



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

# Type I EOC Position Credentialing Standards

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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, through the California Specialized Training Institute (CSTI), has implemented an Emergency Operations Center (EOC) Position Credentialing Program. This program includes a standardized path for individuals to become credentialed to serve in specific roles in the EOC.

The 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

Credentials are valid for a period of time and require a continuing education and/or refresher component.

The Cal OES EOC 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
- NIMS National Qualification 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 supporting 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 the 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<sup>1</sup>. By following the framework of the federal guidance, California's EOC Position Credentialing 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 EOC Position Credentialing Program has three levels (Type I, II, and III) based on typing. Type I (highest level) and Type II (mid-level) also support 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 the loss of life, damage to the environment, and property losses during an emergency/disaster.

### AUDIENCE

The Type I level<sup>2</sup> is the top-level benchmark standard for local government. Within SEMS, "local government" is defined as cities, counties, 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, public transit agencies, utilities districts, and so on), private organizations (businesses, non-governmental organizations, charities, and the like), Tribal entities and State agencies. The Type I credential level is designed to credential those emergency management professionals in California with the most stringent set of

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<sup>1</sup> Guidance Document, November 21, 2008

<sup>2</sup> For information on the Type I & II levels, review the audience section of the Type I & II standards books

requirements. Personnel obtaining this credential are considered those who would be the first line of deployable resources on complex disasters and emergencies, and particularly on interstate mutual assistance deployments.

## **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 the basic criteria expected of emergency services personnel for effective EOC management and operations.

The Cal OES EOC Position Credentialing Program verifies emergency service personnel qualifications and certifications. However, it 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. SEMS/NIMS intends to ensure all government levels, tribal entities, private organizations, and 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<sup>3</sup> and the 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 meet the Cal OES EOC Position Credentialing Program requirements specified in the Standards Book for the appropriate typing level.

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<sup>3</sup> August 2011



## Type I EOC Position Credentialing

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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 that local governments must use SEMS to be eligible for state reimbursement of response-related personnel costs. For Cal OES Type I EOC position credentialing, applicants must:

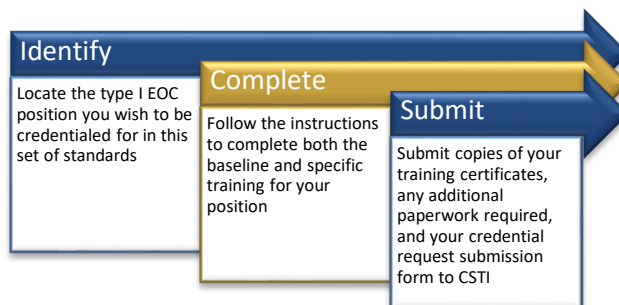


Figure 1 – Cal OES EOC Credential Process

## 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.

Type II or I credential is recommended for EMMA and/or EMAC deployment.<sup>4</sup>



## DOCUMENTATION STANDARDS

Documentation (i.e. course certificates and/or transcripts) submitted to the state EOC Credentialing Program must be issued by any of the National Domestic Preparedness Consortium members referenced on the Cal OES website as being training partners of CSTI.

- Training Partners of CSTI: <https://www.caloes.ca.gov/cal-oes-divisions/california-specialized-training-institute/training-delivery/training-partners-state-training-officer>
  - Center for Domestic Preparedness
  - The Energetic Materials Research and Testing Center (EMRTC)
  - National Center for Biomedical Research and Training (NCBRT)
  - Texas Engineering Extension Service, National Emergency Response and Rescue Training Center (TEEX-NERRTC)
  - National Nuclear Security Administration/CTOS-Center for Radiological/Nuclear Training (NNSA/CTOS)
  - National Disaster Preparedness Training Center (NDPTC)
  - Security Emergency Response Training Center (SERTC)

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<sup>4</sup> A five-year grace period is in effect for EMMA and EMAC deployments from July 1, 2016 until July 1, 2021 to meet the needs of local government during disaster situations.

## Type I EOC Position Credentialing

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Initial documentation considered for credentialing must have been obtained within the past five (5) years. CSTI reserves the right to approve coursework older than 5 years during the initial submission period provided the request is made in writing. Requests will be considered on a case by case basis. CSTI reserves the right to request course syllabus, description, and certificate of completion for individual assessment of courses submitted for approval.

### *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 three (3) year period.

Advancement to the Type I credential, within the original four (4) year period of the Type II credential, will automatically reset the recertification timeline as of the date the Type I credential is issued by Cal OES.



### *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 voluntary and at the sole discretion of the hosting EOC/jurisdiction. Additional information regarding recommended processes for job shadowing are included in the *EOC Position Credentialing Track Resource Guide*.

### **FUTURE PROGRAM EVOLUTION**

The Type I level will consist of two phases:

- Phase 1 – Credential individuals at a Type I level to increase the number of individuals who can be deployed through EMAC/EMMA as an individual resource.
- Phase 2 – Work with Type I credentialed individuals to build Type I EOC teams. Teams will be able to be deployed as a resource to EOC's to either assist with or enhance the staffing depth of a local EOC during activation.

The Type I team concept is being designed specifically to be able to provide highly trained and credentialed individuals experienced in EOC management, operations, reporting & recovery. Teams will be ordered as a single resource consisting of 7 individuals who have trained and worked together during large scale emergencies/disasters.

## POSITIONS & CORE CURRICULUM

Type I credentialing is the highest credential level available in the Cal OES EOC Position Credentialing Program. It is held to the highest standard of real-world emergency management and response experience. Type I personnel are considered the optimal choice for the Emergency Management Assistance Compact (EMAC) deployments. To advance to the Type I level, all Type II requirements must first be satisfied in full for the position.

### EOC CREDENTIALIAED POSITIONS

Basic EOC positions that may exist in an EOC organized under the Incident Command System (ICS) have been identified as a standard that 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 in a different section or branch than noted. For this reason, the EOC Credentialing Program is based on the position (not the section). Your local OES will be able to identify these differences for you and suggest which credentialed position you should choose for the tasks you will be asked to perform in **your EOC**.

During EMMA & EMAC deployment, personnel requesting to fill positions should inquire during the Mission Tasking process as to which SEMS function their position may be located within the requesting EOC.

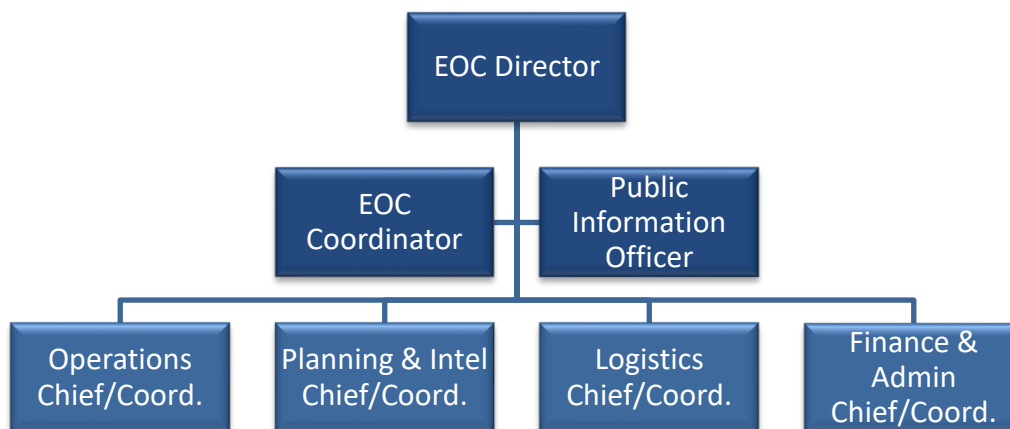


Figure 2 – Cal OES Type I Credentialed EOC Positions<sup>5</sup>

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<sup>5</sup> The EOC Position Credentialing Program is based on the position, not the section

## BASELINE COURSEWORK

Type I credentialed personnel are considered eligible for deployment to requesting jurisdictions during events when EMMA and EMAC are being used. As such, all Type I EOC credentialed staff **MUST** fulfill all requirements of the Type II level prior to receiving their Type I credential. Though most candidates will submit their applications sequentially as they gain education and experience, Type I, Type II, and Type III requirements may be submitted simultaneously for a position.

While EMMA and EMAC deployment are *NOT* a requirement, if you are a Type I credentialed EOC staff member, it may be something you wish to participate in. A Type I credential is aligned with basic training outlined in the National Emergency Management Basic Academy and the California Specialized Training Institute. As such the following courses are a requirement of the Type I level for all positions:

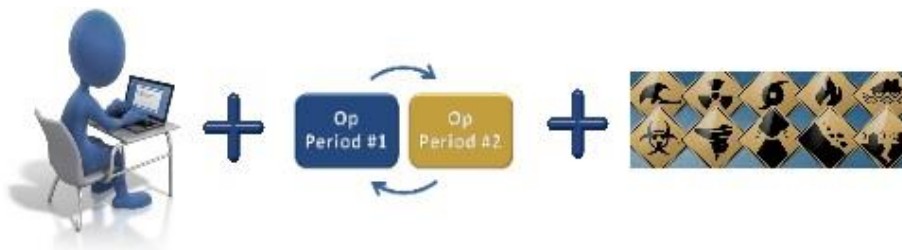
- G-393 Mitigation for Emergency Managers (previously, Disaster Mitigation)
- G-235 Emergency Planning
- G-205 Recovery from Disasters: The Local Community Role (previously, Disaster Recovery)

## EQUIVALENCIES

Those wishing to substitute past coursework must send a letter outlining the substitution requested to CSTI. Substitutions may be granted on a case by case basis. CSTI reserves the right to request course syllabus, description, and certificate of completion for individual assessment.

## EOC ACTIVATION

An essential part of the Type I level is maintaining experience in an EOC setting during an emergency response (no exercise credit is allowed at this level). To fulfill this part of the Cal OES EOC Credentialing Program you must satisfy this experience requirement:



Fill the position you are applying for credentialing, for at least **two** Operational Periods in an EOC during **three** separate emergencies or planned events. Documentation of this experience will be provided to CSTI as either a *Fully Satisfactory* evaluation from the position supervising you in the EOC<sup>6</sup> or the revised EOC

225 form located in the Appendices.<sup>6</sup>

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<sup>6</sup> **Note:** your supervisor need not have a Cal OES EOC credential to verify your experience.

<sup>6</sup> Sample provided in the Appendix. Please review the Credentialing Resource Guide for the pre-populated 225 for your position.

## POSITION SPECIFIC CURRICULUM

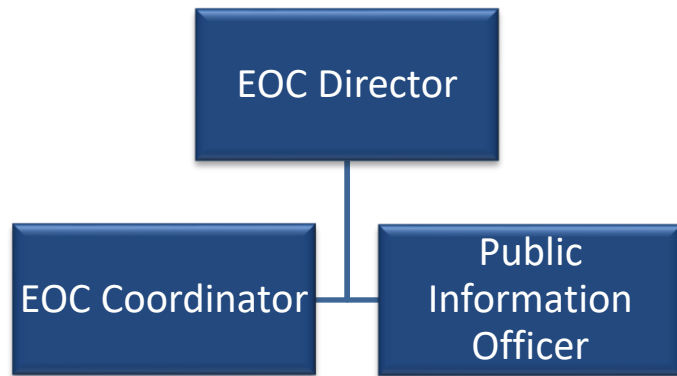
In addition to the Core Curriculum listed in the previous chapter, each Type I position has training that is specific to the tasks performed by the position within the EOC.

### MANAGEMENT

The Management Section of the EOC has three Cal OES Type I credentialed positions:

- EOC Director
- EOC Coordinator
- Public Information Officer

**Note:** The EOC Director and EOC Coordinator positions do not require any additional course work.



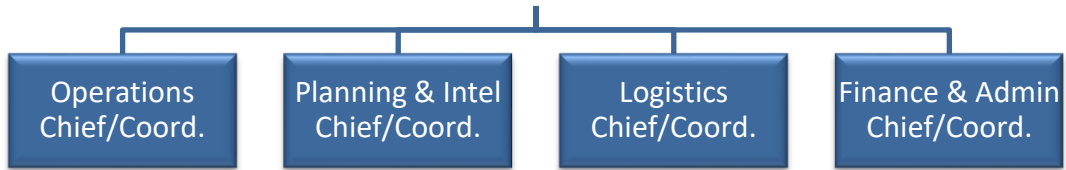
*Figure 4 – EOC Management Positions*

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

	Public Information Officer
L0388 Advanced Public Information Officer	✓

### GENERAL STAFF

The four section chiefs/coordinator positions within the EOC are available for the Type I credentialing level. The baseline coursework is the only requirement for these positions.



*Figure 5 – EOC General Staff Positions*

## POSITION PERFORMANCE RATING FORM (EOC 225)

<b>Position Credentialing Incident Response          and Exercise Performance Rating</b>  <b>Revised EOC form 225</b>	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:				
EOC Position Held:	Agency Position:				
Incident/Exercise Type: <input type="checkbox"/> Responding to a complex, multi-agency incident, actually filling the position <input type="checkbox"/> Filling the position in a multi-agency exercise <input type="checkbox"/> Mentoring under a person filling the position					
<b>Performance Levels</b>					
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):		E-Mail:		Date:	
Name (printed):		Phone:		Date:	

## CREDENTIAL REQUEST SUBMISSION FORM

Personal Information		
First Name:	Last Name:	E-Mail:
Job Title/Position:		Telephone:
Organization:		
Mailing Address (please enter the address you want your credential card mailed to):		
Type I Position Credential Requested:		
Core Curriculum Training		
Course	Completion Date	Certificate Attached
G393 Mitigation for Emergency Managers		<input type="checkbox"/> Yes
G205 Recovery from Disasters: The Local Community Role		<input type="checkbox"/> Yes
G235 Emergency Planning		<input type="checkbox"/> Yes
Program Manager Verification Form		<input type="checkbox"/> Yes
Position Specific Training		
Course	Completion Date	Certificate Attached
L0388 Advanced Public Information Officer		<input type="checkbox"/> Yes
EOC Activations		
I filled this position during an activation for an emergency/planned event for at least two Operational Periods	I filled this position during an activation for an emergency/planned event for at least two Operational Periods	
Event #1 Name:	Event #2 Name:	
Date(s) of experience:	Date(s) of experience:	
Evaluation or EOC 225 Form attached: <input type="checkbox"/> Yes	Evaluation or EOC 225 Form attached: <input type="checkbox"/> Yes	
I filled this position during an activation for an emergency/planned event for at least two Operational Periods	Email this form and all supporting documentation to: <a href="mailto:credentialing.coordinator@caloes.ca.gov" style="color: #003366; text-decoration: underline;">credentialing.coordinator@caloes.ca.gov</a>	
Event #3 Name:		
Date(s) of experience:		
Evaluation or EOC 225 Form attached: <input type="checkbox"/> Yes		



## PROGRAM MANAGER VERIFICATION FORM

Program Manager Verification Form		
First Name:	Last Name:	E-Mail:
Job Title/Position:		Telephone:
Organization:		
Mailing Address (please enter the address you want your credential card mailed to):		
Jurisdiction Served:		
Type I Position Credential Requested:		

This form is to be signed by the applicant's immediate supervisor or agency training officer to certify that the applicant has met the documentation requirements of the credentialing track. In the absence of either of these<sup>7</sup>, the applicant can substitute the signature of a supervisory level staff member currently working for any Emergency Management agency/department within the State of California.

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I certify that I am the immediate supervisor or agency training officer for the applicant named above. I support the application for an EOC credential.

I have reviewed this individual's application packet and certify that it is valid and complete.

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Signature

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Printed/Typed Name

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Email

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Telephone

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<sup>7</sup> Private contractors and/or those who are currently not in a paid position may use this option.

## **APPROVED COURSE LIST**

ICS-300 Intermediate ICS for Expanding Incidents

ICS-400 Advanced ICS for Command and General Staff – Complex Incidents

L0388 Advanced Public Information Officer

G-235 Emergency Planning

G-393 Mitigation for Emergency Managers (previously, Disaster Mitigation)

G-205 Recovery from Disasters: The Local Community Role (previously, Disaster Recovery)

## ACRONYMS

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