

Region 11

Emergency Operations Center – Personnel Credentialing Plan (EOC-PCP)



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A Purpose

Many accredited Emergency Management authorities within Region Eleven have elected to create a uniform framework to support the creation of an Authority Having Jurisdiction (AHJ) EOC credentialing plan. Participating Emergency Management authorities include:

- Alexander County
- City of Marion EMA
- City of Carbondale EMA
- City of DuQuoin EMA
- City of Metropolis
- Gallatin County
- Franklin County
- Hamilton County
- Hardin County
- Jackson County
- Johnson County
- Massac County
- Pope County
- Perry County
- Pulaski County
- Randolph County
- Saline County
- Union County
- White County
- Williamson County

The Emergency Operations Center-Personnel Credentialing Plan (EOC-PCP) provides information regarding the process with which the participating accredited Emergency Management authorities within IEMA-OHS Region 11, will conduct the qualifying, certifying, and credentialing of EOC personnel within their jurisdiction.

Emergency Operations Centers (EOCs) across the state play a critical role in managing incidents at every level. EOCs facilitate the flow of resources and information across organizational lines by bringing together representatives from diverse organizations.

The EOC-PCP is one part of a larger statewide strategic plan, which will satisfy national requirements for the implementation of the National Qualification System (NQS). As a whole, these actions are required to receive Emergency Management Performance Grant (EMPG) funding, among others.

B Limitations

This EOC-PCP does not include provisions for statewide credentialing. In order to better align the request and matching process associated with mutual aid, national mobilization, and qualifying efforts, the Illinois Emergency Management Agency has developed an All-Hazards Incident Management Qualifications Standard Operating Guide (SOG) for the All-Hazards Incident Management Qualifications programs. All-Hazards Incident Management Qualifications Standard Operating Guide should be utilized for persons wishing to be credentialed by the state. Informally, these persons will be said to have an “Red Card”.

C Assumptions

The participating accredited Emergency Management authorities shall independently identify their local incident Workforce (Funded by EMPG).

The participating accredited Emergency Management authorities shall independently Identify their EOC Capabilities (Stand Alone, Stand Up, Hybrid).

The participating accredited Emergency Management authorities shall independently Identify their EOC Structure (ICS, ICS like, ISM, Departmental, Hybrid).

The participating accredited Emergency Management authorities shall independently Identify the Roles & Responsibility of EMPG funded EOC Workforce.

No later than {DATE}; the participating accredited Emergency Management authorities shall collectively implement a Joint Quality Review Board, as outlined in this plan.

No later than {DATE}; the participating accredited Emergency Management authorities shall update their individual Emergency Operations Plans and/or EOC Action Plans to incorporate the roles and features of this plan.

No later than {DATE}; the participating accredited Emergency Management authorities shall credential their EOC workforce, utilizing the procedures outlined in this plan.

D Authorities

- 20 ILCS 3305 Illinois Emergency Management Agency Act assigns IEMA-OHS the responsibility for coordination of the overall emergency management program of the State and with private organizations, political subdivisions and the federal government.
- National Incident Management System (NIMS) / National Incident Management System Guidelines for the National Qualification System (NQS).
 - The NQS is a nationwide system with dispersed responsibilities among its many partners. While FEMA provides guidance and tools, AHJs are responsible for qualifying, certifying, and credentialing personnel.
- National Response Framework - Core Capabilities:

Primary Response Core Capability	
<ul style="list-style-type: none"> • Operational Coordination 	<ul style="list-style-type: none"> • Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Support Response Core Capability	
<ul style="list-style-type: none"> • Planning 	<ul style="list-style-type: none"> • Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.

E Concept of Operations Components of the Credentialing Program

Trainee

An individual pursuing credentialing in an EOC position is called a “Trainee”. A trainee has met all prerequisite qualification requirements, has had a Position Task Book (PTB) initiated or validated by the participating Emergency Management authority and is pursuing qualification in the target position.

F Coach

Coaching is the act of helping trainees build knowledge, skills, and abilities to perform in a specific position. The National Incident Management System (NIMS) Guideline for the NQS defines a coach as an individual possessing specific job skills and experience who provides instructions and mentoring to help guide a trainee in applicable practices, methods, and skills that can result in PTB task completions.

G Evaluator

Evaluation is the act of verifying that the trainee knows how to do a certain task. The NIMS Guideline for the NQS defines an evaluator as an individual authorized by an AHJ to observe, document, and complete evaluation records on a trainee based on a PTB. Coaches and evaluators work together to guide trainees through the qualification process. Each participating emergency management authority’s Director (Coordinator) shall serve as an evaluator under this EOC-PCP.

H NIMS Training

The NIMS requires the completion of specific “baseline” ICS courses for personnel who are involved in managing incidents or events under ICS. This baseline training is common to all EOC positions.

I Leadership Training

Leadership skills play a critical role in the safe and effective management of emergency incidents. Leadership training is highly recommended to fully prepare a trainee for leadership position performance assignments. This can be accomplished at the entry level by taking FEMA’s Independent Study course; IS-240: Leadership and Influence.

J Recommended Training

Additional training that supports development of knowledge and skills can help to support a position performance assignment. The knowledge and skills necessary for successful completion of the tasks in a PTB are provided by on-the-job training, work experience, exercises and identified formal training.

A trainee must have an opportunity to acquire the knowledge and skills required to perform the tasks of a mission support member or a specific position before accepting a performance assignment. It is the responsibility of the individual agency to ensure that each trainee can acquire the knowledge and skills necessary for a mission support member or a specific position performance assignment.

K Experience

Experience is defined as the activities a trainee must accomplish, generally within the context of an actual or simulated incident or event, to prepare for and demonstrate proficiency at the tasks identified in a PTB.

In a performance-based qualification system, evaluation of a trainee's competency by an individual who is qualified in the target position is the measure of readiness for qualification and credentialing. The PTB contains the identified competencies, behaviors, and tasks required to demonstrate they have become qualified for an EOC position or as a mission support member. Standardization of the competencies, behaviors, and tasks listed in a PTB are essential. The PTB completion process is central and critical to the procedure for assessing and documenting a trainee's readiness to be credentialed in a performance-based qualification system. Standardized qualifications systems assure all qualified personnel meet or exceed a minimum performance standard.

L Physical/Mental Fitness

Physical and medical considerations, when applied, help to ensure safe performance in potentially chaotic environments. The Mission Support Member role is generally classified as light duty.

Physical fitness is categorized into four levels:

- Arduous – Duties involve work requiring physical performance calling for above-average endurance and superior conditioning. These duties may include an occasional demand for extraordinarily strenuous activities in emergencies under adverse environmental conditions and over extended periods of time.

- Moderate – Duties involve work requiring complete control of all physical faculties. Occasional demands may be required for moderately strenuous activities in emergencies over long periods.
- Light – Duties mainly involve office-type work with occasional field activity characterized by light physical exertion requiring basic good health.
- None required – Positions that do not require a physical fitness level.

M Currency

Currency is defined as successfully performing in a position for which the individual is qualified or in an associated position at least once every five years, during a qualifying incident, event, or exercise.

N The Credentialing Process

Region 11 Mission Support Member (MSM)

The Region 11 Mission Support Member (MSM) shall be a title issued to employees, staff, contractors or volunteers, employed by a participating Emergency Management Authority's local government, who's primary role is outside of the EOC and/or the Office of Emergency Management or Emergency Management Agency. The MSM will provide non-technical center support to participating EOCs. The MSM will also serve as a AHJ modified Rapid Needs Assessment (RNA) Technical Specialist, who conducts rapid assessment of life safety issues, critical infrastructure, and human needs, such as provision of utilities, potable water, and road blockages in support of EOC operations.

O Qualification

Prerequisite Training

Prerequisite training needed before the MSM candidate is eligible to open a Position Task Book:

- IS-100: Introduction to ICS
- IS-200: Basic Incident Command System for Initial Response
- IS-700: An Introduction to NIMS
- IS-800: National Response Framework
- IS- 2200: Basic EOC Functions
- IS-2901: Introduction to Community Lifelines

P PTB Issuance

The trainee's direct supervisor typically requests issuance of a PTB to the trainee. Once an accredited Emergency Management authority issues a PTB, trainees are generally required to complete the PTB within three years.

Q PTB Performance Evaluation

An EOC-PCP PTB is the principal tool used to validate MSM qualification, certification, and credentialing process. After a participating accredited Emergency Management authority issues the PTB, the trainee works with coaches and instructors to apply the knowledge, skills, and ability to perform the tasks required for the position through real world experience or exercises. The trainee's previous work experience may also be considered for core competency. Evaluators review and sign off successful completion of PTB tasks.

R Final Evaluator Verification

Once a trainee completes a PTB, the final evaluator signs it, indicating that the trainee has met all PTB requirements for the position. A final evaluator is generally qualified in the same position for which the trainee is applying. While it is preferable to have a distinction between evaluators and the final evaluator, in situations with limited resources, the evaluator and final evaluator can be the same individual. Once all tasks are complete, the trainee submits the completed PTB and proof of completion of any training requirements for final approval to the accredited Emergency Management authority for the qualification review process.

S Qualification Review Board (QRB)

The National Incident Management System (NIMS) Guidelines for the NQS defines a QRB as a panel of subject-matter expert(s) representing the Authority Having Jurisdiction (AHJ) that can evaluate a trainee's ability to fulfill the duties of the position. Qualification Review Boards validate individual qualifications, helping to ensure a qualified, shareable, and effective incident workforce. A QRB is an essential part of a performance-based system that objectively reviews and validates trainees' worthiness for certification.

Each participating accredited Emergency Management authority shall appoint a rotating representative from their office or agency to serve a one-year term on the Region 11 Joint Qualification Review Board (QRB). The joint QRB shall meet as often as necessary to approve MSM EOC credentialing requests. The participating AHJs offer this coordinated approach over a local QRB to ensure an independent, objective Joint QRB review, aimed at helping the AHJ qualify and certify individuals with the appropriate skills and abilities to fulfill each position.

T Region 11 Joint Qualification Review

Board Five-year appointment schedule:

2024	2025	2026	2027

U Credentialing

Accredited Emergency Management Authority Certification

Once the QRB determines a trainee has successfully completed all requirements for a position, the board forwards a recommendation to the sponsoring accredited Emergency Management authority, explaining its findings and recommending the local Emergency Management authority certify the trainee as qualified for the position.

If the QRB determines that the trainee’s package does not provide evidence that the trainee has met the requirements for the position they are pursuing, the QRB returns the package to the trainee, along with an indication of any unmet requirements.

Acting on the QRB’s positive recommendation, the sponsoring Emergency Management Authority certifies that the individual is qualified for the given position. The sponsoring Emergency Management Authority maintains documents regarding the employee’s qualification and enters the pertinent information into the FEMA Resource Inventory System (RIS).

V Loss of Certification, Decertification and Recertification

Individuals who lose qualification or are decertified by the sponsoring Emergency Management Authority will not be displayed as available personnel in the Resource Inventory System.

W Loss of Certification

An individual may lose or drop their qualification for reasons including loss of currency or personal reasons. By returning to the trainee level, the person who must re-qualify is introduced to new technology, procedures, and advances in incident management. Evaluation of an individual's competency is critical whenever qualifications have lapsed. A person who does not meet the currency criteria reverts to trainee status for that position.

X Decertification

Decertification is the process the sponsoring Emergency Management Authority may take to remove an individual's position(s) qualifications. The sponsoring Emergency Management Authority may decertify personnel when it is determined that the individual has performed in a fraudulent, unsatisfactory, or unsafe manner. Examples include:

- Taking insubordinate actions
- Intentionally misrepresenting incident qualifications
- Deliberately disregarding identified safe practices.
- Misrepresenting attendance or participation in the Position Task Book process
- Losing sponsorship, membership or employment with the sponsoring Emergency Management authority for violation of local policies or procedures.

Y Recertification after Loss of Certification

If qualification loss occurs, the sponsoring Emergency Management authority will determine if training is necessary or if the person can gain and demonstrate the proper proficiency in a performance assignment or assignments. The individual must perform the duties of the position for a minimum of two operational periods under the supervision of an evaluator before re-certification is granted.

Z Qualifying Incident, Event and Exercise Guidelines

Experience can be gained, and position task performance can be demonstrated, evaluated, and documented in a position task book (PTB) through qualifying incidents, events, and/or exercises. While experience can be gained and position task performance on qualifying events and/or exercises can help to deepen a trainee's record, a trainee should have satisfactorily completed at least one EOC position performance assignment to be certified and credentialed.

Depending on the nature of the position being pursued and the nature of the position performance assignments completed, it will most often require more than one incident experience to fully complete a PTB.

An individual who is in trainee status, regardless of other qualifications they may hold, should not be evaluating another trainee on the same incident, event, or exercise.

The AHJ may determine the parameters for qualifying incidents, events, and exercises. However, any incident which receives a state mission number should be accepted by all jurisdictions as a qualifying incident.

AA Information Management/Sharing

Resource Inventory System (RIS)

The Resource Inventory System (RIS) is a centralized, secure, and cloud hosted resource inventory solution for use by the community in building and strengthening resource management preparedness. RIS enables organizations and users to identify and inventory their resources consistently with National Incident Management System (NIMS) resource typing definitions and National Qualification System (NQS) positions.

The participating Emergency Management Authority shall use FEMA's Resource Inventory System (RIS) to inventory and manage their organization's teams, personnel, equipment, facilities, and supplies. This information can be selected as "sharable" with the other participating agencies in Region Eleven; and will serve as the master list of persons credentialed through this process.