



# Cal OES EOC Position Credentialing Program

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## Frequently Asked Questions

### 1. When did the program become effective?

The California Governor's Office of Emergency Services Emergency Operations Center Position Credentialing Program was established in November 2016.

### 2. What is the purpose of the EOC Credentialing Program?

The program has been developed to identify measures and competencies for EOC staff and is aligned with the National Qualification Standards (NWS). The program documents professional qualifications, certifications, training and educational requirements that define basic criteria expected of emergency services personnel for effective EOC management and operations.

### 3. Is a local emergency management office required by CalOES to participate in the EOC Credentialing Program?

No, the EOC Position Credentialing is voluntary. The coursework and requirements outlined in the three task books outline a pathway for any individual to apply for an EOC Position Credential. While credentialing is voluntary, Cal OES will prioritize individuals that possess Type I or Type II Credentials to deploy as part of an EMMA or EMAC deployment.

### 4. Why are there three types (or levels) of EOC credentials?

The credentialing program has been developed to comply with basic NIMS resource typing.

- Type 3 provides basic competencies and is recommended for personnel working in local EOCs and DOCs.
- Type 2 is an intermediate level that ensures an individual is prepared for deployment under EMMA and/or EMAC to deploy to another jurisdiction's EOC and work successfully there.
- Type 1 is the most highly experienced level and is subject to the most stringent renewal timelines in the program.

Have more questions? Please contact [credentialing.coordinator@caloes.ca.gov](mailto:credentialing.coordinator@caloes.ca.gov)



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### **5. What happens if a local emergency management office decides not to participate?**

Participation in the EOC Position Credentialing Program is not required. However, with the implementation of the National Qualification Standards (NQS) requirement for a credentialing program to receive Emergency Management Performance Grant (EMPG) funds, the program does meet the requirements set forth. The program has been built on best practices and is highly recommended for those serving in local EOC/DOC positions. Credentials are issued to individuals, not to the employing agency. Individuals are welcome to apply for credentials regardless of whether the agency as a whole seeks credentialing for its personnel.

### **6. Is there a cost?**

There is no application fee for an EOC Credential. There are costs associated with attending required training.

### **7. What if my EOC isn't structured the same way as the position chart in the program?**

Most of California EOCs are developed from Incident Command System configurations. The Cal OES EOC Position Credentialing Program is built based on a standard set of positions anticipated in most EOCs/DOCs. If your local EOC or DOC isn't structured the same as the org chart in the task book, refer to your local emergency management professional to assist you in deciding which position most closely relates to the position you fill in your EOC/DOC.

### **8. As the program is developed, how far back will coursework be accepted?**

During the initial startup of the program, coursework may be submitted prior to the 5-year timeframe. However, coursework *MUST* meet the standards of curricula currently requested in the program. As the program progresses, CSTI may make exceptions on a case-by-case basis.



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### **9. For those positions that require a letter of support, what needs to be in the letter?**

Certain positions require letters that support either a level of experience (2 years, etc.) or level of participation (participation in specialty teams). To satisfy this requirement a letter can be submitted and signed by the supervisor who can verify the experience (immediate work supervisor, team leader, etc.). You can also submit a resume to verify your experience.

### **10. What is a 225 and how do I fill it in?**

The 225 form is an ICS form which has been slightly modified to serve as the standard for proving operational experience. In the Type III program 225's may be submitted for exercises or actual incident deployments. For the Type II & I credentials only actual incident deployments will be accepted. The Resource book accompanying the program contains a pre-filled 225 for every position in the program. You need only have the supervisor overseeing your experience fill in the bottom section of the form.