EOC Single Resource Credentialing

*Update*
AGENDA

• Purpose and Background on EMAG Subcommittee
• What is credentialing?
• Survey Results Part 2
• Benefits of State-Wide Credentialing
• Other State’s Best Practices
• Potential Cost Involved
• Recommendation
EMAG Subcommittee Background

• 2016, committee formed to look into potential methods of providing properly-trained mutual aid personnel to EOCs. Three sub-committees developed: 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.

• Subcommittee presented an initial proposal to the EMAG on November 1.
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
- Typed Resources Using PTBs and EOC Skill Sets
- Documentation which serves as proof the resource is trained, experienced, vetted, and endorsed by a board.
Survey Results Part II

• Demographics: 42 respondents, City (2), County (19), State Agency (18), Tribe (1), Other (2)

• 37 of 42 respondents have a dedicated facility where they conduct EOC-like activities.

• 83% of respondents do not have a formal credentialing program, guide, or plan

• 93% of respondents would opt-in to a state-wide credentialing program.
Other Survey Feedback

- Try not to get bogged down with perfection. Put something out and let it be refined.
- My concern, working for a smaller county, is that it will be too difficult to send my professional partners to training out of the area and the credential baselines will be unobtainable as a result.
- At least provide State guidance for common approach. Local budget very limited...
- I am fully in support of his effort and believe it would be of great benefit to the state.
Other Survey Feedback

- If this is instituted, it will need to be the same for every county in order to be effective and useful.
- A crosswalk aligning non-fire and wildland credentialing should also be completed.
- How do we aid individuals and jurisdictions challenged by lack of funding, staff and thus opportunity to professionalize the personnel they rely on?
- It could be a great opportunity to tap into neighboring assets with state level credentialing, but why isn't this a consistent and national standard?
Other Survey Feedback

• I would like to see more performance standards for the EOCs so that smaller counties/cities can assist one another knowing the minimum level of resources. This is a good idea and should be developed further.

• Funding availability and time availability would be critical in determining if my team would be able to participate in a statewide credentialing program.

• This would greatly enhance the state’s ability to coordinate resources, efficiently manage a crisis and to recover more quickly after a disaster.
## Time Analysis

<table>
<thead>
<tr>
<th>PHASE</th>
<th>Description of Work to be Completed</th>
<th>Estimated Timeline</th>
<th>State EMD</th>
<th>Credentialing Workgroup</th>
<th>County/Local/Tribal EMs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development</td>
<td>Draft and finalize the Qualification Guide and PTBs</td>
<td>Month 1-12</td>
<td>1-2 hrs/week, 1 employee</td>
<td>1-2 hrs/week, each member</td>
<td>8 hrs, one time review of each document</td>
</tr>
<tr>
<td>Implementation</td>
<td>Publish documents, hold training sessions around the state on the system, &amp; review completed PTBs</td>
<td>Month 13-23</td>
<td>100 hrs total</td>
<td>80 hrs total</td>
<td>2 hrs training session per employee, plus 1 hr per employee</td>
</tr>
<tr>
<td>Sustainment</td>
<td>Revise documents as necessary, review PTBs and credential individuals</td>
<td>24 months +</td>
<td>4-8 hrs per quarter</td>
<td>Minimal</td>
<td>1 hr per employee</td>
</tr>
</tbody>
</table>
Cost Analysis

Difficult to determine in objective terms however consideration should be given to:

• Additional hiring of program management staff
  • Dependent on phase (Development, Implementation, Sustainment)
• Travel to meetings
• Training Requirements
  • Course Materials, Instructors, Travel, Per Diem
State Case Study: California

Credentialing Project Membership:

We added this task to a standing committee on Training and Exercises. The Chief of our Emergency Management Training Division chairs the group, which is comprised of a few Cal OES staff and (at present) 42 representatives of state agencies, cities, counties and a few critical infrastructure sectors.

Timeline:

It was a solid two years in research and planning before rollout in its pilot phase in late 2016. The program is still ramping up as its popularity grows.
State Case Study: California

Staffing:
We have added one F/T analyst to process applications, maintain files and generally provide program support. One unquantified need is the additional training needed to meet the demand from jurisdictions wishing to achieve credentialing for their EOC assignees. That demand is increasing.

Costs:
Beyond staff time, costs are minimal. An ID card printer and software were less than $5K.
State Case Study: California

Legal Issues:

Not yet. However, we are in discussions with our legal department as to whether implementing these policies and procedures needs to go into regulations under California’s Administrative Procedures Act.
Legal Issues

There are two options to implement a statewide EOC personnel credentialing program:

- Enforced credentialing program (similar to EMS credentials; without the credential the job may not be performed).
- Voluntary credentialing program (the credentials are not enforceable; jurisdictions agree to adopt/recognize the standard on a voluntary basis.)

Bottom line: Implementation of a statewide enforced credentialing standard would require significantly more time (years), effort (statute and rule changes), and resources (legal advice/representation) on the part of the Military Department than the implementation of a voluntary credentialing standard.
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
Roles and Responsibilities

- Project Sponsor
- Project Manager
- Project Team Members
- Washington State NQS/One Responder POC
- Project Group Members
- Stakeholders:
  - Project Group Members
  - Participating jurisdiction POC
  - Participating AHJ managers
  - Qualification Review Board (QRB) members
  - Invitees (personnel seeking credentials)
Questions and Discussion