This document outlines the process and requirements for obtaining Cal OES Type III EOC credentials.
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.

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\(^1\) 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 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:

- **Identify:** Locate the type III EOC position you wish to be credentialled for in this set of standards.
- **Complete:** Follow the instructions to complete both the baseline and specific training for your position.
- **Submit:** Submit copies of your training certificates, any additional paperwork required and your credential request submission form to CSTI.

*Figure 1 – Cal OES EOC Credential Process*

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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.

<table>
<thead>
<tr>
<th>Year 1</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuing Education offered by Cal OES training partners</td>
<td>2 Functional/Full Scale Exercises + Or 1 Complex, multi-agency actual incident or planned event</td>
</tr>
</tbody>
</table>

**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*. 
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.

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.
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](image)

**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-200, 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.

**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\(^5\).

**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.

Assessing an EOC staff member’s physical fitness is at the sole discretion of the jurisdiction/agency served by the EOC in which a staff member works.

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\(^5\) 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.

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

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</table>

Figure 4 – EOC Management Positions
OPERATIONS

The Operations Section of the EOC has:

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

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

<table>
<thead>
<tr>
<th>Position</th>
<th>Operations Chief/Coordinator</th>
<th>Fire Branch Director</th>
<th>Law Branch Director</th>
<th>Care &amp; Shelter Branch Director</th>
<th>Medical/Health Branch Director</th>
<th>Ag &amp; Natural Resources Branch Director</th>
<th>Construction &amp; Engineering Branch Director</th>
<th>Animal Services Group Supervisor</th>
<th>Damage/Safety Assessment Group Supervisor</th>
<th>Debris Mgt. Group Supervisor</th>
<th>Public Works Group Supervisor</th>
<th>Utilities Representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>IS-368 or L-197 - A&amp;FN</td>
<td>✓</td>
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<td>IS-632 – Debris Ops</td>
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<tr>
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<tr>
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<td>G-205 (Formerly G-270.4) – Disaster Recovery</td>
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<tr>
<td>G-393 – Disaster Mitigation</td>
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</table>
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:

<table>
<thead>
<tr>
<th>Position Specific Curriculum</th>
<th>Planning &amp; Intelligence Chief/Coordinator</th>
<th>Situation Analysis Unit Leader</th>
<th>Advanced Planning Unit Leader</th>
<th>Resource Status/Tracking Unit Leader</th>
<th>Documentation Unit Leader</th>
<th>Access &amp; Functional Needs Specialist</th>
<th>GIS Specialist</th>
<th>Social Media Technical Specialist</th>
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<td>PER-304 – Social Media</td>
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</table>
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.

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

<table>
<thead>
<tr>
<th>Position</th>
<th>Logistics Chief/Coordinator</th>
<th>Transportation Unit Leader</th>
<th>Supply/Procurement Unit Leader</th>
<th>Food Unit Leader</th>
<th>Donations Management Unit Leader</th>
<th>Volunteer Coordination Unit Leader</th>
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<td>American Red Cross, Basic Food Safety</td>
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**FINANCE & ADMINISTRATION**

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

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

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<thead>
<tr>
<th></th>
<th>Finance &amp; Administration Chief/Coordinator</th>
<th>Timekeeping Unit Leader</th>
<th>Cost Accounting Unit Leader</th>
<th>Compensation &amp; Claims Unit Leader</th>
<th>Purchasing Unit Leader</th>
<th>Recovery Unit Leader</th>
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<tbody>
<tr>
<td>G-205 (Formerly G-270.4) – Disaster Recovery</td>
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<td>✓</td>
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*Figure 8 – EOC Finance & Administration Positions*
### POSITION PERFORMANCE RATING FORM (ICS 226)

Position Credentialing Incident Response and Exercise Performance Rating

Revised ICS form 226

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<th>Incident/Exercise Name:</th>
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<th>Incident/Exercise Address:</th>
<th>Date(s) of Position Assignment:</th>
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<table>
<thead>
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<th>ICS Position Held:</th>
<th>Agency Position:</th>
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<table>
<thead>
<tr>
<th>Incident/Exercise Type:</th>
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<tbody>
<tr>
<td>☐ Responding to a complex, multi-agency incident, actually filling the position</td>
</tr>
<tr>
<td>☐ Filling the position in a multi-agency exercise</td>
</tr>
<tr>
<td>☐ Mentoring under a person filling the position</td>
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</tbody>
</table>

#### 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

<table>
<thead>
<tr>
<th>Did not apply at this incident</th>
<th>Unacceptable</th>
<th>Need to Improve</th>
<th>Fully Satisfactory</th>
<th>Exceeds Satisfactory</th>
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| Remarks: | |
|----------| |

This rating has been discussed with me (signature of individual being rated)  
Date:  
Rated by (signature):  
E-Mail:  
Date:  
Name (printed):  
Phone:  
Date:
### Credential Request Submission Form

#### Personal Information

<table>
<thead>
<tr>
<th>First Name:</th>
<th>Last Name:</th>
<th>E-Mail:</th>
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<table>
<thead>
<tr>
<th>Organization:</th>
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<table>
<thead>
<tr>
<th>Mailing Address (please enter the address you want your credential card mailed to):</th>
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<tr>
<th>Position Credential Requested:</th>
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</table>

#### Core Curriculum Training

<table>
<thead>
<tr>
<th>Course</th>
<th>Completion Date</th>
<th>Certificate Attached</th>
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</thead>
<tbody>
<tr>
<td>G-606</td>
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<tr>
<td>IS-100</td>
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<tr>
<td>IS-200</td>
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<td>IS-800</td>
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<tr>
<td>G-626E</td>
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<td>G-775</td>
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<tr>
<td>G-191</td>
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<tr>
<td>G-611</td>
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</tbody>
</table>

- □ I am substituting the SEMS/NIMS Combo course for the courses listed above
- □ I am substituting the Essential Emergency Management Concepts course for the courses listed above

#### Position Specific Training

<table>
<thead>
<tr>
<th>Course</th>
<th>Completion Date</th>
<th>Certificate Attached</th>
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</tbody>
</table>

#### EOC Activation/Exercises (choose one)

<table>
<thead>
<tr>
<th>I filled this position during and activation for an emergency/planned event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date(s) of experience:</td>
</tr>
<tr>
<td>I filled this position during two Functional or Full Scale exercises</td>
</tr>
<tr>
<td>Date of exercise #1:</td>
</tr>
<tr>
<td>Evaluation or ICS 226 Form attached: □ Yes</td>
</tr>
<tr>
<td>Date of exercise #2:</td>
</tr>
<tr>
<td>Evaluation or ICS 226 Form attached: □ Yes</td>
</tr>
</tbody>
</table>

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-200, IS-700, IS-706, IS-600 and G-606 or the Cal OES SEMS NIMS Combo course

**STEP 03**
- **Baseline Coursework for High Incident Complexity**
  - Complete G-626E, G-611, 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-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

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
Type III EOC Position
Credentialing

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 – Public 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

G-191 ICS/EOC Interface

G-205 (Formerly G-270.4) Disaster Recovery

G-235 Emergency Planning

G-288 Local Volunteer and Donations Management

G-290 Basic Public Information Officer

G-393 Disaster Mitigation

G-557 (Formerly G-250.7) Rapid Needs Assessment

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

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

EMSA/CDPH Basic Emergency Operations Manual (EOM) Training

American Red Cross, Shelter Fundamentals Course (Formerly – Shelter Operations Course)

American Red Cross, Basic Food Safety Course

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7 Training is to be provided by each local jurisdiction as each jurisdiction may have access to different systems. Sign-in sheets or completion certificates with the local Emergency Management agency’s logo will be accepted proof of training completion.
ACRONYMS

A&FN – Access & Functional Needs
Cal OES – California Governor’s 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