


# EOC Single Resource Credentialing



# AGENDA

- Purpose and Background on EMAG Subcommittee
  - What is credentialing?
  - Survey Results
  - Benefits of State-Wide Credentialing
  - Other State's Best Practices
  - Potential Cost Involved
  - Recommendation
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# EMAG Subcommittee Background

- March 2016, EMAG formed a small committee to look into potential methods of providing properly-trained mutual aid personnel to EOCs.
- Fall 2016, conducted a workshop in Ellensburg (~40 participants) and created three sub-committees: Pre-Deployment, Deployment, and Credentialing.
- The Credentialing Sub-Committee explored establishing minimum levels of training and proficiency for mutual aid personnel resources assigned to various EOC positions.


# What is Credentialing

- Credentialing is the essential final step in the process for qualifying, certifying, and credentialing personnel for incident-related positions.
  - *NIMS Guideline for the National Qualification System*



# What is Credentialing

- Not a badge
- PTBs and Skill Sets
- Documentation which serves as proof the resource is trained, experienced, vetted, and endorsed by a board.



## FEMA

### NATIONAL QUALIFICATION SYSTEM (NQS)

POSITION TASK BOOK  
FOR THE POSITION OF

### OPERATIONS SECTION CHIEF

Version: September 2017

Single Type

PO

TRAINEE'S NAME:

DUTY STATION:

PHONE NUMBER:

E-MAIL:

PO

OFFICIAL'S NAME:

TITLE:

DUTY STATION:

PHONE NUMBER:

E-MAIL:

PO

LOCATION:

DATE:

EOC Skillset: Center Management

**Emergency Operations Center (EOC) Skillset: Center Management**

**Task Categories:**  
 Establish EOC support for incident/event  
 Coordinate EOC activities  
 Ensure proper support for resource needs and requests, including allocation and tracking  
 Ensure development and coordination of plans  
 Ensure collection, analysis, and sharing of information internally and externally


**Task Category: Establish EOC support for incident/event**

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Open/activate EOC and initiate EOC personnel notification: <ul style="list-style-type: none"> <li>• Initiate EOC alert and activation procedures</li> <li>• Determine activation level and necessary staffing based on initial information gathering and established guidelines/plans</li> <li>• Coordinate with EOC facility management to ensure the EOC infrastructure is operational and determine personnel support needs</li> </ul>	E, F, I		
2. Establish and maintain communications with incident command, local EOC, and other function-specific operations, such as public health, to clarify roles and responsibilities and discuss support requirements: <ul style="list-style-type: none"> <li>• Discuss incident support requirements to clarify scope of incident command responsibilities versus EOC responsibilities</li> <li>• Obtain initial situation information</li> </ul>	E, F, I		
3. Identify and prioritize positions based on the nature of the incident/activation and available resources: <ul style="list-style-type: none"> <li>• Consider:                                     <ul style="list-style-type: none"> <li>o Consequence management beyond immediate response impacts</li> <li>o EOC's role in relation to the incident, such as operational, coordination, or support</li> </ul> </li> <li>• Establish process for resource requests for operational planning purposes</li> </ul>	E, F, I		
4. Evaluate the need for collaboration with outside organizations to meet incident needs: <ul style="list-style-type: none"> <li>• Engage partner organizations</li> </ul>	E, F, I, T		
5. Ensure EOC facility management and safety personnel establish processes and procedures to promote the health, safety, and welfare of EOC personnel	E, F, I		

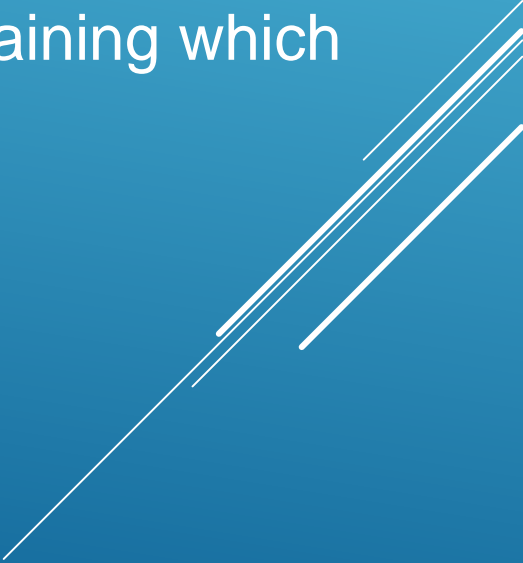
Version: August 2018

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# Survey Results

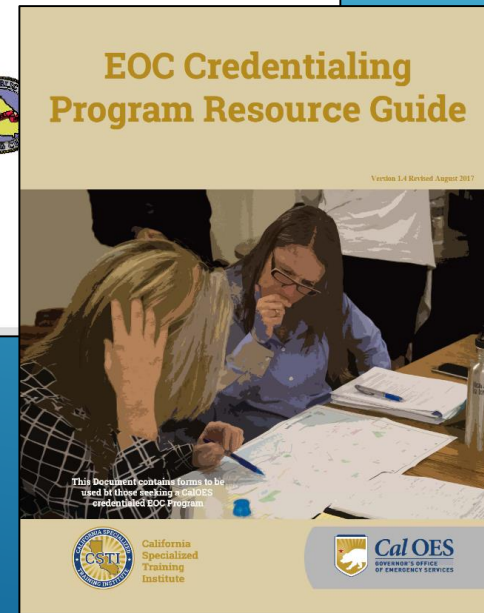
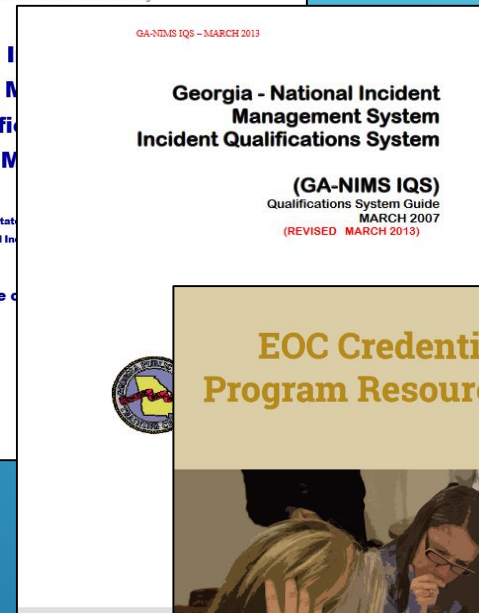
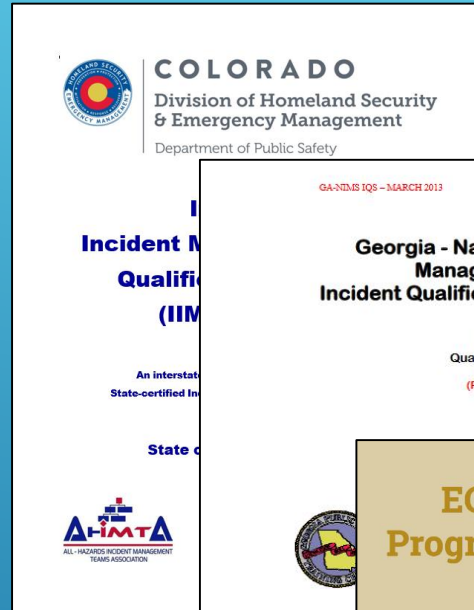
- Demographics: 19 total respondents from local, city, county, and tribe.
  - 63% of the respondents have a dedicated EOC/ECC operational as necessary.
  - 63% would be more confident with a statewide credentialing system.
  - 79% have received mutual aid to support their EOC/ECC.
  - 84% do not have a certification system in place.
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# Benefits of State-Wide Credentialing

- Better defines WAMAS/EMAC process.
  - Qualified personnel arrive to conduct activities for which they are trained for.
  - Jurisdictions needing support/resources receive exactly what they ask for.
  - EOC/ECC/Agency staff receive formal training which increases their skills and abilities
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# Other States

- California
- Georgia
- Colorado






# Alternatives

- Use state-level IMTs
    - Pro: Structured teams familiar with each other
    - Con: No two teams alike (Wildland Fire vs All Hazards)
  - Keep the status quo
    - Pro: No impact/drain on current staff/plans/processes
    - Con: Inconsistent process/resource
  - Adopt a statewide credentialing system
    - Pro: Creates a baseline standard
    - Con: Dedicated staff / requires change
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# Recommendations

- A Washington State EMD-sponsored credentialing program
  - Opt in/out
  - Include a pathway to make credentialing a WAMAS standard (3-5 years)
  - Utilization of the National Qualification System and One Responder
  - Establish a Qualification Review Board
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# Costs

- No Cost for One Responder
- State of Washington POC
  - Training Program Supervisor
    - Already staffed at EMD
  - State EOC Staff Training and Exercise Program Manager
    - Already staffed at EMD
- Jurisdiction's Staff Time
  - Approximately 2-3 hours/week or 5-7 hours/month (scalable)
  - Includes assumption that dedicated staff will participate in plan development, conference calls, meetings, management of their EOC/ECC qualifications and certifications
- Qualification Review Board Membership

# Questions and Discussion

