES Emergency Management Career Credentialing track has been designed to align with several other State and Federal projects including, but not limited to: Cal OES Professional Certification Program, The FEMA National Emergency Management Basic and Advance Academy, Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), California Emergency Services Association (CESA) Emergency Management Competency Framework.

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FRAMEWORK

The Emergency Management Track Framework is made up of two components:

1. Knowledge (Need to know, legislation, theory, etc.)
2. Competencies (skills and abilities). With the primary focus centering on eight integrated and evidence-based competencies that represent the core elements of Emergency Management (EM).

The 3 levels of proficiency are Practitioner (entry), Experienced (intermediate), and Professional (advanced) and each level contains observable and measurable indicators.

The credentialing program's comprehensive nature allows for its application across a wide spectrum of organizations. Core candidate competencies are matched with corresponding and evidence-based training materials, courses and unit standards. This program details a range of roles common in EM, and the knowledge and competencies related to those roles. An individual looking to advance professionally can use this track as a roadmap to identify the necessary competencies and indicators required to progress, either to a different role in a

different organization or to a higher role within the same organization. Hiring managers can apply the track's framework to specific EM roles in their organization through the development of:

1. Job specifications
2. Interview questions
3. Personnel development plans
4. Performance Management Systems
5. Career pathways to assist with recruitment and retention

The differences between the CAL OES Credentialing Program and the IAEM CEM/AEM certification are further outlined in this Career Credentialing Guide. The guide contains one flow chart that efficiently and effectively layout the entire certification and decision-making process, as well as establish documentations standards; define experience requirements, professional contributions, and our mentoring program.

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DOCUMENTATION STANDARDS

Documentation (i.e. course certificates) submitted to the state Career Credentialing Track 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.

EXPERIENCE REQUIREMENT

To meet the experience requirement, candidates must hold or have held a dedicated emergency management position at the level with which they are applying for, supporting at least one phases of emergency management for practitioner level, and all phases for Experienced and Professional. Dedicated emergency management position time could have been paid or volunteered, but must have been held consecutively for required time. For example, an Experienced Candidate must have held a dedicated, full-time (2,080 hours per year) emergency management position, for 5 consecutive years. Documentation must be submitted to demonstrate that the requirement has been met. Acceptable documentation

includes a resume, job descriptions and signed letters from previous supervisors listing applicable responsibilities, tasks, knowledge, skills and abilities and period of employment.

PROFESSIONAL CONTRIBUTION

Career Credentialing level candidates perusing an "Experienced" and "Professional" level credential are required to accomplish a "Professional Contribution." A Professional Contribution should represent the high point or crowning achievement that the candidate has accomplished in his/her emergency management career. The following provides policy guidance and how it is administered within the track.

A Professional Contribution should be linked to one of the phases in Emergency Management for Experienced and one of the five appropriate "Focus Areas" for Professional. A "Professional Contribution" is defined as "a ***significant achievement*** that the candidate has accomplished **AND** has ***contributed*** toward the ***improvement*** of the emergency management profession." The candidate is required to list and describe in sufficient detail what the achievement was, explain why its impact is significant AND identify how it has measurably contributed to the improvement of the field of emergency management. If there is a physical product associated with this contribution, the candidate should submit it for credit.

In describing the *achievement*, a candidate should coherently explain:

- What the achievement was,
- Why the achievement is a contribution to the emergency management profession,
- What phase of Emergency Management the contribution is related to (for Experienced)
- What Executive Focus Area the overall contribution is related to (for Professional),
- When and where the contribution was successfully used,
- What role the candidate played in the contribution (sole contributor or major contributor/lead person within a larger group), etc.

In explaining *significance*, the candidate should explain what positive importance, impact, or noteworthiness it had in one or more of the following key areas in emergency management, such as:

- Prevention,
- Protection,
- Response,

- Recovery,
- Mitigation, etc.

In identifying how it *contributed to the improvement* of emergency management, the candidate should specifically spell out:

- What the benefit was (saving lives, protecting public health and welfare, minimizing economic loss, improving continuity or sustainability of operations, enhancing preparedness and operational readiness, advancing communication and coordination, reducing capability gaps, hastening recovery, lessening potential loss, etc.)
- Who benefitted (e.g. an agency, a local, state, federal, tribal, or territorial government, a private sector company, a non-government or volunteer organization, the public, etc.)

Specific examples related to the five Professional Focus Areas include, but are not limited to:

1. **EMERGENCY MANAGEMENT:** Taking a leadership role in developing or improving a jurisdiction's emergency plan, policy, procedure, etc., that was successfully used
2. **CRISIS COMMUNICATION:** Developing an effective joint information system, public warning system, public education program, social media tracking system, etc., that was successfully used
3. **DISASTER RECOVERY:** Creating a new local damage assessment team and/or procedure, identifying rapid needs assessment targets, creating standard user-friendly forms, etc. that was successfully used
4. **HOMELAND SECURITY:** Creating a successful joint terrorism intelligence sharing system, hardening a soft target, developing protective measures, preventing a terrorist act, etc. that was successfully used
5. **BUSINESS CONTINUITY:** Developing or improving a continuity of operations or business plan, identifying alternate space locations or systems for critical operations, etc. that was successfully used

Additional examples include, but are not limited to:

- Developing an innovative solution to improved communication and coordination between parts or "whole community."
- Creating a new emergency management program
- Designing a valid mitigation program, procedure, or device before or after a disaster

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- Taking a lead role in facilitating a successful multi-agency/jurisdiction "Workshop" that produced a tangible product, such as a Unified Command/Management policy.
- Taking the lead role in designing and conducting a successful multi-agency/jurisdiction "Full Scale Exercise" that has better prepared a jurisdiction to respond to a disaster.
- Designing and delivering a successful emergency management training.
- Taking an action or making a decision during response that saved lives.
- Developing a job aid that has simplified a complex area of response.
- Negotiating consensus on a joint policy that has enhanced planning for, responding to and/or recovering from an emergency.
- Developing a successful (and user friendly) emergency management technology.
- Starting or re-energizing an emergency management program.
- Publishing a book or paper related to emergency management.
- Doing anything that can be measured to improve emergency management, etc.

These examples are not meant to limit an applicant's achievement. If he/she feels the achievement is noteworthy and can justify consideration as a Professional Contribution, then it should be put in writing and submitted for panel review. However, all submissions must demonstrate how their achievement was successfully implemented and has measurably contributed to the improvement of emergency management, either for the applicant's agency or jurisdiction (whole community concept).

To vet the Professional Contribution, the applicant must have at least one "Professional" mentor (inside or outside the agency) or three references (outside of the agency) verify in writing that the accomplishment has been implemented and has contributed to the improvement of emergency management; and the applicant's immediate supervisor must sign off on the accomplishment.

As an alternative, if an "Experienced" level applicant feels he/she has not yet accomplished a Professional Contribution in improving emergency management, he/she can write a "Thesis" on something specific that he/she believes will improve emergency management AND include how he/she will contribute to making it happen. The Thesis should be valid, logical, clear, well-organized, and no more than twelve hundred words or four pages in length. Emphasis will be on the detailed process and steps that the candidate will take to ensure that the proposed contribution comes to fruition.

Submission of the Professional Contribution or Thesis must be submitted as an attachment to the Application Form. Written submission should be specific and complete enough for a panel to determine validity. Submissions received by the California Office of Emergency Services will be forwarded directly to the appropriate panel members for initial review.

A separate panel of at least three to five voluntary representatives (all at the "Professional" Career level) will be formed by the California Office of Emergency Services to review Professional Contribution or Thesis submissions (at least on an annual basis - or sooner based on the rate of submissions). The panel will be chaired by a representative from the California Office of Emergency Services. The remaining panel members will represent a wide range of entities within the emergency management community. The Professional Contribution or Thesis will be objectively judged by the panel using this policy and their professional expertise. If the panel cannot meet in person, the panel will meet and confer on line via a conference call, Skype, etc.

The panel will review a submission and accept or reject by consensus, if possible. However, if no consensus is reached, a majority vote will be sufficient to accept a submission. For the thesis paper submissions, a panel consensus for acceptance is required. The reason for this is that a thesis is only a proposed achievement has not been implemented and cannot be measurably quantified for its contribution.

Once the Professional Contribution or Thesis is accepted, and all other level requirements have been met, including the testing requirement, the candidate will be notified. If either the Professional Contribution or Thesis is rejected, the overall application will be rejected as well. Candidate will receive a rejection letter that will provide a summary of the panel's reasons for the rejection, or clarifications needed, within thirty days of review.

MENTORSHIP

Defined: A mentor is a person who guides and/or trains someone. A mentee is a person who is guided and/or trained by a mentor. A mentee can be any candidate that applies for Career Credentialing; however, a mentor can only come from candidates that are applying for experience or professional level credentialing or hold an experienced or professional credential.

One of the main features within all 3 tracks of the Career Credentialing Track is Mentorship. Mentorship is available for all candidates, and required for Experienced and Professional

Levels. Mentoring offers an essential element to the success of any candidate seeking a credential by providing him/her with the help, advice, guidance, instruction and/or coaching needed. For the mentor, not only does his/her assistance help the candidate, but it provides the mentor with an opportunity to assess and refine his/her knowledge, skills, and abilities through the process of helping others. This section provides mentoring process requirements and guidance to mentors and candidates. This guide further goes on to define and layout the process of Mentorship Program for both the Mentor and the Candidate at length and in detail.

All mentors must be knowledgeable and experienced in the subject and skill area they are to mentor. They will possess effective teaching and interpersonal skills, as well as have a genuine desire to help candidates achieve their goals. Mentors and candidates who wish to credential through the Cal OES Professional Development Program must follow the requirements and guidance for the appropriate credentialing level.

All candidates can request a mentor. All candidates requesting a mentor will be matched with a mentor to guide them through the professional development process. Additionally, candidates in the Experienced and Professional levels are required to serve as mentors before they can be credentialed. Mentoring for the Cal OES Professional Development Career Credentialing Track must adhere to the requirements listed below:

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Mentors MUST:

- Apply to and be accepted by Cal OES as a State Mentor (mentor matching with a candidate will be initiated by Cal OES based on the candidate's request and availability of a mentor on the approved State Mentors List. Consideration will be given to candidate/mentor proximity or location)
- Mentors who meet the guidelines, requirements and standards listed in this document will be put on a State Mentor List to be used in the Professional Development Credentialing Program
- Provide a current and valid resume that clearly lists appropriate education, knowledge, and experience for the level to be mentored
- Be credentialed at least one level higher than the candidate to be mentored (except for Professional)
- Mentor at least 1 Practitioner or Experienced level candidate if pursing the Professional level
- Mentor at least 1 Practitioner level candidate if pursing the Experienced level

- Possess full understanding of the Career Track experience, education, training, testing and validation requirements, as well as the skills, knowledge and abilities required for a candidate to be successful at the level they are mentoring
- Possess in-depth experience in the field of emergency management
- Have demonstrated effective teaching and interpersonal skills
- Accept the candidate that Cal OES has matched with the mentor (however, acceptance must be mutual by all parties and either party can terminate the match with written notice)
- Make initial contact with the matched candidate and assess areas needing assistance
- Fill out and sign the mentor/candidate agreement; which identifies the terms of mentorship
- Meet at least monthly (in person, phone, skype etc.) with candidate to assess how they are progressing in achieving her/his level of credentialing
- Provide advice, guidance, instruction, etc., as requested by the candidate (during normal business hours, unless after hours contact is agreed to, by the mentor and candidate)
- If the candidate has an opportunity to practice and demonstrate skills, knowledge, and abilities, observe the candidate's performance and complete an evaluation form (or include proficiency in letter of recommendation)
- Provide any other help as needed

Candidates MUST:

- Request a mentor from Cal OES approved State Mentor List
- Make initial contact with the mentor provided and identify potential areas of assistance that may be needed
- Fill out and sign the mentor/candidate agreement; which identifies the terms of mentorship
- Meet and confer with the mentor at least monthly to review progress in achieving level of credentialing
- As needed, ask the mentor for advice, guidance, instruction, etc. regarding the requirements, skills, knowledge, abilities, and training related to the candidate's level (during normal business hours, unless after hours contact is agreed to, by the mentor and candidate)
- Follow as best as possible, appropriate instructions and/or guidance given by the mentor

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- Identify opportunities to practice and apply the skills, knowledge and abilities related to credential level under the supervision of the mentor
- After mentoring has been completed, complete evaluation form on the effectiveness of the mentoring process in general and the mentor themselves

CALOES CAREER CREDENTIALING AND CEM CREDENTIALING

For specific differences between this Career Credential and CEM Certification offered by IAEM, please see the matrix below.

For Career Credentialing candidates who would like to apply their CEM Certification to this Career Credential, they can do so in the following ways:

1. For candidates who currently do not met experience and professional level educational requirements, they can use their CEM certification as one of the three educational equivalency options (note, this option is only valid until January 1, 2023, when this expires)
2. For candidates that are applying for both a Career Level Credential and a CEM Certification for the 1st time or re-certifying for their CEM, they can use the CalOES Career Credentialing level specific training requirements to both meet the CEM and the specific CalOES Career Credentialing Level they are applying for.

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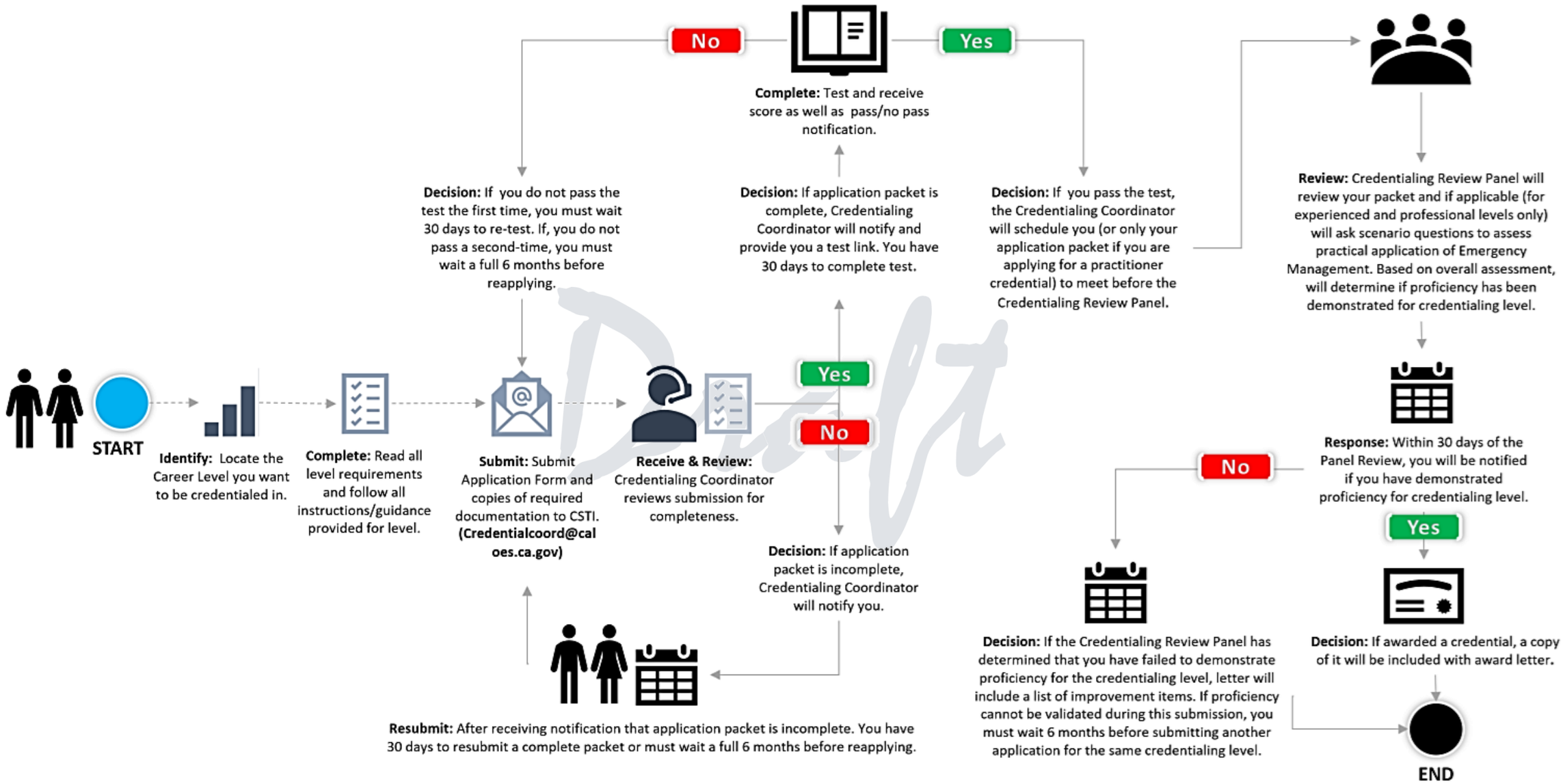
CALOES CAREER CREDENTIALING COMPARED TO IAEM CERTIFICATION - DIFFERENTIATION MATRIX

	EXPERIENCE *BA IN EM CAN REDUCE EXPERIENCE REQUIREMENT		EDUCATION	TESTING		TRAINING *BA IN EM WAIVES TRAINING IF EARNED RECENTLY				ESSAY	PROFESSIONAL CONTRIBUTION	MENTORSHIP		CAREER ROAD MAP	REFERENCES		COST	RE-CERTIFICATION	FOCUS AREAS	TOOLS		VALIDATION
	Doing the Work, IIX / Exercise Participation	Actual Emergency Response		Technical | Multiple Choice Questions	Application (Real World) | Scenario Question	Mapped to KSA	Mapped to Career Road Map	Required	Provided to Support Requirements and Continual Education			Mentor	Mentee		Professional (current supervisor)	Other				Electronic Application Submission	Learning Management System	KSA mapped out, based on career road map to address current and future needs of a professional in the field of emergency management. Every requirement has been identified and matched to address career level road map KSA's.
IAEM CERTIFICATION																						
AEM	N/A	N/A	N/A	100 Q's (75%)	N/A	N/A	N/A	200 Hrs	N/A	18/24pts (75%)	N/A	Not Offered	Offered Not Required	N/A	1	3	$395-member $595-not-member 2 attempts only 3rd re-payment	Every 5 Years $250-members $325-not-members 5Yrs | 200Hrs, 3 PC 10Yrs | 150Hrs, 4PC 15Yrs | 100Hrs, 5 PC 20Yrs | 80Hrs, 6 PC 25+Yrs | 50Hrs, 6 PC	N/A	Website	N/A	N/A
CEM	3 Years 1 Full Scale Exercise OR 3 years 1 Disaster		BA/BS (No Equivalency. BA in EM reduces experience and waives EM Training if recent)	100 Q's (75%)	N/A	N/A	N/A	200 Hrs	N/A	18/24pts (75%)	6	Asked to Be	Not Offered Not Required	N/A	1	3	$395-member $595-not-member 2 attempts only 3rd re-payment	Every 5 Years $250-members $325-not-members 5Yrs | 200Hrs, 3 PC 10Yrs | 150Hrs, 4PC 15Yrs | 100Hrs, 5 PC 20Yrs | 80Hrs, 6 PC 25+Yrs | 50Hrs, 6 PC	N/A	Website	N/A	N/A
CALOES CAREER CREDENTIALING																						
PRACTITIONER	1 Year	N/A	AA/AS or Youth Program or FEMA Corps or 2 additional years of experience	50 Q's (70%)	N/A	Yes	Yes	172 Hrs	Yes	N/A	N/A	N/A	Yes	Yes	1	N/A	$TBD	Every 5 Years $TBD	N/A	Yes	Yes	Yes
EXPERIENCED	5 Years 1 TTX 1 Functional / Full Scale Exercises	1 Complex Incidents or Planned Events	BA/BS or Education Equivalency (Available until July 1, 2022)	100 Q's (70%)	1	Yes	Yes	194.25 Hrs	Yes	N/A	3	Yes	Yes	Yes	1	2	$TBD	Every 5 Years $TBD	N/A	Yes	Yes	Yes
PROFESSIONAL	8 Years 3 TTX 3 Functional / Full Scale Exercises	3 Complex Incidents or Planned Events	BA/BS or Education Equivalency (Available until July 1, 2022) or MA (with 5 Years of Experience)	100 Q's (80%)	1	Yes	Yes	Track Dependent	Yes	N/A	5 per Track	Yes	Yes	Yes	1	4	$TBD	Every 5 Years $TBD	5	Yes	Yes	Yes

CAREER CREDENTIALING PROCESS FLOW CHART



PROFESSIONAL DEVELOPMENT CAREER TRACK REVIEW PANEL

As candidates apply for the EM credential, Cal OES will convene an objective and qualified review panel (hereby called the Professional Development Career Track Review Panel- for brevity we will refer to it as panel in this document) to evaluate submissions. The process specified below provides policy and a standard operating procedure for the review and evaluation of a candidate's submission.

Panel Review and Evaluation Policy Statement:

Candidates who apply for a Practitioner, Experienced and/or Professional level Cal OES Career Credential will be evaluated and validated by a standing review panel to ensure objectivity, fairness and/or validity. The Cal OES Emergency Management Professional Development Program Credentialing Manager (further referred to as the EM Credentialing Manager) will provide oversight for the process. The Credentialing Manager shall also serve as the SEMS Specialist Committee Chairperson on Training, Exercises, and Credentialing. The review panel and EM Credentialing Manager will follow the standard operating procedure as specified below and will be convened on a quarterly basis as needed.

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Panel Review and Evaluation Standard Operating Procedure (SOP):

Panel Formation:

Three to Five (3-5) qualified individuals will be selected by the California Office of Emergency Services (Cal OES)/California Specialized Training Institute (CSTI) EM Credentialing Manager, to serve on the review panel. Cal OES/CSTI will initially recruit and request interested personnel from various jurisdictions to serve on the panel. Recruited personnel will be asked to submit an application and resume showing their qualifications to serve as panel members. The EM Credentialing Manager shall review all applications, with assistance as needed from the SEMS Specialist Committee on Training, Exercises, and Credentialing; and approval from the CSTI superintendent; in order ensure qualifications.

The panel will be composed of qualified and experienced members with comprehensive knowledge and practical experience in all phases of emergency management. Therefore, panel members will be credentialed at least at the Experienced level (and at the Professional level if the candidate is looking to be serve as a reviewer for Professional level submissions). The EM Credentialing Manager will then establish a list of all qualified panel members. The Credentialing Manager will ensure that an annual standing panel of three (3) volunteers is

available at the start of each calendar year to review, evaluate and validate submissions. Panel membership will be as follows:

- The Chair of the California Emergency Services Association (CESA) Training/Credentialing Committee or designee from the committee
- 1 qualified member from either a large city/county (population of 300,000 or more), NGO, private industry or tribal office of emergency services/emergency management agency
- 1 qualified member from either a small city/county (population of less than 300,000), NGO, private industry or tribal office of emergency services/emergency management agency

The EM Credentialing Manager will also establish a list of two (2) additional qualified volunteers, in each of the five (5) Focus Areas at the Professional level, as follows:

- 2 members credentialed at the Professional level, in the appropriate Focus Area

All volunteer panel members shall serve at least one year at the discretion of the EM Credentialing Manager but serve no more than three consecutive years. All terms, will start at the beginning of each calendar year. The panel's service shall be without pay. Panel meetings will be primarily conducted online. The panel will be officially called the "Professional Development Career Track Review Panel." All panel members will receive credit for their participation on the panel and can apply it towards their "Professional Contribution" requirement.

Review Process:

The candidate's submission must meet all requirements for the appropriate level and must be complete and specific enough to determine validity. The candidate's submission should be sent to Cal OES/CSTI (via E-Mail to Credentialcoord@caloes.ca.gov). If the submission packet is not complete or specific enough, it will be returned to the candidate with explanation as to the deficiencies. If the submission packet is complete and specific enough, the EM Credentialing Manager will review and determine if the packet should be submitted to the review panel.

The total review period should not exceed 90 days.

Based on the completeness of the candidate's submitted application, the panel shall be activated by the EM Credentialing Manager. The panel will be responsible for reviewing and evaluating the candidate's submission and make a recommendation to the EM Credentialing Manager to reject or accept the required materials submitted by the candidate, based on the standardized requirements listed in the "Career Credentialing Track Standards" document for the appropriate level. Final authority for EM Credentialing Manager to accept or reject a Candidate's submission rests with the CSTI Superintendent.

In order to review submissions, a conference call will be scheduled for the review panel at the direction of the EM Credentialing Manager. During the conference call, submission(s) will be objectively and fairly judged by the panel using the process and procedures specified herein and using the panel's professional expertise and judgment. Additional considerations for judging a candidate's submission may include but are not limited to:

- Are the training certificates submitted clearly valid?
- Does the candidate's education meet the requirements for level?
- Does the candidate's work experience submitted meet the requirements for level?
- Are adequate knowledge, skills and abilities for the appropriate level clearly included and verified in the submission?
- Do equivalencies meet the original requirement intent?
- Do the submitted letters and forms clearly support the candidate's request for credentialing at the appropriate level?
- If required, does the thesis and/or essay meet the requirement for level?
- For the Professional Level, does the Professional Contribution contribute to the improvement of the emergency management field?
- For the Professional Level, does the submission clearly meet the additional professional standards for the specific Focus Area?
- Are there any areas that need further clarification?
- Do panel members feel confident in granting a credential to the candidate, that they would have no reservation in writing a letter of recommendation or support for the candidate as a fellow professional colleague at the appropriate Career Credentialing Track level?

After review and discussion, the panel will make a recommendation to the EM Credentialing Manager. For a three-member panel, a majority vote will be sufficient to submit to the EM Credentialing Manager to approve or deny credential. For a five-member panel regarding a Professional Level Credential, four of the five members must agree. The panel recommendation to EM Credentialing Manager shall be documented with an approval or denial form.

If rejected the panel must list the deficiencies or areas for improvement. The EM Credentialing Manager will forward the panel's denial form to the candidate within 30 days. The candidate is allowed one appeal, 30 days after date of denial letter. If an appeal is not received, within 30 days, the decision will stand.

If a candidate appeals a denial, the candidate must resubmit a letter requesting the re-evaluation of application, specify reasons as to why a re-evaluation is being requested, and provide any documentation that was indicated as missing or in need of clarification. If the panel reviews the appeal and determines that submitted documentation does not meet the requirements, they will recommend the original decision to stand. If the panel reviews the appeal and determines it to be valid, it will recommend the initial denial decision be overturned. The recommendation from the panel will be sent to the EM Credential Manager who will review it and either support or not support the recommendation, with rational, and forward that decision to the CSTI Superintendent for a final decision.

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PROFESSIONAL STANDARDS & CODE OF CONDUCT

The California Office of Emergency Services (Cal OES) is dedicated to the service of the public. As disasters leave their mark on communities, the public's expectations for the standard of performance of career emergency management personnel have increased. There is a need to ensure that those in the field of EM can lead the way, mitigate, prepare for, respond to, and recover from all emergencies. Cal OES' Career Credentialing Track acknowledges this need and its service role to the public by supporting continual EM capability building by setting professional standards and ensuring that candidates vetted through this track are qualified and competent professionals.

The Code of Conduct and Professional Standards set the bar and measurement for this credentialing program and for the professionals who choose to be credentialed under this program. It confirms that professionals in Emergency Management and under this credentialing program act to uphold the Code and Professional Standards at all times, and throughout their careers.

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Professional Standards

The members of the (Cal OES) career credentialing track pledge to honor and value the 3 core professional standards of TEAM WORK, ACCOUNTABILITY, and INTEGRITY.

TEAM WORK

Members commit to working collaboratively within groups, communities, the private sector, tribal communities etc. to achieve a goal; and to try their best no matter the circumstance. Members will cooperate, using their individual skills, and providing constructive feedback, despite any personal conflicts or disagreements.

ACCOUNTABILITY

Individual members at all levels within the field of Emergency Management will hold themselves and their teams accountable for all decisions and actions taken. Members are held to the highest standards within our profession and will have a willingness to take ownership for all actions taken. This will be done through clear and transparent actions for those we work with, the emergency management community, and to the public we serve.

INTEGRITY

Cal OES is an organization of integrity. Our mission is complete and undivided. Our members

pledge to carry out their missions with honor, fairness, truthfulness, and sincerity. We pledge to act in a way that is best for the public and with no malicious or alternative intent.

Code of Conduct

1. Members shall commit to building and maintaining careers within the highest professional standards and reaffirming the competencies (knowledge, skills, and abilities) needed by all individuals in the profession of Emergency Management (EM).

2. Members must commit to keeping current on policy, laws and regulations that affect the field; keeping apprised of new risks; studying and learning the necessary information for building and maintaining professional careers; but also, to strive for practical application, actual experience, and competencies (skills and abilities) grounded in the field, through actual disaster response experience and live exercises.

3. Members will focus on learning and understanding the 8 primary, integrated and evidenced-based competencies that represent the core elements of Emergency Management in California: **1. Relationship Management, 2. Information Management, 3. Risk Management, 4. Planning, 5. Implementation, 6. Communication, 7. Capability Building, 8. Leadership.**

4. Members commit to being active in the credentialing program and in the field of Emergency Management through mentorship; both by being mentored and/or becoming a mentor to peers. Championing and driving public education, and by serving the public expeditiously with respect at all times.

5. Members shall respect and abide by all legal and professional requirements with respect to Emergency Management; to properly and professionally represent the organization in front of local, state, federal government, the media and the public.

6. Members shall uphold a professional reputation and be in good standing for the benefit of the organization and its members. They shall uphold the Code of Conduct and Professional Standards at all times and shall not knowingly bring them into question or cast doubt upon the organization.

7. Members shall strive to effectively and conservatively administer funds, and protect resources to the best of their abilities. Commit to efficient responses and timely decision making that serve in the best interest of the people/public.

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