

Type III EOC Position
Credentialing



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

Type III EOC Position Credentialing Standards

Version 3

Revised: January 2022



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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 management 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 other coordination 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 agreements¹. 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 III level² is a 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.

¹ Guidance Document, November 21, 2008

² For information on the Type I & II levels, 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 the basic criteria expected of emergency management personnel for effective EOC management and operations.

The Cal OES EOC Position Credentialing Program verifies EOC staff 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 EMMA in line with the 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 Personnel³ and the NIMS Training Program. To obtain Cal OES Credentials, emergency management 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.

Cal OES' EOC Position Credentialing Program is consistent with SEMS regulations and guidelines. SEMS regulations §2428 (a) and (b) require emergency management 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 III EOC position credentialing, applicants must:

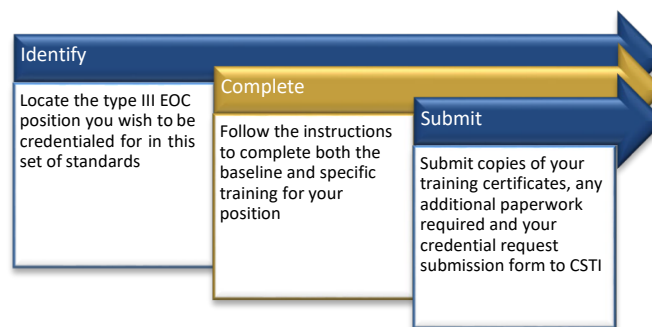


Figure 1 – Cal OES EOC Credential Process

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 National Domestic Preparedness Consortium members referenced on the Cal OES website as being training partners of CSTI.

- Training Partners of CSTI
 - 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)
 - <https://www.caloes.ca.gov/cal-oes-divisions/california-specialized-training-institute/training-delivery/training-partners-state-training-officer>

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 five (5) year period.

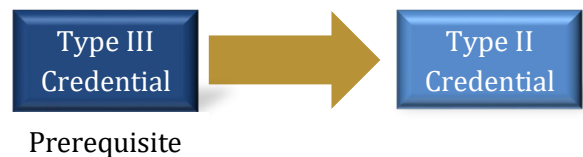


JOB SHADOWING

Job shadowing in local EOC's can be an effective way for personnel 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 is included in the *EOC Position Credentialing 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 level all Type III requirements must be satisfied in full for the position. Type III credentialed staff are not used during EMMA & EMAC deployments.



EOC CREDENTIALLED 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 Credentialing 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) to 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 Position 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**.

Type III EOC Position
Credentialing

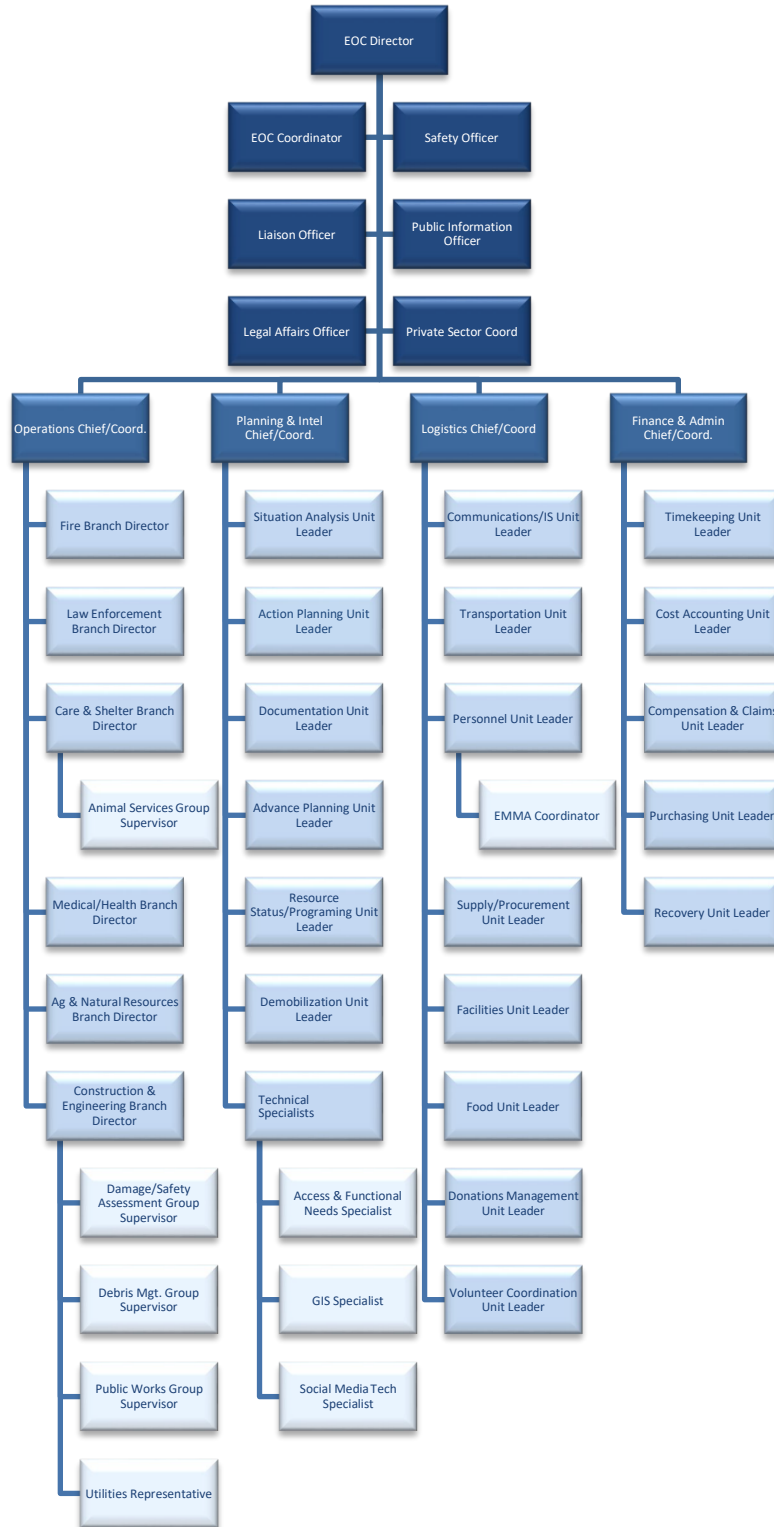


Figure 2 – Cal OES Type III Credentialed EOC Positions⁴

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 allows local EOC's to describe the capability and qualifications of their staff. The Type I credential refers to the most complex level of credentialing with Type III being the least complex. As the Type number decreases, the level of training and experience increases.

Baseline coursework for the Type III credential includes:

G-606	SEMS Introductory Course
IS-100	Introduction to the Incident Command System, ICS 100
IS-200	ICS for Single Resources and Initial Action Incidents, ICS 200
IS-230d	Fundamentals of Emergency Management
IS-368	Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations, <i>or</i> G-197, Integrating Access and Functional Needs into Emergency Management
IS-700	An Introduction to the National Incident Management System
IS-706	NIMS Intrastate Mutual Aid – An Introduction
IS-800	National Response Framework – An Introduction
G-191	ICS Field/EOC Interface Workshop
G-611	EOC Section/Position Specific Training
G-626E	EOC Action Planning
G-775	EOC Management and Operations

The IS (Independent Study) courses are available online at www.training.fema.gov/is. G-606 is available online at www.csti.org; many public agencies also offer this course to their employees as instructor-led training. The remaining “G” courses are classroom-based training.

The NIMS outlines specific IS/ICS coursework as a necessity for responding to incident types. The SEMS includes state sponsored coursework. Figure 3, on the following page, shows how these two sets of courses are combined in the baseline coursework recommendations in this set of standards.

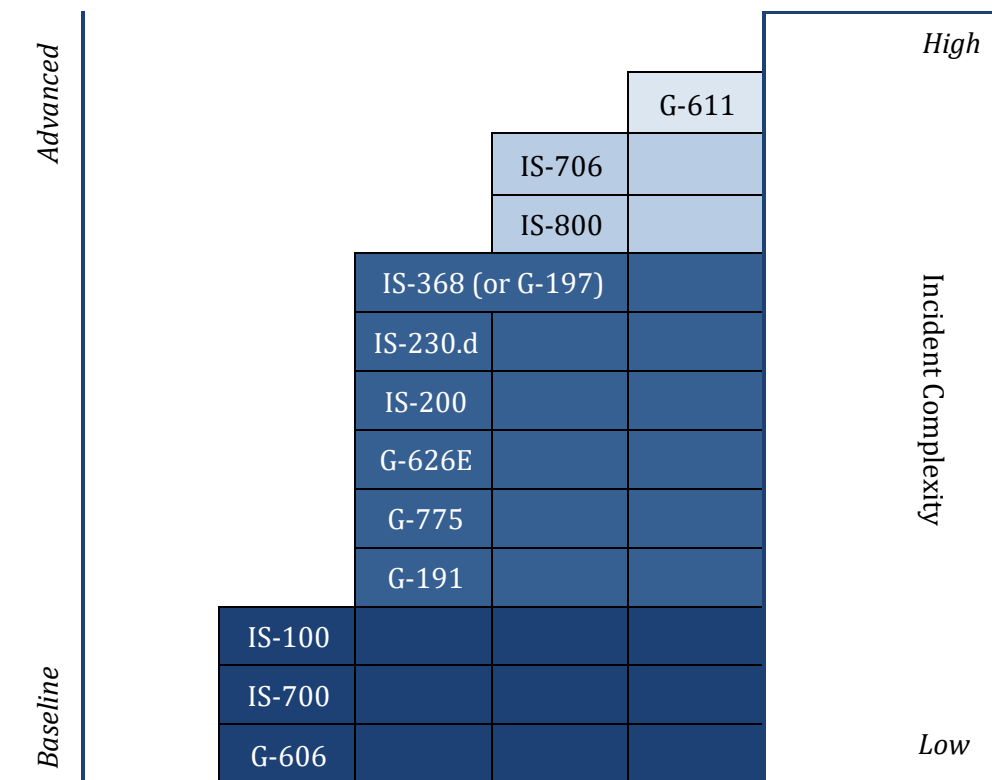


Figure 3 – Training Determined by Incident Complexity

EQUIVALENCIES

Completion of CSTI's *Emergency Management Concepts* course will provide credit for G191 and G775.

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; OR
- Two multi-agency functional or full-scale exercises, 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 EOC 225 form^{5, 6}.

⁵ Sample provided in the Standards Appendix. Please review the Credentialing Resource Guide for the pre-populated 225 for your position.

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

PHYSICAL FITNESS

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

To promote 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 and mental demands of the position for which they are being credentialed.

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

POSITION SPECIFIC CURRICULUM

In addition to the Baseline 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				✓			
IS-660 - Intro to Public/Private Partnerships							✓
IS-662 - Public/Private Partnerships							✓
G-205- Recovery From Disaster- the Local Community Role		✓					
L0105 - Public Information Basics				✓			

OPERATIONS

The Operations Section of the EOC has twelve Cal OES credentialed positions.

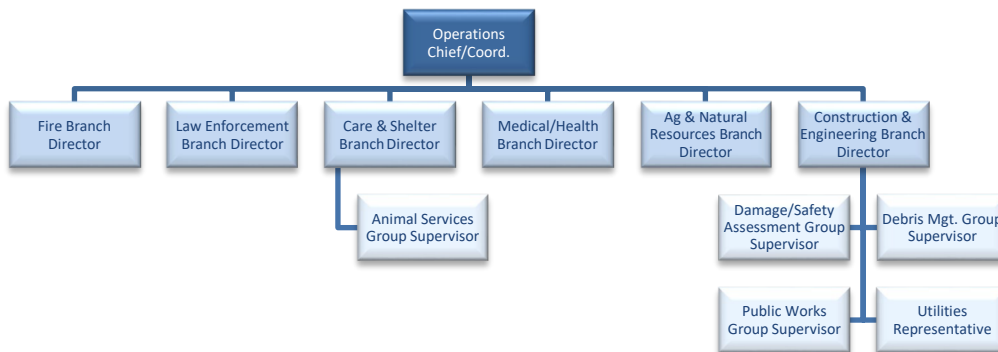


Figure 5 - EOC Operations Positions

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

	Operations Chief/Coordinator	Fire Branch Director	Law Enforcement 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-632 – Debris Operations	✓									✓		
G-205 – Recovery from Disaster- the Local Community Role										✓	✓	
G-393 – Mitigation for Emergency Managers							✓					
American Red Cross, Shelter Fundamentals Course				✓				✓				
Cal OES MHOCSA course					✓							
Cal OES SAP Evaluator course									✓			
Cal OES SAP Program Coordinator course									✓			

**PLANNING &
INTELLIGENCE**

The P&I Section of the EOC has eleven Cal OES credentialed positions.

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

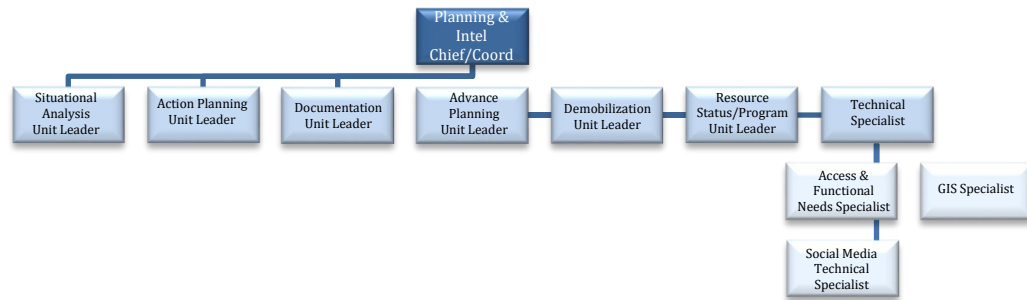


Figure 6 - EOC Planning & Intelligence Positions

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

	Planning & Intelligence Chief/Coordinator	Situation Analysis Unit Leader	Action Planning Unit Leader	Advance Planning Unit Leader	Resource Status/Programming Unit Leader	Documentation Unit Leader	Demobilization Unit Leader	Technical Specialist	Access & Functional Needs Specialist	GIS Specialist	Social Media Technical Specialist
IS-42 – Social Media	✓										✓
IS-103 – GIS	✓									✓	
IS-703.a – Resource Management	✓		✓		✓						
IS-922 – Advanced GIS										✓	
G-205– Recovery from Disaster- the Local Community Role				✓							
G-235 – Emergency Planning				✓							
G-393 – Mitigation for Emergency Managers				✓							
G-557– Rapid Needs Assessment	✓	✓	✓								
PER-304 – Social Media											✓

LOGISTICS

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

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

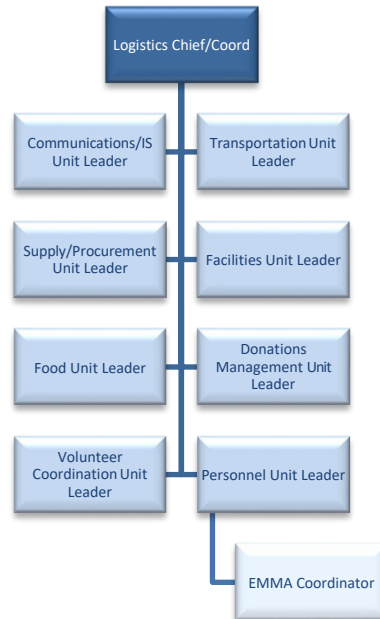


Figure 7 – EOC Logistics Positions

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

	Logistics Chief/Coordinator	Transportation Unit Leader	Personnel Unit Leader	EMMA Coordinator	Supply/Procurement Unit Leader	Food Unit Leader	Donations Management Unit Leader	Volunteer Coordination Unit Leader	Facilities Unit Leader
IS-703.a – Resource Management	✓			✓			✓		
G-205– Recovery from Disaster- the Local Community Role			✓	✓					
G-288 – Volunteer & Donations Mgmt							✓	✓	
American Red Cross, Basic Food Safety						✓			
EMMA Coordinator Training				✓					

FINANCE & ADMINISTRATION

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

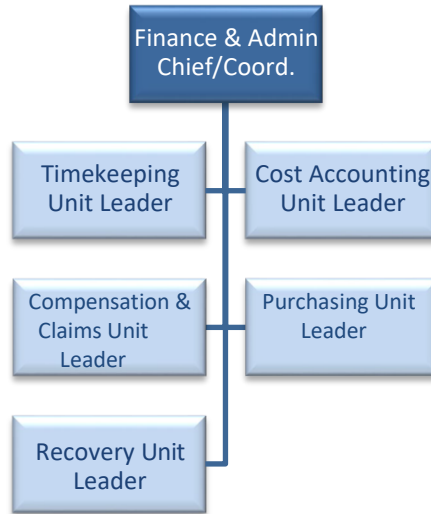


Figure 8 - EOC Finance & Administration Positions

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
G-205- Recovery from Disaster- the Local Community Role	✓	✓	✓	✓	✓	✓
2 years' experience in Human Resources	✓					
2 years' experience in Financial Management	✓					

POSITION PERFORMANCE RATING FORM (EOC 225)

Position Credentialing Incident Response and Exercise Performance Rating Revised EOC form 225	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						
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):			E-Mail:		Date:	
Name (printed):			Phone:			

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 III Position Credential Requested:		
Core Curriculum Training		
Course	Completion Date	Certificate Attached
G-606		<input type="checkbox"/> Yes
IS-100		<input type="checkbox"/> Yes
IS-200		<input type="checkbox"/> Yes
IS-230.d		<input type="checkbox"/> Yes
IS-368 or G-197		<input type="checkbox"/> Yes
IS-700		<input type="checkbox"/> Yes
IS-706		<input type="checkbox"/> Yes
IS-800		<input type="checkbox"/> Yes
G-626E		<input type="checkbox"/> Yes
G-775		<input type="checkbox"/> Yes
G-191		<input type="checkbox"/> Yes
G-611 course for the credential you are applying for		<input type="checkbox"/> Yes
<input type="checkbox"/> I am substituting the Emergency Management Concepts course for G191 and G775		<input type="checkbox"/> Yes
Program Managers Verification Form		<input type="checkbox"/> Yes
Position Specific Training		
Course	Completion Date	Certificate Attached
		<input type="checkbox"/> Yes
		<input type="checkbox"/> Yes
		<input type="checkbox"/> Yes
		<input type="checkbox"/> Yes
		<input type="checkbox"/> Yes
EOC Activation/Exercises (choose one)		
Activation for an actual emergency/planned event	Two Functional or Full-Scale exercises	
Date(s) activated:	Date of exercise #1:	
Evaluation or EOC 225 Form attached: <input type="checkbox"/> Yes	Evaluation or EOC 225 Form attached: <input type="checkbox"/> Yes	
	Date of exercise #2:	
	Evaluation or EOC 225 Form attached: <input type="checkbox"/> Yes	

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

PROGRAM MANAGER VERIFICATION FORM

Applicant – Complete this section		
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 III 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 program. In the absence of either of these⁷, 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.

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.

Signature

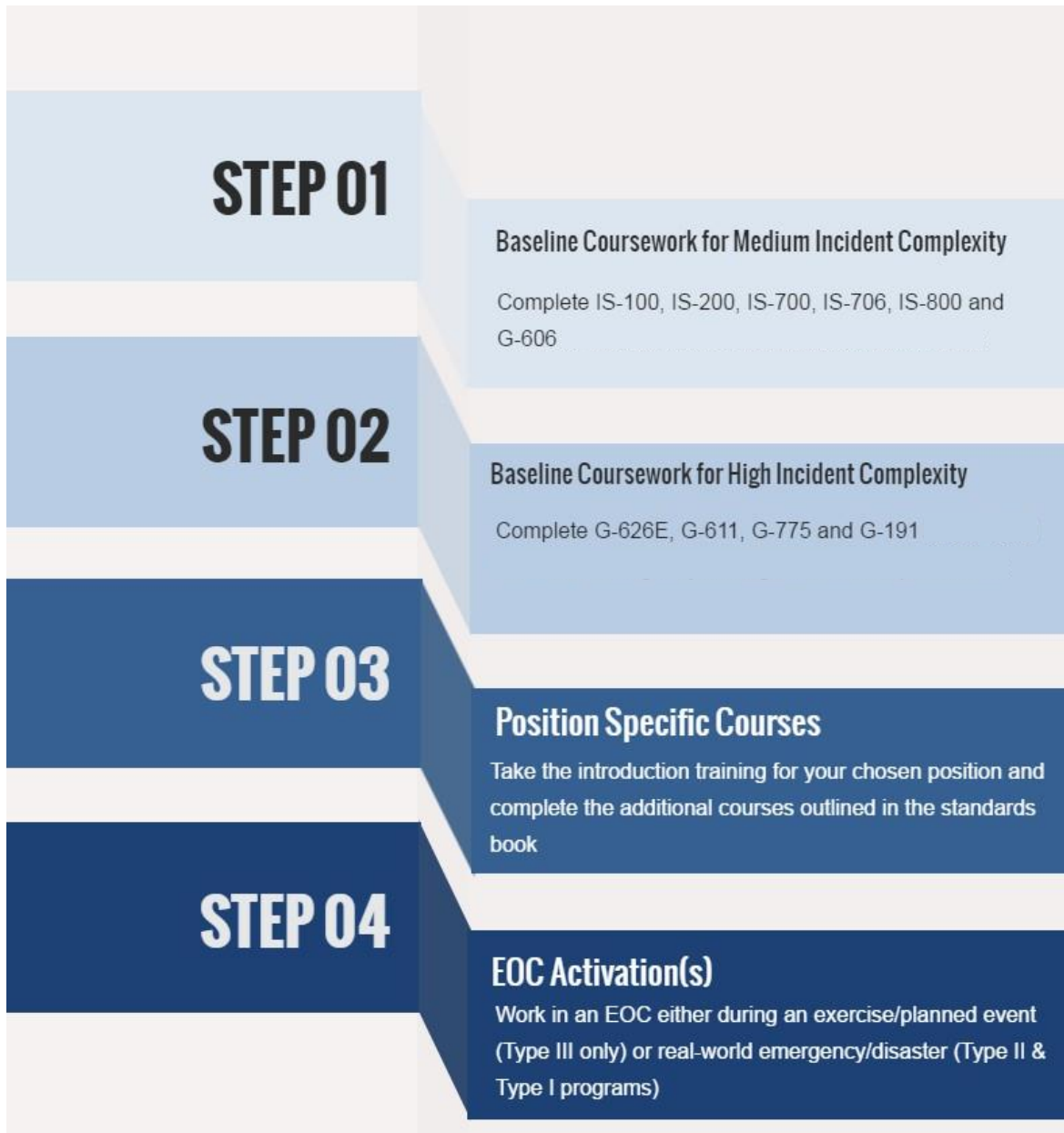
Printed/Typed Name

Email

Telephone

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

RECOMMENDED COURSEWORK ORDER



APPROVED COURSE LIST

IS-29.a Public Information Officer Awareness

<https://training.fema.gov/is/courseoverview.aspx?code=IS-29.a>

IS-35.19 FEMA Safety Orientation 2019

<https://training.fema.gov/is/courseoverview.aspx?code=IS-35.19>

IS-42 Social Media in Emergency Management

<https://training.fema.gov/is/courseoverview.aspx?code=IS-42>

IS-100.c Introduction to the Incident Command System

<https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c>

IS-103 Geospatial Information Systems Specialist

<https://training.fema.gov/is/courseoverview.aspx?code=IS-103>

IS-200.c ICS for Single Resources and Initial Action Incidents

<https://training.fema.gov/is/courseoverview.aspx?code=IS-200.c>

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.b National Incident Management System (NIMS), An Introduction

<https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b>

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.c National Response Framework - An Introduction

<https://training.fema.gov/is/courseoverview.aspx?code=IS-800.c>

IS-906 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-205 Recovery from Disaster- the Local Community Role

G-235 Emergency Planning

G-288 Local Volunteer and Donations Management

G-290 Basic Public Information Officer

G-393 Mitigation for Emergency Managers

G-557 Rapid Needs Assessment

G-606 SEMS Introductory Course

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

G-626E EOC Action Planning

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 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 Programming System Training (i.e., jurisdiction specific automated or manual system)⁸

⁸ 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 as proof of training completion.

**Type III EOC Position
Credentialing**

EMSA/CDPH Basic Emergency Operations Manual (EOM) Training
http://www.californiamedicalhealthexercise.com/2015/module_2015.html

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

American Red Cross, Basic Food Safety Course

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