

State of Colorado

Emergency Operations Center Task Book Management System



COLORADO

**Division of Homeland Security
& Emergency Management**

Department of Public Safety

EOC Task Book Qualifications System Guide

In Cooperation With:

Colorado Department of Public Safety, Division of Homeland Security and Emergency Management, Division of Fire Prevention and Control, the Colorado Emergency Managers Association, and the State EOC Task Book Working Group

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SUMMARY

Background:

The Emergency Management community in Colorado recognizes the need for established standards for position based performance in Emergency Operations Centers. NWCG, FEMA and the State have adopted standards-based systems for Incident Management. Until this time no such program has existed for the Emergency Operations Center (EOC) operations aspect of Emergency Management.

This document serves as the qualifications guideline for Emergency Operations Center positions on All-Hazard Incidents and planned events. This qualifications system is not meant to replace or supersede current ICS Task Book programs or the PMS 310-1 standards set by NWCG. This new system specifically provides guidance and implements the State of Colorado All-Hazards EOC-related standards and qualifications program.

Objectives:

- Establish minimum agency training and qualification standards for EOC resource assignments
- Parallel the process developed for Colorado Type 3 IMT qualification system
- Hold to a minimum required training and allow for the development of skills and knowledge outside of the formal classroom environment
- Eliminate redundancy, unnecessary positions and requirements
- Develop qualification and performance standards for EOCs throughout the State of Colorado
- Provide guidance and standards which local jurisdictions may choose to adopt for use within their own EOC's.

Guidance:

With the publication of this edition of these guidelines, the standards established in this guide are to be met by all participating agencies and organizations that choose to certify individuals within the Colorado System.

No local agency is required to use these standards or qualifications to manage their own local incidents.

The EOC position task books are intended to reflect core competencies, not job titles; agencies may use different titles and structures for critical positions.

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EOC POSITION QUALIFICATION SYSTEM

A. INTRODUCTION

This qualification system is aimed at establishing state level standards for performance. Local jurisdictions may choose to participate in this system or modify it for their own internal use and create a local qualification. Personnel who meet the performance standards set forth in this system, and obtain approval from the current certification entity, shall be deemed qualified to perform the duties of the specific EOC position applied for by the State of Colorado.

B. DESCRIPTION OF THE SYSTEM

The EOC Position Qualification System is a “performance based” qualification system. In this system, the primary criterion for qualification is individual performance as observed by an evaluator certified in that position; as measured against approved standards.

In a performance- based system, qualification is based upon demonstrated performance as measured on incidents, planned events, and normal job activities, in simulated exercises or classroom activities and completion of required training.

1. The components of the EOC qualification system are as follows:

- a. Position Task Books (PTB) describe core competencies and contain essential critical tasks, which are required to perform the job. Subject Matter Experts have established the tasks in each PTB. PTB’s are in a format that allows documentation of a trainee’s ability to perform each task. Tasks may be evaluated through means such as exercises, performance on live incidents or performance on preplanned events. Successful completion of all required tasks of the position, as determined by an evaluator(s), will be the basis for recommending certification.

IMPORTANT NOTE: A PTB can be initiated prior to completing required trainings. Trainee requirements include completion of all required training courses and prerequisite experience prior to submitting a PTB for certification. Refer to the position task book for required and recommended training and prerequisites.

- b. Training courses provide the specific knowledge and skills required to perform tasks identified in the PTB. This provides a direct link between training and job performance. Required training has been held to the minimum required to provide for safe operations on incidents. Although most training courses are not “required,” all courses are available and considered to be a primary means by which personnel can prepare for position performance evaluation.
- c. Job Aids exist to facilitate development where there is no developed training course and to provide a ready reference for performance on the job. Individuals must possess the knowledge and skills to perform job aid tasks. Job aids are identified in the task books themselves.

- d. The Certifying Agency Representative is responsible for certifying that the individual is qualified to perform in a specific position. Individuals are responsible for providing proof of qualification on an incident.

It is the responsibility of each agency to document those qualified in these positions. Certification and re-certification is a determination that each individual agency must make based on task evaluations, position performance evaluations and their own judgment of the quality of an individual's experience.

Individual tasks in the task book may be signed by any of the following:

- Any person holding an equivalent position or higher qualification
- An Agency Head or his/her designee
- DHSEM Regional Field Manager

For a State Agency, a Division Director or designee serves as the equivalent of Agency Head.

This is all that is required for a Local Certification.

- e. Final Evaluator Certification is the responsibility of the individual completing the PTB. The Final Evaluator signs off on the task book once all tasks have been completed and the task book is ready for review by the CEMA EOC-Position Task Book Review Committee. Final evaluators must be certified to the level of the Task Book and the State Overhead Board in WebEOC contains the list of individuals with certified EOC Position Task Books. If no local final evaluators are available, the applicant may contact the DHSEM Field Manager and they can provide a final evaluation signature after consideration.

The Final Evaluator signature must be provided by any person holding an equivalent or higher Colorado qualification, or a DHSEM Regional Field Manager; if neither is available, contact DHSEM Resource Mobilization Unit to develop a qualified ad hoc review group.

If the Final Evaluator signature does not conform to the above criteria, the application will not be considered complete and will be returned.

Upon consideration of the PTB documentation and approval by the current certifying entity this will meet the requirements for a State Certification.

2. Responsibilities

Each agency is responsible for selecting trainees, ensuring proper use of Position Task Books, and approval of the certification application by trainees. The individual is responsible for completing the appropriate PTB and providing the supporting documentation as required by the PTB. The incident training and qualification process on incidents is the responsibility of the local hosting agency.

Once the certifying agency representative and final evaluator have approved and signed the PTB, it is forwarded to the Colorado Division of Homeland Security and Emergency Management, where the current certifying entity will review the PTB, course certificates and resume, ensuring that the individual meets the State standards. The individual then will be added to the State Overhead Board in WebEOC as a single unit resource.

The Certification Flow Chart in Appendix A provides an overview of the qualification and certification process.

C. CERTIFICATION AND RE-CERTIFICATION

The current Agency Head must provide a letter of endorsement for the applicant for certification or re-certification.

A key component in the certification or re-certification process is the subjective evaluation by the appropriate official of an individual's capability to perform in a position. Completion of required training and experience requirements alone does not guarantee that an individual is qualified to perform in a position.

The quality of experiences gained in a given position should be closely evaluated when making a determination for advancement to the next higher position, to a different position, or for re-certification. The quality of experience may relate to the size of the incident in terms of personnel and equipment, the number of assignments, or complexity of operations to include the different types of resources managed.

This guide recommends that more than one trainee assignment be experienced before certification. When re-certification is necessary due to a lack of currency, it is recommended that the individual experience a minimum of two operational periods, under the supervision of an evaluator, before re-certification is granted.

D. CURRENCY REQUIREMENTS

For the positions identified in this guide, the maximum time allowed for maintaining currency is five (5) years.

Currency can be maintained in the following ways:

1. By successful performance in the position qualified for within the given time frame. This should be documented in a complete Incident Support Plan or other official operating document, produced by the agency having jurisdiction for the incident/event. A single sheet from an IAP or ISP is insufficient.
2. By successful performance in a higher position(s) for which that position is a prerequisite, providing the individual was previously qualified in that position.

E. REQUIRED TRAINING / PREREQUISITE EXPERIENCE

PTB required training and experience cannot be challenged. Equivalent courses may be substituted for required courses when learning and performance objectives meet or exceed required course learning and performance objectives, such as when offered by another organization under a different course name.

F. ADDITIONAL TRAINING, WHICH SUPPORTS DEVELOPMENT OF KNOWLEDGE AND SKILLS

Additional training which supports development of knowledge and skills are training courses or job aids that can help to support a position performance assignment. The knowledge and skills necessary for successful completion of the tasks in a Position Task Book are provided in the identified courses, but may also be acquired in a variety of ways, including on-the-job training, work experience, and identified formal training as determined by one's own agency.

It is the responsibility of the individual agency to ensure that each trainee has the opportunity to acquire the knowledge and skills necessary for position performance.

G. REVIEW AND UPDATE OF THE QUALIFICATION SYSTEM GUIDE

To keep the Incident Qualification System Guide current, it is necessary to make revisions. This process requires users to submit proposed revisions through the appropriate multi-disciplinary committee member or organization to the Division of Homeland Security and Emergency Management Operations Section.

H. EOC POSITION QUALIFICATIONS

The positions listed below have State of Colorado EOC Position Task Books for All Hazard Incident EOC positions. These include:

MANAGEMENT STAFF: EOC Manager, Public Information Officer, and Liaison Officer
(In local EOCs, this may also be called Command Staff)

OPERATIONAL SUPPORT SECTION: Operations Support Section Chief, Branch Director, ESF Position
(in local EOCs, this may also be called Operations Section)

PLANNING SECTION: Planning Section Chief
(in local EOCs, this may also be called Situational Awareness Section Chief)

LOGISTICS SECTION: Logistics Section Chief
(in local EOCs, this may also be called Resource Mobilization Section)

FINANCE SECTION: Finance Section Chief

These position qualification guidelines have been created to establish minimum training and experience requirements for All-Hazards EOC positions at a Type 3 level according to the National Incident Management System (NIMS).

Appendix A: Certification Flow Diagram

