




# EOC Single Resource Credentialing *Update*



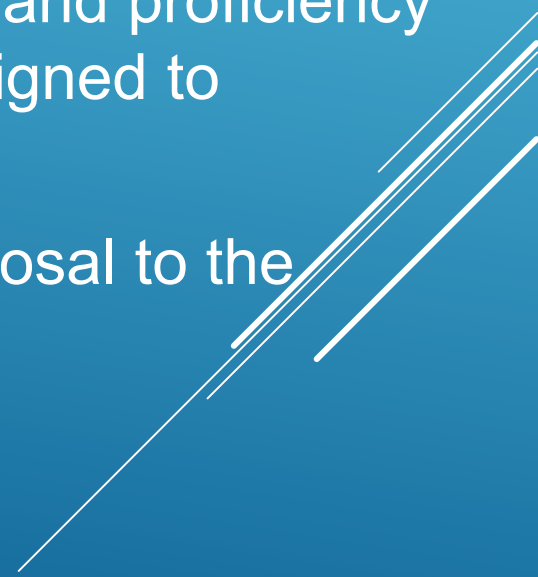
# AGENDA

- 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
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# 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.


**FEMA**

**NATIONAL QUALIFICATION SYSTEM (NQS)**

**POSITION TASK BOOK**  
FOR THE POSITION OF  
**OPERATIONS SECTION CHIEF**

Version: September 2017  
Check the appropriate position type:

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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		


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# 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.
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# 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.*
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# 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?*
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# 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

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

# 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
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# 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
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# 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)
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# Questions and Discussion

