



**COLORADO**

**Division of Homeland Security  
& Emergency Management**

Department of Public Safety

# EMERGENCY OPERATIONS CENTER Critical Performance Task Book

EOC Operations Section Chief

January 2016

Task Book Assigned To:

Trainee's Name: \_\_\_\_\_

Date Task Book Initiated: \_\_\_\_\_

**EOC Critical Performance Taskbook (CPTB)**

**Organization:** \_\_\_\_\_

**Position Title: EOC Operations Section Chief**

Name of Candidate: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Evaluator: \_\_\_\_\_ Signature: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Certifying Agency Representative: \_\_\_\_\_

Certifying Agency Representative Signature: \_\_\_\_\_

Certifying Agency Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**CPTB Overview:**

- #1: Assume Position Responsibilities
- #2: Common Operating Picture
- #3: EOC Processes and Support Systems
- #4: Leadership / Accountability
- #5: Work Group Supervision
- #6: Operational Requirements
- #7: Meetings, EOC Briefings and Debriefings
- #8: End of Operational Period / Transitions / Demobilization

**Mandatory Prerequisites:**

- IS-100.B (Intro to ICS), IS-200.B (ICS for Single Resources & Initial Attack Incidents),
- ICS-300 (Intermediate ICS for Expanding Incidents), ICS-400 (Advanced ICS for C&GS),
- IS-700.A (Intro to NIMS), IS-800.B(National Response Framework),
- IS-807 (ESF #7-Logistics Management & Resource Support)
- WebEOC Training, Local & State Emergency Operations Plan (EOP) Review
- EOC Operations Manual Review, EOC Position/ESF Taskbook completed

**Desired Prerequisites:**

- IS-240.B (Leadership & Influence), IS-241.B (Decision-Making & Problem-Solving),
- IS-703.A (NIMS Resource Management), IS-775 (EOC Management & Operations)

The purpose of this program is to establish a minimum level of knowledge, behavior and performance in Emergency Operations Center (EOC) positions. Many requirements of EOC personnel are heavily anchored in ICS based programs and education. These programs are helpful and valuable in the development of EOC personnel but not adequate to create effective and highly skilled EOC staff members. To create professional EOC staffers that understand the similarities and differences of EOC versus ICS, a complete program focusing on the special requirements of EOC operations is paramount. The program first begins with training and familiarity with agency emergency plans and EOC operations. Once completed, the taskbook concept begins to build the experience based learning to achieve optimal performance in the assigned EOC position.

Research shows that EOC training programs, taskbooks, operations manuals, and essentials of EOC positions is limited. Many EOCs use ICS formats, forms and training standards as their guide and force fit the discipline of ICS into the EOC system. This program delivers training curricula, EOC forms, EOC essentials manual and Taskbook evaluation / certification tools to create an effective EOC facility, MAC group and EOC operating system.

### **Roles and Responsibilities:**

**Candidate:** The candidate must complete each Critical Performance Task (CPT) identified within the taskbook in order to be certified by the State of Colorado. All prerequisites must be completed before initiating the CPT book. The candidate is responsible for maintaining their taskbook and having all documentation available at the time of evaluation. Venues that can be used for completing the taskbook are training or EOC activation experience.

The local jurisdiction may also choose to utilize these taskbooks to train personnel without seeking certification at the state level. In this case, the taskbooks are formatted to allow for modifications and additions of local tasks and knowledge. Each task is divided into four sections:

- Knowledge – In order to perform any task appropriately, an understanding about the steps of completing the task is needed.
- Behavior – In addition to describing the task, it is important to understand why the task is important. This area of each task causes the candidate to recognize the task and its implications.
- Task – With a good understanding about the relevance of the task and its importance, and the ability to describe the task, each candidate is expected to perform the given task for the position.
- Action Steps / Standards – The final part of each task includes checklist items, with an area to add local steps and standards to ensure local systems are understood and utilized.

**Agency Management:** Responsible for selecting candidates based on the needs of the organization and the ability to perform the functions of the EOC position. Agency Management is also responsible for providing opportunities for evaluation, including working with neighboring EOCs and working on actual incidents.

**Evaluator:** When seeking State Certification, all tasks within the taskbook must be accomplished. The evaluator is a person who determines if the task is performed or needs improvement and is able to sign off on certain observed tasks. Evaluators may include Agency Heads, EOC Managers, and anyone certified in the position they are evaluating.

The evaluator must evaluate the entire CPT section they begin to ensure consistent evaluation in the section. Other evaluators can be utilized as long as they are certified by the primary evaluator or certifying agency. If a candidate receives a “needs improvement” mark, a prescription must be completed after the evaluation and the task must be reevaluated at another date. The only task that needs to be reevaluated is the specific task receiving the “needs improvement” mark.

Multiple evaluators may sign off on a specific task to show proficiency in a position if several opportunities to observe that task have occurred. Each task must be completed during an EOC exercise or an actual EOC activation. The level of activation for the exercise or the actual event that is required for each task will be at the discretion of the evaluator.

The **Final Evaluator** is responsible for signing the verification statement on the inside front cover of the taskbook when all tasks have been completed satisfactorily.

**Certifying Agency:** The certifying agency may be either the local jurisdiction, if utilizing the taskbooks for local activations only, or the State Certification Board, if utilizing the taskbook to work with mutual aid EOCs or other communities. The certifying agency must sign off on the candidate's sheet prior to the end of the evaluation period. This establishes that the candidate is in fact part of an EOC system and their activity is supported by the agency.

**Prescription Program:** The prescription program is designed to provide specific feedback to the candidate. The prescription outlines the task needing improvement and also the evaluator records detailed information about the deficiency. The corrective action is explained in detail and in such a way that the candidate finds it useful. The candidate signs off on the prescription indicating that expectations are completely understood.

**Documentation:** All documentation is maintained by the certifying agency.

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| <b>CPT #1: ASSUME POSITION RESPONSIBILITIES</b> | Evaluation # | Evaluator<br>Initials |
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**1A: SUCCESSFULLY ASSUME THE ROLE OF OPERATIONS SECTION CHIEF AND INITIATE POSITION ACTIVITIES**

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| <b>1. Check-in according to agency guidelines</b>  |
| <u>Knowledge</u> - Describes the check-in procedures for the EOC.  |
| <u>Behavior</u> - Recognizes the responsibility of the Operations Section to ensure check-in procedures are carried out properly.  |
| <u>Task</u> - Demonstrates the ability to follow all check-in procedures and ensure that others within the EOC carry out the same. |
| Action Steps / Standards:  |
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| <b>2. Obtain and assemble all supplies, tools and technology needed to effectively perform the tasks of the Operations Section Chief</b>  |
| <u>Knowledge</u> - Describes the various tools needed to perform the functions of an Operations Section Chief.  |
| <u>Behavior</u> - Recognizes when to request or implement various EOC tools.  |
| <u>Task</u> - Locates, provides and uses the following EOC tools: <ul style="list-style-type: none"> <li>▶ References appropriate for the incident / event type and agencies involved</li> <li>▶ Position Manuals for the Section</li> <li>▶ EOC Policies and Procedures, EOC Operations Manual</li> <li>▶ ICP and EOC contact information</li> <li>▶ ICS and EOC Forms, Agency Specific Forms</li> <li>▶ Office Supplies needed to complete the job functions</li> </ul> |
| Action Steps / Standards:   |
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| <b>3. Establish and Maintain EOC Operational Rhythm &amp; Support</b>   |
| <u>Knowledge</u> - Shows awareness of the EOC Operational Rhythm and can describe each phase's possible support requirements.   |
| <u>Behavior</u> - Recognizes the various phases of the EOC operations and the importance of the Operations Section Chief position to the outcome of the incident.   |
| <u>Task</u> - Prepares a Section Support Plan by gathering information from all ESFs to determine support needs in the EOC; completes Situation Reports for the EOC Section as required related to the current EOC operational phase. |
| Action Steps / Standards:   |
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**1B: EOC OPERATIONS SECTION CONTACT INFORMATION**

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| <b>1. Obtain all EOC contact lists available, and develop updated contact lists as needed to support incident / event operations</b>                          |
| <u>Knowledge</u> - Describes the reasons for and information contained in contact lists for the EOC.  |
| <u>Behavior</u> - Recognizes the time necessary and the people who can assist in gathering contact information needed for the Section.                        |
| <u>Task</u> - Develops a fully updated contact list from previous lists and current staffing as needed to support incident / event operations in the Section. |
| Action Steps / Standards:<br>_____<br>_____<br>_____  |

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| <b>2. Field contact information</b>   |
| <u>Knowledge</u> - Describes how to establish a communication link with Field Elements and where the information resides (phone, radio, web, etc).                  |
| <u>Behavior</u> - Recognizes the need, prior to the transfer or demobilization, to accumulate the information and prepare to communicate to the incoming personnel. |
| <u>Task</u> - Demonstrates the ability to develop contact information.  |
| Action Steps / Standards:<br>_____<br>_____<br>_____  |

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**CPT #2: COMMON OPERATING PICTURE**

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**2A: GATHER RELEVANT INFORMATION ABOUT THE INCIDENT / EVENT IN ORDER TO PERFORM JOB DUTIES**

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| <b>1. Obtain initial briefing from the EOC Manager</b>   |
| <u>Knowledge</u> - Demonstrates knowledge of key information necessary to share in briefings to create a common operating picture.   |
| <u>Behavior</u> - Recognizes appropriate time and place to gather information from the EOC Manager after activation.   |
| <u>Task</u> - Contacts the EOC Manager at the appropriate place and time and gathers information appropriate to the incident / event.  |
| Action Steps / Standards:<br><ul style="list-style-type: none"> <li>▶ Obtain current situation and activities related to the event</li> <li>▶ Determine if present plan of action will meet incident / event objectives</li> <li>▶ Identify current and potential problems and concerns</li> </ul><br>_____<br>_____ |

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| <b>2. Gather information necessary from EOC Sections, ESF positions, Incident Command Post (ICP) or other personnel to determine immediate needs and priorities for the Operations Section</b>   |  |
| <u>Knowledge</u> - Demonstrates knowledge of Incident Command (IC) procedures, and describes EOC/ ICS interface and the information needed to provide support.                                   |  |
| <u>Behavior</u> - Recognizes when to gather event information upon activation.   |  |
| <u>Task</u> - Contacts the Branches and Sections using phone, radio, face to face or other means, at the appropriate place and time and gathers information appropriate to the incident / event. |  |
| Action Steps / Standards:  |  |
| ▶ Collect, evaluate and process resource and situational information to provide the basis of the Incident / Event Support Plan (ISP)   |  |
| ▶ Incident Commander's name and/or Incident Management Team (IMT) contact information and location information   |  |
| ▶ Assess ongoing needs, current resource commitment, availability and needs  |  |
| ▶ Current situation  |  |
| ▶ Weather  |  |
| ▶ Policy Group requirements  |  |
| ▶ Expected timelines for briefings, meetings, and team meetings  |  |
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| <b>3. Collect information from outgoing Operations Section Chief</b>   |  |
| <u>Knowledge</u> - Demonstrates knowledge of the Operations Section procedures and describes the information needed to provide operational support.  |  |
| <u>Behavior</u> - Recognizes when to gather event information upon activation.   |  |
| <u>Task</u> - Contacts the outgoing Operations Section Chief using phone, radio, face to face or other means, at the appropriate place and time and gathers information appropriate to the incident / event. |  |
| Action Steps / Standards:  |  |
| ▶ Obtain status of processes currently open  |  |
| ▶ Obtain status of existing Section activities   |  |
| ▶ Review Section logs, boards, and paper documentation   |  |
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**2B: DEVELOP SITUATIONAL AWARENESS TOOLS**

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| <p><b>1.Review current Situation Reports, 209s, and other situational data sets</b></p> <p><u>Knowledge</u> - Describes the information that is found on various situational reports, such as 209s, Situation Reports, and Incident Action Plans (IAP), and articulates how checking these reports can assist with gaining a common operating picture.</p> <p><u>Behavior</u> - After reviewing the reports, recognizes the need for additional action (i.e. requesting assistance or messaging other ESF positions for follow up and task postings).</p> <p><u>Task</u> - Demonstrates the ability to locate Situation Reports and documents, view them, and disseminate pertinent data in order to best support incident / event operations.</p> <p>Action Steps / Standards:</p> <p>_____</p> <p>_____</p> <p>_____</p> |
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| <p><b>2.Develop or implement situational awareness procedures for Operations Section to ensure a common operating picture</b></p> <p><u>Knowledge</u> - Describes how to implement situational awareness procedures within the Section to support EOC operations, and describes the necessary elements to obtain good situational awareness.</p> <p><u>Behavior</u> - Recognizes the need for standard procedures within the EOC for situational awareness.</p> <p><u>Task</u> - Illustrate the process for implementation of situational awareness tools within the Section. If no system is in place, demonstrate how such a system can be developed for the needs of the incident / event.</p> <p>Action Steps / Standards:</p> <ul style="list-style-type: none"> <li>▶ <u>Is there a recognized process for information flow and communication?</u></li> <li>▶ <u>Is there a recognized process for resource orders and how requests are made?</u></li> <li>▶ <u>Situation Reports</u></li> <li>▶ <u>WebEOC - Section Board, Significant Events Boards, task tracking</u></li> <li>▶ <u>4 Planes - Geographic, Spatial, Systems-Based, and Environmental</u></li> </ul> <p>_____</p> |
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| <p><b>EOC Organizational Structure (EOC 203 / EOC 207)</b></p> <p><u>Knowledge</u> - Demonstrates knowledge of the EOC structure in regard to organizational structure.</p> <p><u>Behavior</u> - Recognizes the structure described in the briefing and recognizes how to communicate and flow information in the EOC organization.</p> <p><u>Task</u> - If used, locates the EOC 203 form or the EOC 207 form, either electronically or on paper, and explains its use.</p> <p>Action Steps / Standards:</p> <p>_____</p> <p>_____</p> <p>_____</p> |
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| <b>Special considerations</b>   |
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| <u>Knowledge</u> - Describes the special considerations that are of concern to the Section in a briefing (resource ordering tracking, situation updates, documentation and demobilization). |
| <u>Behavior</u> - Recognizes during a briefing the need for any special considerations to be identified.  |
| <u>Task</u> - Demonstrates the ability to record all special considerations in an EOC 214 Unit Log in such a way to cause priority response in dealing with the needs.                      |
| <b>Action Steps / Standards:</b>  |
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| <b>Resources related to Sections</b>  |
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| <u>Knowledge</u> - Translates briefings and begins to mentally apply needs of the EOC Manager to existing logistical resources. Understands the location, content, and use of the following: EOC Form 209, Situation Reports, Resource Tracking Systems, ICS / EOC Forms.               |
| <u>Behavior</u> - During a briefing, recognizes when each Section tool should be accessed and adjusts Section duties and systems to the additional information received during the briefing.  |
| <u>Task</u> - Demonstrates the following abilities: (1) Completes resource ordering forms; (2) Operates the local and State WebEOC systems; (3) Checks on EOC 213rr forms, and operates the WebEOC status boards; (4) Provides a detailed Situation Report; (5) Utilizes task tracking. |
| <b>Action Steps / Standards:</b>  |
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| <b>Facilities related to Section</b>   |
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| <u>Knowledge</u> - Describes the facilities that would be under control of the Operations Section during and EOC activation. |
| <u>Behavior</u> - Recognizes when facilities under control of the Section would be established.                              |
| <u>Task</u> - Develops a Facility Plan, prepares operational briefing for facilities and performs a briefing.                |
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| <b>Event forecasting information - size, duration, etc.</b>   |
| <u>Knowledge</u> - Describes the process of assessing needs for Section ESF positions based on event forecasting and information.           |
| <u>Behavior</u> - Based on forecasting information, recognizes the operational needs and support requirements and anticipates future needs. |
| <u>Task</u> - Demonstrates the ability to create and implement a plan from an EOC forecast.   |
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| <b>ESF Logistics support needs</b>   |
| <u>Knowledge</u> - Describes the process and content of contacting ESF positions in the EOC and acquiring all support needs for subordinate ESF positions.                   |
| <u>Behavior</u> - As each ESF activates, the Section Chief recognizes the need to initiate contact and retrieves appropriate information from all ESF positions.             |
| <u>Task</u> - Demonstrates the ability to communicate and retrieve ESF information using phones, WebEOC tasks, messaging center and hard copy EOC 213 General Message Forms. |
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| <b>Ensure an EOC Incident Support Summary (EOC Form 209 or similar document) is completed within established timeframes making sure priorities and special considerations are specified</b> |
| <u>Knowledge</u> - Describes the function of the Incident Support Summary and its contents.   |
| <u>Behavior</u> - Recognizes when an Incident Support Summary document should be completed and how to gather the appropriate information for the form.                                      |
| <u>Task</u> - Gathers information from appropriate EOC members and completes an EOC Form 209 or similar document.   |
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**2C: GATHER INFORMATION FROM WEBEOC**

| <b>Check available Section Logs for information</b>  |
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| <u>Knowledge</u> - Describes the purpose, use and type of information found in the Operations Section Log.   |
| <u>Behavior</u> - Recognizes when to review the Operations Section Log for information (red word indicators, or time check )                           |
| <u>Task</u> - Demonstrates the ability to log into WebEOC, get to the correct EOC position profile and open the control panel to view the Section Log. |
| Action Steps / Standards:  |
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| <b>Review EOC Local Significant Events Board</b>   |
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| <u>Knowledge</u> - Describes the purpose, use and type of information found in the Local Significant Events Board. |
| <u>Behavior</u> - Recognizes when to review the Local Significant Events Board for information.                    |
| <u>Task</u> - Demonstrates ability to operate the EOC Local Significant Events Board                               |
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| <b>Review State Significant Events Board</b>   |
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| <u>Knowledge</u> - Describes the purpose and information postings found on the State Significant Events Board.   |
| <u>Behavior</u> - Recognizes when to review the State Significants Event Board (immediately upon assuming role and every 10-15 minutes) and make recommendations on information to post to the State Significant Events Board.         |
| <u>Task</u> - Demonstrates the ability to log onto the State WebEOC site and view the Significant Events Boards. Using WebEOC, posts information to the Local Significant Events Board and sends a message recommending state posting. |
| Action Steps / Standards:  |
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**Review EOC Resource Request Forms (EOC 213rr)**

Knowledge - Describes when an EOC 213rr would be initiated, how to complete the form and the process for authorization. Describes how to access the EOC 213rr Status Board.

Behavior - When any resource (equipment, personnel, item or apparatus) is ordered through the EOC the use of an EOC 213rr or Request for Assistance Form (RFA) is required. Upon reviewing the EOC 213rr Status Board recognition of incomplete forms are investigated and resource ordering points are identified.

Task - Demonstrates the ability to log into WebEOC, get to the correct EOC position profile and open the control panel to view the available EOC 213rr Forms.

Action Steps / Standards:

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**Review task assignments**

Knowledge - Describes why checking task assignments initially is important to retrieving assignments. Describes the importance of task tracking as it related to EOC use during an activation.

Behavior - During activation, recognizes when it's important to assign tasks or projects. Also recognizes the intervals needed to check the Task Tracker Board and maintain current updated status to check for new postings.

Task - Demonstrates the ability to log into WebEOC, get to the correct EOC position profile and open the control panel to view the Task Tracker Board.

Action Steps / Standards:

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**Review Situation Reports**

Knowledge - Describes the information found in a Situation Report and differentiates a published Situation Report from a working report.

Behavior - Upon activating the Section, recognizes the need to review and publish Situation Reports. In addition recognizes the need to initiate a Situation Report for the Section and/or ESF positions.

Task - Demonstrates the ability to log into WebEOC, get to the correct EOC position profile and open the control panel to view the published Situation Report for the event and the Situation Report for the Section.

Action Steps / Standards:

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**Review completed EOC Unit Log (EOC 214)**

Knowledge - Describes the information that is found on a EOC Unit Log (Form 214) and how checking this form can assist with gaining a common operating picture.

Behavior - After reviewing the EOC 214 Form, recognizes the need for additional action (i.e. resource requests, requesting assistance or messaging other EOC positions / ESFs) for follow up and task postings.

Task - Demonstrates the ability to log into WebEOC, get to the correct EOC position profile and open the control panel to view the available Unit Logs.

Action Steps / Standards:

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**Review Geographic Information System Common Operating Picture (GIS COP) Map**

Knowledge - Describes the information found in the GIS COP Map located in Mapper in WebEOC. Describes the process for updating the Map using the communication processes located in WebEOC (messaging, my tasks, and posting to Section Logs).

Behavior - Following review of the GIS COP Map, evaluates the information for accuracy and detail then determines if additional information should be added.

Task - Demonstrates the ability to log into WebEOC, get to the correct EOC position profile and open the control panel to view the GIS COP Map.

Action Steps / Standards:

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**CPT #3: EOC PROCESSES AND SUPPORT SYSTEMS**

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**3A: ESTABLISH EOC SECTION ORGANIZATIONAL STRUCTURE**

**Assign additional positions to assist the Operations Section Chief**

Knowledge - Describes the process that the Operations Section Chief position will fulfill when established.

Behavior - Upon activation, the Operations Section recognizes the need for assistance and initiates contact to fill the position.

Task - Demonstrates the ability to use resource lists to contact personnel to fill the required position(s) during activation.

Action Steps / Standards:

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| <b>Develop Section ESF positions and Units / functions based on needs</b>   |  |
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| <u>Knowledge</u> - Describes the process used to assess the Support and Service Branch needs of an event, including contacting ESF positions, Section Chiefs, and EOC Manager to determine all needs. Describes the process for developing a plan to address each identified need from the Support & Services audit of the EOC. Describes the process used to build out the Section elements & how they will function once established. |  |
| <u>Behavior</u> - When the event requires the EOC to assume responsibilities outside of the event footprint, the Operations Section Chief recognizes the need for an EOC Support and Services audit and initiates the process without hesitation.   |  |
| <u>Task</u> - Demonstrates the ability to initiate the auditing process and communicate within the EOC system to accomplish the data collection. Once the audit is completed the Operations Section develops an Incident / Event Services and Support Plan.   |  |
| Action Steps / Standards:   |  |
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| <b>Establish and maintain positive interpersonal and interagency working relationships amongst EOC personnel</b>   |  |
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| <u>Knowledge</u> - Describes the benefits of creating positive working relationships with team members, and the disadvantages if these relationships do not exist. |  |
| <u>Behavior</u> - Recognizes the need to create and maintain positive working relationships with EOC staff.  |  |
| <u>Task</u> - Demonstrates the ability to communicate effectively with team members and evaluations show that the candidate works well with others.                |  |
| <ul style="list-style-type: none"> <li>▶ Local Agencies</li> <li>▶ Hosting Unit, Policy Group</li> <li>▶ Public</li> <li>▶ EOC Personnel</li> </ul>                |  |
| Action Steps / Standards:  |  |
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**3B: ESTABLISH SECTION RESOURCE ORDERING PROCEDURES**

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| <b>Develop Operations Section ordering processes for small items or services, fire and air support, and All Hazards resources</b>   |
| <u>Knowledge</u> - Describes the elements of each resource ordering system: small items or services, fire and air support, and All Hazards resources  |
| <u>Behavior</u> - When a resource order is initiated by a Branch, Unit and/or ESF position the appropriate resource ordering system is selected and properly utilized.  |
| <u>Task</u> - Initiates a resource request for the following resource types: <ul style="list-style-type: none"> <li>▶ Items and/or services</li> <li>▶ Fire and air support</li> <li>▶ All Hazards resources</li> </ul> |
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| <b>EOC 213rr form processing, resource authorization &amp; resource request communications</b>  |
| <u>Knowledge</u> - Describes the data fields of the EOC 213rr and describes the authorization process that each resource request must go through before the resource order is placed. Describes the process that is required to verify the resource request and follow up on the processing of the request. |
| <u>Behavior</u> - When issued an EOC 213rr, recognizes the appropriate steps to complete the form, authorize the form, and react appropriately with the communications required to initiate and complete the resource request.  |
| <u>Task</u> - When issued an EOC 213rr form, properly completes the form, authorizes, and processes the resource then communicates disposition to the requesting EOC position.  |
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| <b>Determine resource ordering points for the Section</b>  |
| <u>Knowledge</u> - Describes how resource ordering points are established in the EOC.  |
| <u>Behavior</u> - Given all possibilities for resource ordering points, responds appropriately when resource orders are placed.    |
| <u>Task</u> - Using EOC communication systems, contacts the EOC Manager and determines resource ordering points during activation. |
| Action Steps / Standards:  |
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| <b>Monitor resource ordering process</b>  |
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| <u>Knowledge</u> - Describes how the resource ordering process occurs under the following circumstances: (1) Logistics based resource ordering; (2) ESF ordering point; (3) Section Chief resource ordering point.                                      |
| <u>Behavior</u> - Under the three possible conditions, the Operations Section Chief reacts appropriately in each situation in processing an EOC 213rr. Recognizes when a resource ordering point is established and notifies appropriate EOC positions. |
| <u>Task</u> - Properly notifies EOC Manager and other Section Chiefs when a resource ordering point is established. Properly executes an EOC 213rr process for the three possible resource ordering scenarios.  |
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**3C: EVALUATE INFORMATION SITES**

| <b>Define information sources of the EOC used by the Operations Section Chief</b>  |
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| <u>Knowledge</u> - Describes the information sources available to the Operations Section Chief and how to access the information. Describes what information is found at each information site (EOC 214, Section Log, Significant Events Board, Task Tracker). |
| <u>Behavior</u> - Properly identifies the appropriate information sources to obtain information requested or needed.   |
| <u>Task</u> - Locates, operates, adds and transfers /documents information of each source (EOC 214s, Section Logs, Significant Events Boards, and Task Tracker Board).   |
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**3D: DEVELOP AND IMPLEMENT INCIDENT / EVENT SUPPORT PLAN FOR ELEMENTS OUTSIDE OF THE ICS FOOTPRINT**

| <b>Determine current resource support needs from each ESF position</b>  |
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| <u>Knowledge</u> - Describes the process for soliciting resource support needs from each ESF position (perform resource support check in with each EOC position using request assistance or messaging). Finds out what's needed, what you have for resources and the need for future support. |
| <u>Behavior</u> - Recognizes the need to perform a resource support assessment.   |
| <u>Task</u> - Demonstrates the ability to notify, inform and complete the resource support needs assessment using WebEOC or paper platforms.  |
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| <b>Determine with Logistics Section Chief the priority of resource needs</b>  |  |
| <p><u>Knowledge</u> - Describes why, how &amp; when to accumulate and present the resource support needs assessment results for prioritization with the Logistics Section Chief.</p> <ul style="list-style-type: none"> <li>▶ Resource prioritization is needed to determine which resource requests and support needs are completed first</li> <li>▶ Resource priority assessments shall be completed when the Logistics Section is not capable of completing all requests.</li> </ul> |  |
| <p><u>Behavior</u> - Recognizes the time stamps to initiate a resource prioritization and communicates appropriately using the various methods of communication within the EOC.</p>   |  |
| <p><u>Task</u> - Demonstrates the ability to develop a Resource Prioritization Report and conducts a meeting with Logistics Section Chief.</p>  |  |
| <p>Action Steps / Standards:</p> <hr/> <hr/> <hr/>  |  |

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| <b>Advise on immediate support capabilities and limitations</b>  |  |
| <p><u>Knowledge</u> - Describes why advising on support capabilities and limitations are important to EOC activities. Determines what can be supported and communicates limitations and capabilities to set expectations from ESF positions and their Field Elements. Completes a gap analysis and develops a plan to increase capacity.</p> |  |
| <p><u>Behavior</u> - Recognizes when gaps develop. Communicates findings, develops a plan to address issues, and monitors the plan for effectiveness.</p>  |  |
| <p><u>Task</u> - Demonstrates the ability to assess and address capabilities and limitations of the Section.</p>   |  |
| <p>Action Steps / Standards:</p> <hr/> <hr/> <hr/>   |  |

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| <b>Identify potential future requirements for the next operational period</b>  |  |
| <p><u>Knowledge</u> - Describes the process for assessing future requirements for the next operational period related to the Section's responsibilities (what are you currently doing, what are you currently using to do it, what do you need to do, what do you need to do it, and when is it needed).</p> |  |
| <p><u>Behavior</u> - Recognizes when the operational period will end and initiates the assessment.</p>   |  |
| <p><u>Task</u> - Demonstrates the ability to execute the forecasting for the next operational period and prepare the report.</p>   |  |
| <p>Action Steps / Standards:</p> <hr/> <hr/> <hr/>   |  |

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**CPT #4: LEADERSHIP / ACCOUNTABILITY**

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**4A: LEADERSHIP PRINCIPLES**

**Demonstrates proficiency in the position**

Knowledge - Describes appropriate policies and procedures of the EOC and Section.

Behavior - Recognizes the needs of staff and incident / event support priorities and executes tasks appropriately.

Task - Takes initiative without supervision or prompting.

Action Steps / Standards:

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**Make sound and timely decisions**

Knowledge - Describes the size up process required to make sound and timely decisions (what do I have, what do I want or need to do, what do I need and who needs to know).

Behavior - Recognizes the need to make a decision and apply the decision process.

Task - Demonstrates the ability to apply the decision process in an actual EOC environment and have a successful outcome.

Action Steps / Standards:

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**Tasks are assigned, understood and accomplished**

Knowledge - Describes the general approach to assigning tasks and overseeing work (clear mission, resources available, time, and clear definition of completion). Explains check in points for direct reports.

Behavior - Recognizes the need to intervene and provide oversight related to task assignment.

Task - Demonstrates the ability to conduct the process described above when warranted.

Action Steps / Standards:

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| <b>Keep subordinates informed</b>   |
| <u>Knowledge</u> - Has knowledge of communications processes and fundamentals.                                      |
| <u>Behavior</u> - Recognizes when subordinates need information either to complete a task or for updating purposes. |
| <u>Task</u> - Conducts feedback processes, briefings and conversations effectively.                                 |
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| <b>Assign tasks to subordinates in accordance with their abilities</b>  |
| <u>Knowledge</u> - Describes how to rapidly evaluate the ability level of a subordinate (baseline questioning, qualification review, interviewing peers, recite work steps / process, action / results test). |
| <u>Behavior</u> - Recognizes the ability of a subordinate before assigning work responsibilities.   |
| <u>Task</u> - Demonstrates the ability to review a subordinate's abilities based on a task assignment.  |
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| <b>Accepts responsibility for actions</b>   |
| <u>Knowledge</u> - Describes the actions that would be required of a Section Chief if a mistake was made or miscommunication occurred during activation.  |
| <u>Behavior</u> - Recognizes when a problem or mistake occurs and reacts quickly and appropriately to take corrective action.   |
| <u>Task</u> - Demonstrates that when a mistake occurs that the ability to resolve the problem or conflict can be done quickly and effectively to move towards accomplishing the overall goals of the EOC. |
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| <p><b>Work goals are SMART compliant</b><br/> <b>"Specific – Measurable – Attainable – Relevant – and Timely"</b></p> <p><u>Knowledge</u> - Describes each dimension of SMART.</p> <p><u>Behavior</u> - Recognizes when to use SMART during development of work goals.</p> <p><u>Task</u> - Demonstrates the use of SMART when setting goals.</p> <p>Action Steps / Standards:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> |
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| <p><b>Emphasizes teamwork</b></p> <p><u>Knowledge</u> - Describes various methods of building teams and teamwork.</p> <p><u>Behavior</u> - Recognizes the advantages of bringing the focus of the group to a team result.</p> <p><u>Task</u> - Establishes cohesiveness among assigned personnel and trust through open communications.</p> <p>Action Steps / Standards:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> |
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**4B: ACCOUNTABILITY OF ASSIGNED PERSONNEL**

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| <p><b>Ensure assigned staff are following guidelines and procedures appropriately</b></p> <p><u>Knowledge</u> - Describes the roles and functions under the Operations Section Chief in the EOC. Describes what constitutes accountability in the EOC (span of control, unity of command, timely completion of tasks, working within established plans and operations manuals for the EOC).</p> <p><u>Behavior</u> - Recognizes whether or not assigned personnel are following chain of command, tasks and/or communications.</p> <p><u>Task</u> - When an accountability corrective action is needed, the candidate initiates it in a timely manner and follows up as needed.</p> <p>Action Steps / Standards:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> |
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| <b>Manage workload to meet operational period to achieve objectives</b>  |
| <u>Knowledge</u> - Describes how to manage workloads (planning for additional operational periods, set time benchmarks for each task). |
| <u>Behavior</u> - Recognizes when to apply work management practices.  |
| <u>Task</u> - Conducts a workload management meeting when developing work plans and conducts check in at required time or intervals.   |
| Action Steps / Standards:  |
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| <b>Ensure subordinates understand assignments for operational period</b>  |
| <u>Knowledge</u> - Describes the ways to ensure that subordinates understand assignments and tasks (echoing, provide feedback opportunities, remove time pressure if possible, review written work plans, and listening to their briefing). |
| <u>Behavior</u> - Recognizes the need to employ the various actions to ensure work assignments are understood.  |
| <u>Task</u> - Demonstrates the ability to apply the various actions to help subordinates understand work assignments.   |
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| <b>CPT #5: WORK GROUP SUPERVISION</b> | Evaluation # | Evaluator Initials |
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**5A: INFLUENCE, GUIDE AND DIRECT PERSONNEL TO ACCOMPLISH OBJECTIVES**

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| <b>Establish priorities among ESF positions and Units within the Operations Section</b>   |
| <u>Knowledge</u> - Describes the process for prioritizing work within the Operations Section (immediate support for IC, ESF needs and EOC support needs). |
| <u>Behavior</u> - When operating the Section, recognizes the need to review priorities and the appropriate order of assigning work.                       |
| <u>Task</u> - Demonstrates the prioritization process while working with the ESF positions in the Section.  |
| Action Steps / Standards:   |
| ▶ Establish trust through open communication  |
| ▶ Require commitment  |
| ▶ Set expectations of accountability  |
| ▶ Bring focus to the team result  |
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| <p><b>Identify training needs and provide subordinates opportunities for training</b></p> <p><u>Knowledge</u> - Describes how trainees work within the EOC structure and any procedures associated with this practice.</p> <p><u>Behavior</u> - Recognizes the value of having trainees work alongside Operations Section personnel to gain experience and knowledge in EOC operations.</p> <p><u>Task</u> - Identifies training needs of subordinates and provides documentation for actions that are necessary to advance in Operations Section positions.</p> <p>Action Steps / Standards:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> |
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| <p><b>Manage information postings and respond in a timely fashion to requests for assistance</b></p> <p><u>Knowledge</u> - Describes how a request for assistance is executed in the EOC and how it comes to the Operations Section.</p> <p><u>Behavior</u> - When a request is made of the Section, the Operations Section Chief reviews the information and appropriately determines the action required.</p> <p><u>Task</u> - Demonstrates the ability to initiate an Operations Section Log and to route or act on any requests from the Section ESF positions.</p> <p>Action Steps / Standards:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> |
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**5B: ENSURE ALL ESF FUNCTIONS ARE MANAGED APPROPRIATELY**

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| <p><b>Support the duties of Resource Unit Leader (tracking personnel and resources ordered through the EOC) according to current policies and procedures</b></p> <p><u>Knowledge</u> - Describes the duties of the Resource Unit Leader (or equivalent) at both the EOC and the Incident Command Post, and describes policies and procedures related to the Unit within the EOC.</p> <p><u>Behavior</u> - Recognizes the need for adequate resource tracking within the EOC and the challenges associated with this task.</p> <p><u>Task</u> - Demonstrates the Section Chief duties associated with supporting the Resource Unit (or equivalent) in order to support the incident / event.</p> <p>Action Steps / Standards:</p> <ul style="list-style-type: none"> <li>▶ Maintain status of all assigned resources (EOC Support)</li> <li>▶ Maintain a master list of all resource requests and orders (filled and unfilled)</li> </ul> <p>_____</p> <p>_____</p> <p>_____</p> |
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| <p><b>Support the duties of Situation Unit Leader / function (situational reports and mapping requirements) according to current policies and procedures</b></p> <p><u>Knowledge</u> - Describes the duties of the Situation Unit Leader / function (or equivalent) at both the EOC and the the Incident Command Post, and describes policies and procedures related to the Unit within the EOC.</p> <p><u>Behavior</u> - Recognizes the need for monitoring the current situation and providing supporting documents and maps to support incident / event operations. Recognizes the challenges associated with the Situation Unit.</p> <p><u>Task</u> - Demonstrates the Operations Section Chief duties associated with supporting the Situation Unit (or equivalent) in order to support the incident / event.</p> <p>Action Steps / Standards:</p> <ul style="list-style-type: none"> <li>▶ Ensure the collection, processing, and organizing of all incident / event support information</li> <li>▶ As needed, prepare future projections of incident growth, maps, and intelligence EOC specific information to include: damage assessments, rapid needs assessments, field observations, re-entry considerations, etc.</li> </ul> |
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| <p><b>Support the duties of Documentation Unit Leader / function (maintain EOC files and storage of incident related materials) according to current policies and procedures</b></p> <p><u>Knowledge</u> - Describes the duties of the Documentation Unit Leader / function (or equivalent) at both the EOC and the the Incident Command Post, and describes policies and procedures related to the Unit within the EOC.</p> <p><u>Behavior</u> - Recognizes the need for the adequate tracking, processing and storage of EOC documentation and the challenges associated with these tasks.</p> <p><u>Task</u> - Demonstrates the Section Chief duties associated with supporting a Documentation Unit / function (or equivalent) in order to support the incident / event.</p> <p>Action Steps / Standards:</p> <ul style="list-style-type: none"> <li>▶ Maintain accurate and up to date incident / event files</li> <li>▶ Provide duplication services</li> <li>▶ Ensure proper storage of incident / event files for legal, analytical, and historic purposes</li> </ul> |
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**Support the duties of Demobilization Unit Leader / function (development of EOC Demobilization Plan) according to current policies and procedures**

Knowledge - Describes the duties of the Demobilization Unit / function (or equivalent) at both the EOC and the the Incident Command Post, and describes policies and procedures related to the Unit within the EOC.

Behavior - Recognizes the need for adequate demobilization procedures and processes and recognizes the challenges associated with this task.

Task - Demonstrates the Section Chief duties associated with supporting a Demobilization Unit / function (or equivalent) in order to support the incident / event.

Action Steps / Standards:

- ▶ Develop the Incident Demobilization Plan

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**Evaluate performance and provide feedback or instruction**

Knowledge - Describes the process for determining when performance feedback needs to occur during an operational period or action (note tasks not being completed on time, required forms not being completed, lack of information postings in Section Log, physical appearance of stress, and messages not being returned).

Behavior - Recognizes the signs that performance feedback is required during an activation of the EOC.

Task - Demonstrates the ability to recognize then take action to communicate performance feedback. Records actions in EOC Unit Log form.

Action Steps / Standards:

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**Ensure conflict resolution procedures are clearly stated, understood and agreed upon**

Knowledge - Describes the EOC conflict resolution procedures as stated in the EOC Operations Manual (resolve at lowest level if possible, move to Liaison, Concierge or EOC Manager).

Behavior - Recognizes when a conflict is occurring and take appropriate action to resolve and recognize when to move it to a higher authority.

Task - Demonstrates how to deal with a conflict that is occurring within the Section and document its occurrence.

Action Steps / Standards:

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**CPT #6: OPERATIONAL REQUIREMENTS**

Evaluation #

Evaluator  
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**6A: ENSURE DOCUMENTATION IS COMPLETE**

**Situation Report compiled from Branches and Units**

Knowledge - Describes the use and process for completing the EOC Situation Report form.

Behavior - Recognizes the need to utilize the form and at the appropriate time.

Task - Demonstrates the ability to acquire, complete and maintain the form. Demonstrates the ability to utilize information from Situation Reports to create Incident / Event Support Plan documents.

Action Steps / Standards:

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**Personnel time records are completed**

Knowledge - Describes the use and process for completing the personnel time records.

Behavior - Recognizes the need to utilize the records and at the appropriate time.

Task - Demonstrates the ability to acquire, complete and maintain the records.

Action Steps / Standards:

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**Resource requests are saved for each operational period**

Knowledge - Describes the process and requirements for saving resource request information.

Behavior - Recognizes the need for documentation and at the appropriate time.

Task - Demonstrates the ability to find the correct resource files, forms and charts and then save and print.

Action Steps / Standards:

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**6B: ASSIST IN THE DEVELOPMENT OF AN INCIDENT / EVENT SUPPORT PLAN**

| <b>Advise on immediate support capabilities and limitations</b>  |
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| <u>Knowledge</u> - Describes how support capabilities and limitations are important to planning activities. Determines what can be supported and communicates limitations to set expectations from Branches and their Field elements (it also helps to assess this to complete a gap analysis and then develop a plan to increase capacity within the Planning Section). |
| <u>Behavior</u> - Recognizes when there are gaps and then identifies and communicates findings, develops a plan to address issues and monitors the plan for effectiveness.   |
| <u>Task</u> - Demonstrates the ability to assess and address capability and limitations of the Section.  |
| Action Steps / Standards:  |
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| <b>Facilitate the development of operational period objectives for the EOC to support incident / event operations</b>   |
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| <u>Knowledge</u> - Describes the procedure for working with other Section Chiefs and the EOC Manager to develop EOC objectives for each operational period and the method of notifying EOC personnel. |
| <u>Behavior</u> - Recognizes the need for clear EOC objectives to be outlined for each operational period to support EOC operations.  |
| <u>Task</u> - Demonstrates the process for developing EOC objectives with support from the other Section Chiefs and EOC Manager.  |
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| <b>Identify requirements for future operational periods</b>  |
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| <u>Knowledge</u> - Describes the process for evaluating future requirements related to the Operation Section's responsibilities (what are you currently doing, what are you currently using to do it, what do you need to do, what do you need to do it, and when is it needed). |
| <u>Behavior</u> - Anticipates the end of the operational period and initiates the assessment.  |
| <u>Task</u> - Demonstrates the ability to execute the forecasting for future operational periods and prepares the reports.   |
| Action Steps / Standards:  |
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| <p><b>Facilitate the development of incident / event maps to assist EOC in support operations</b></p> <p><u>Knowledge</u> - Describes the process for acquiring, developing and copying incident and EOC maps in order to best support incident / event operations.</p> <p><u>Behavior</u> - Recognizes the need for visual representation of incident actions and facilities to support incident / event operations.</p> <p><u>Task</u> - Demonstrates how to acquire information for an incident support map with all labels, facilities, or other incident / event related markers.</p> <p>Action Steps / Standards:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> |
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| <p><b>Support the development of an Incident / Event Support Plan (ISP)</b></p> <p><u>Knowledge</u> - Describes the procedure utilized within the EOC for creating an Incident / Event Support Plan and describes the distribution procedures.</p> <p><u>Behavior</u> - Recognizes the need for accurate and updated information in the ISP.</p> <p><u>Task</u> - Demonstrates how to create an EOC ISP.</p> <ul style="list-style-type: none"> <li>▶ Obtain elements from other appropriate Sections within established timeframes.</li> <li>▶ Assemble the elements into an ISP             <ul style="list-style-type: none"> <li>- Support Objectives (EOC 202 or similar document)</li> <li>- EOC Organization and Staffing (EOC 203 or 207)</li> <li>- ESF Responsibilities and Priorities</li> <li>- Contact lists and Communications Plans (EOC 205 or Similar)</li> <li>- Maps and other supporting documentation</li> <li>- Weather Reports and other documents that may affect support operations</li> <li>- Reporting procedures</li> </ul> </li> <li>▶ Ensure the ISP meets EOC objectives and is congruent with approved incident plans.</li> <li>▶ Develop contingency plans as needed (evacuation, sheltering, debris removal, re-entry, etc)</li> <li>▶ Identify how many copies are needed</li> <li>▶ Ensure Documentation Unit makes and distributes appropriate copies to key people</li> </ul> <p>Action Steps / Standards:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> |
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| Evaluation # | Initials |
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**CPT #7: MEETINGS, EOC BRIEFINGS AND DEBRIEFINGS**

Evaluation #

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Initials

**7A: CONDUCT SECTION MEETINGS AT APPROPRIATE TIMES WITH STAFF**

**Schedule and conduct Section meetings as needed to keep EOC members informed**

Knowledge - Describes the process for conducting a Section meeting. The process should include information needed (EOC forms, EOC organizational chart, Situation Report, Resource Status), time and location, invitee list, meeting objectives, and process (overview, detail report from subordinates, what is working and not working, recommendations), next operational period review and joint goal and objective setting.

Behavior - When an EOC briefing is scheduled or completed, recognizes the need for additional Section meetings and initiates the process. When operational and organizational problems appear, calls for a meeting to focus the work group.

Task - Demonstrates the ability to acquire all information for the meeting and properly conduct a briefing.

Action Steps / Standards:

- ▶ Inform identified meeting attendees of the time, location, and information expected of them for the meeting
- ▶ Define objectives, agenda, and time expectations for the meeting
- ▶ Post the meeting agenda at appropriate locations
- ▶ Arrangements are made for documentation and recording of applicable information
- ▶ Resolve concerns and conflicts
- ▶ Conduct Section meetings in a timely manner

Evaluation #

Initials

**Monitor EOC support status and develop alternate strategies as needed to meet EOC objectives**

Knowledge - Describes the process or procedure for altering existing plans as needed to continue to support incident / event operations.

Behavior - Recognizes the need to be flexible when determining objectives and when it is appropriate to change existing plans to support incident / event operations.

Task - Advise EOC staff in a timely manner of significant changes in incident status or EOC support status that may affect them.

Action Steps / Standards:

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Evaluation #

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**7B: ATTEND AND CONDUCT BRIEFINGS AS NEEDED**

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| <b>Attend Agency Administrator, Command and General Staff and EOC Staff meetings and briefings as outlined by the EOC Manager</b>  |  |
| <u>Knowledge</u> - Describes the various meetings and briefings conducted within the EOC and the need for the Section to participate.  |  |
| <u>Behavior</u> - Recognizes the Section's role in meetings and briefings within the EOC.  |  |
| <u>Task</u> - Attends and conducts appropriate meetings and briefings  |  |
| Action Steps / Standards:  |  |
| Obtain a completed analysis of the incident; e.g., written Delegations of Authority, <ul style="list-style-type: none"> <li>▶ copies of most recent ICS Form 209, maps of the incident / event, and IMT information as necessary</li> <li>▶ Receive EOC Manager's priorities, goals, and objectives for the EOC personnel</li> <li>▶ Obtain initial instructions concerning the tasks expected of the Operations Section</li> <li>▶ Receive expected timeframe for briefings, planning meetings and team meetings</li> </ul> |  |
| Display, describe, and utilize necessary agency policy, legal and fiscal constraints, <ul style="list-style-type: none"> <li>▶ and political considerations to be used in the meeting to review adequacy of strategic plans and the development of the Incident Support / Event Plan</li> <li>▶ Obtain key contact list with email, phone and fax numbers</li> </ul>   |  |
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| <b>Update on current accomplishments or concerns</b>   |  |
| <u>Knowledge</u> - Describes how the EOC forms are used to update objectives and assignments. Compares the information needed to populate EOC forms for a briefing.  |  |
| <u>Behavior</u> - Recognizes the need and appropriate information needed to populate an EOC 202, 203 and 204 forms for a briefing.   |  |
| <u>Task</u> - Demonstrates the ability to complete the EOC 202, 203 and 204 forms. Demonstrates the ability to effectively communicate the update during a briefing. Demonstrates the ability to capture Section and ESF priorities. |  |
| Action Steps / Standards:  |  |
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| <b>Options / Considerations / Recommendations</b>   |  |
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| <p><u>Knowledge</u> - Describes the correct process for laying out options and considerations (start with least to best in options; do not detail considerations for unrealistic options). Describes how to correctly present recommendations (recommendations are tied to specific objectives, recommendations are SMART related, good explanation for the choice, consideration of unintended consequences, delegation orders, and how the recommendation is going to be communicated).</p> |  |
| <p><u>Behavior</u> - Recognizes the differences between the least likely options from the ones that are realistic options and provides information accordingly. Recognizes the time to move the options and considerations discussion into recommendations.</p>   |  |
| <p><u>Task</u> - Demonstrates the ability to effectively communicate options, considerations and recommendations during a briefing.</p>   |  |
| <p>Action Steps / Standards:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>  |  |

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| <b>Ensure briefing expectations are communicated to all Branches and Units and functional areas prior to the briefing</b>  |  |
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| <p><u>Knowledge</u> - Describes what expectations should be communicated to functional areas related to the Section before a briefing. Describes why it is important to provide background information for each of the action items during a briefing.</p> |  |
| <p><u>Behavior</u> - Recognizes the need for various briefing elements to have background information developed before the briefing begins. Recognizes the required level of information, topics and resources needed to communicate expectations.</p>     |  |
| <p><u>Task</u> - Demonstrates the ability to effectively communicate the Section expectations before and during a briefing.</p>  |  |
| <p>Action Steps / Standards:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>   |  |

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| <b>EOC task tracking and status</b>  |
| <u>Knowledge</u> - Describes how to evaluate the status of tasks and communicate to incoming team and ESF positions that are impacted by the transfer.               |
| <u>Behavior</u> - Recognizes that there will be tasks not completed during the process and plans accordingly.  |
| <u>Task</u> - Demonstrates the ability during a transfer of responsibility or demobilization to acquire, track and communicate to incoming team task tracking needs. |
| Action Steps / Standards:  |
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| <b>Ensure all required reports and narratives are completed to agreed upon standards prior to leaving the EOC</b>  |
| <u>Knowledge</u> - Describes the various reports and narratives required at the end of shift or incident / event and the information required to complete them.                                |
| <u>Behavior</u> - Recognizes the need for completed reports and forms before leaving an incident / event.  |
| <u>Task</u> - Demonstrates how to complete an EOC narrative and any supporting documentation. Demonstrates the ability to relay the Operational Rhythm and meeting schedule to oncoming staff. |
| Action Steps / Standards:  |
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**8B: RECOVERY - SHORT AND LONG TERM (AS NEEDED)**

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| <b>As/if needed, determine recovery needs and develop adequate recovery planning documentation for short and long-term recovery needs within Operations Section responsibilities</b> |
| <u>Knowledge</u> - Describes the various aspects of recovery and the long-term implications of each.   |
| <u>Behavior</u> - Recognizes the need for recovery planning and the appropriate time to begin this process.  |
| <u>Task</u> - Demonstrates the ability to gather recovery information and reports for the Recovery Task Force.   |
| Action Steps / Standards:  |
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| <b>Recovery directives tasking</b>   |
| <u>Knowledge</u> - Describes the actions required to task recovery directives to the appropriate agencies, staff and organizations per the Policy Group. |
| <u>Behavior</u> - Recognizes the required actions to task recovery directives.   |
| <u>Task</u> - Properly tasks recovery directives to the expectations of the Policy Group.  |
| Action Steps / Standards:  |
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**8C: DEMOBILIZATION**

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| <b>Describe the process for demobilizing the Operations Section Chief responsibilities</b>   |
| <u>Knowledge</u> - Describes the process for transferring or demobilizing the Operations Section Chief responsibilities - arrange all operational period information in printable format or be sure to review all electronically held data with the incoming team (EOC forms, situation reports, logs, status boards, GIS COP, briefing and meeting notes, review messages, organization chart). |
| <u>Behavior</u> - Recognizes the need prior to the end of the operational period to develop a transfer of responsibility process.  |
| <u>Task</u> - Demonstrates the ability to acquire information and can navigate the electronic data tools of WebEOC to successfully complete a transfer.  |
| Action Steps / Standards:  |
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| <b>EOC organizational structure</b>   |  |
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| <u>Knowledge</u> - Describes how to transfer responsibility or demobilize the Operations Section organizational structure. Communicates transfer of responsibility process to each ESF position, ensures all documentation is complete, if an After Action Report is required, and status of activities within the Section. |  |
| <u>Behavior</u> - Recognizes the need and how to implement the transfer of responsibility or demobilization of the Section when needed.   |  |
| <u>Task</u> - Demonstrates the ability to transfer responsibility or demobilize and manage the process effectively.   |  |
| Action Steps / Standards:   |  |
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| <b>ESF support needs</b>  |  |
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| <u>Knowledge</u> - Describes the process to evaluate support needs not completed by the transfer of responsibility or demobilization time (prior to a transfer or demobilization the Section Chief acquires all support needs using messaging or request for assistance). |  |
| <u>Behavior</u> - Recognizes that there will be support needs during the transfer of responsibility or demobilization process and plans accordingly.  |  |
| <u>Task</u> - Demonstrates the ability during a transfer of responsibility or demobilization to acquire, track and communicate to incoming team ESF support needs.  |  |
| Action Steps / Standards:   |  |
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| <b>Field contact information</b>   |  |
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| <u>Knowledge</u> - Describes how to establish a communication link with Field Elements and where the information resides (phone, radio, internet, etc.).     |  |
| <u>Behavior</u> - Recognizes the need to accumulate the information and prepare to communicate to the incoming team prior to the transfer or demobilization. |  |
| <u>Task</u> - Demonstrates the ability to develop the contact information.   |  |
| Action Steps / Standards:  |  |
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| <b>Assist the Demobilization Unit in development of the Demobilization Plan</b>   |  |
| <u>Knowledge</u> - Describes what responsibilities the Section has in the demobilizing process. Describes how to complete reporting requirements and compile data needed for Demobilization Plan. |  |
| <u>Behavior</u> - Recognizes the need to check in with Sections when demobilization is determined.  |  |
| <u>Task</u> - Demonstrates the ability to execute all the requirements of the demobilization process.   |  |
| Demobilization Action Steps / Standards:  |  |
| ▶ Determine objectives, priorities and constraints on demobilization  |  |
| ▶ Review resource records to determine scope of demobilization effort: resource tracking systems, check-in forms, and master personnel lists  |  |
| ▶ Determine coordination procedures with cooperating / assisting agencies and organizations to ensure tasks are accomplished according to demobilization schedule                                 |  |
| ▶ Determine Finance/Admin Section and other EOC check-out stops   |  |
| ▶ Determine debriefing requirements   |  |
| ▶ Establish communications links with EOC managed organizations and facilities  |  |
| ▶ Prepare Section Demobilization Plan, obtain approval with Section ESF positions, and distribute   |  |
| ▶ Collect information on established long-term recovery planning elements and Task Forces that will remain in effect after the EOC demobilizes related to the Section                             |  |
| ▶ Give completed EOC documents and files to the Documentation Unit Leader / function (or equivalent) for inclusion in the final EOC package   |  |
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| <b>Consider demobilization early enough during EOC operations so that an adequate Demobilization Plan is in place prior to the actual need to release resources</b> |  |
| <u>Knowledge</u> - Describes the various factors that go into demobilization of resources from the EOC and develops a plan for the Demobilization Unit.             |  |
| <u>Behavior</u> - Recognizes the need to have a plan in place for creating a demobilization plan early in the incident / event.                                     |  |
| <u>Task</u> - Demonstrates the actions needed to begin the demobilization process.  |  |
| Action Steps / Standards:   |  |
| ▶ Ensure Demobilization Plan is complete for the Section  |  |
| ▶ Develop in coordination with other EOC Sections   |  |
| ▶ Request all ESF positions submit names or lists of surplus personnel and resources to the Demobilization Unit 24 hours in advance of them becoming surplus        |  |
| ▶ Coordinate with Section Chiefs to complete the demobilization process   |  |
| ▶ Schedule surplus resources and personnel for proper demobilization  |  |
| ▶ Cancel incoming resources or assistance if no longer needed   |  |
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| <b>Brief Operations Section on demobilization responsibilities</b>  |
| <u>Knowledge</u> - Describes the process to brief Operations Section on demobilization process and follows briefing process outlined in document. |
| <u>Behavior</u> - Recognizes the need to brief Operations Section once demobilization process has been determined.                                |
| <u>Task</u> - Demonstrates the ability to conduct a demobilization briefing with the Section.   |
| Action Steps / Standards:   |
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| Evaluation # | Initials |
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| <b>Begin demobilization process when indicated by the EOC manager</b>  |
| <u>Knowledge</u> - Describes how official notification will occur to initiate the demobilization process (verbal, significant events posting, briefings, messaging). |
| <u>Behavior</u> - Recognizes the communication to initiate the demobilization process.   |
| <u>Task</u> - Demonstrates the ability to initiate the demobilization process once ordered.  |
| Action Steps / Standards:  |
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| <b>Participate in Debriefing / Hotwash proceedings</b>   |
| <u>Knowledge</u> - Describes the components of a Debriefing / Hotwash process (include discussion on what worked well, what did not work well, and identify improvements). |
| <u>Behavior</u> - Recognizes the need to hold a Debriefing / Hotwash.  |
| <u>Task</u> - Demonstrates the ability to participate in a Debriefing / Hotwash process.   |
| Action Steps / Standards:  |
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| Evaluation # | Initials |
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| <b>Provide input to the After Action Report after the incident / event</b>  |
| <u>Knowledge</u> - Describes the process for completing an After Action Review, how to complete a written After Action Report from this information, and how to implement an Improvement Plan post event. |
| <u>Behavior</u> - When the event is demobilizing, recognizes the need to schedule an After Action Review and initiate an Improvement Plan.  |
| <u>Task</u> - Demonstrates the ability to find and collect information from the event, and demonstrates the ability to complete planning information for the After Action Report.                         |
| Action Steps / Standards:   |
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| Evaluation # | Initials |
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**Evaluation Record**

**EOC Position:** EOC Ops Section Chief      **Candidate Name:** \_\_\_\_\_

|   |   |  |                                    |
|---|---|--|------------------------------------|
| <b>#1</b>   | Evaluator's name:<br>Incident/Event Name: |  |                                    |
| Evaluator's Home Unit Name, address and phone number: |   |  |                                    |
| Name and Location of Incident/Event:                  | Incident Type:                            | Number of EOC Personnel / Level of EOC Activation: | Duration (inclusive dates worked): |
|   |   |  | to:                                |

The tasks initialed and dated by me have been performed under my supervision in a satisfactory manner by the above named candidate. I recommend the following for further development of this

- \_\_\_\_\_ The candidate has successfully performed all tasks for the position and should be considered for certification.
- \_\_\_\_\_ The candidate was not able to complete certain tasks (comments below) or additional guidance is required.
- \_\_\_\_\_ Not all tasks were evaluated on this incident/event and an additional assignment is needed to complete the evaluation.
- \_\_\_\_\_ The candidate is severely deficient in the performance of tasks for the position and needs further training (both required and knowledge and skills needed) prior to additional assignment(s) as a candidate.

**Date of Evaluation:** \_\_\_\_\_

**Recommendations**

CPT# \_\_\_\_\_ CPT Title: \_\_\_\_\_

CPT Sub Category # \_\_\_\_\_ Description: \_\_\_\_\_

Observed Action: \_\_\_\_\_

Desired Outcome: \_\_\_\_\_

Corrective Action Steps: \_\_\_\_\_

**Evaluator:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Recommendations**

CPT# \_\_\_\_\_ CPT Title: \_\_\_\_\_

CPT Sub Category # \_\_\_\_\_ Description: \_\_\_\_\_

Observed Action: \_\_\_\_\_  
\_\_\_\_\_  
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Desired Outcome: \_\_\_\_\_  
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Corrective Action Steps: \_\_\_\_\_  
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**Recommendations**

CPT# \_\_\_\_\_ CPT Title: \_\_\_\_\_

CPT Sub Category # \_\_\_\_\_ Description: \_\_\_\_\_

Observed Action: \_\_\_\_\_  
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Desired Outcome: \_\_\_\_\_  
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Corrective Action Steps: \_\_\_\_\_  
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Evaluation Record

EOC Position: EOC Ops Section Chief Candidate Name: \_\_\_\_\_

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|---|---|--|------------------------------------|
| #2  | Evaluator's name:<br>Incident/Event Name: |  |                                    |
| Evaluator's Home Unit Name, address and phone number: |   |  |                                    |
| Name and Location of Incident/Event:                  | Incident Type:                            | Number of EOC Personnel / Level of EOC Activation: | Duration (inclusive dates worked): |
|   |   |  | to:                                |

The tasks initialed and dated by me have been performed under my supervision in a satisfactory manner by the above named candidate. I recommend the following for further development of this

- \_\_\_\_\_ The candidate has successfully performed all tasks for the position and should be considered for certification.
- \_\_\_\_\_ The candidate was not able to complete certain tasks (comments below) or additional guidance is required.
- \_\_\_\_\_ Not all tasks were evaluated on this incident/event and an additional assignment is needed to complete the evaluation.
- \_\_\_\_\_ The candidate is severely deficient in the performance of tasks for the position and needs further training (both required and knowledge and skills needed) prior to additional assignment(s) as a candidate.

Date of Evaluation: \_\_\_\_\_

Recommendations

CPT# \_\_\_\_\_ CPT Title: \_\_\_\_\_

CPT Sub Category # \_\_\_\_\_ Description: \_\_\_\_\_

Observed Action: \_\_\_\_\_

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Desired Outcome: \_\_\_\_\_

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Corrective Action Steps: \_\_\_\_\_

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Evaluator: \_\_\_\_\_ Signature: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Recommendations**

CPT# \_\_\_\_\_ CPT Title: \_\_\_\_\_

CPT Sub Category # \_\_\_\_\_ Description: \_\_\_\_\_

Observed Action: \_\_\_\_\_  
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Desired Outcome: \_\_\_\_\_  
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Corrective Action Steps: \_\_\_\_\_  
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**Recommendations**

CPT# \_\_\_\_\_ CPT Title: \_\_\_\_\_

CPT Sub Category # \_\_\_\_\_ Description: \_\_\_\_\_

Observed Action: \_\_\_\_\_  
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Desired Outcome: \_\_\_\_\_  
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Corrective Action Steps: \_\_\_\_\_  
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Evaluation Record

EOC Position: EOC Ops Section Chief Candidate Name: \_\_\_\_\_

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| #3  | Evaluator's name:<br>Incident/Event Name: |  |                                    |
| Evaluator's Home Unit Name, address and phone number: |   |  |                                    |
| Name and Location of Incident/Event:                  | Incident Type:                            | Number of EOC Personnel / Level of EOC Activation: | Duration (inclusive dates worked): |
|   |   |  | to:                                |

The tasks initialed and dated by me have been performed under my supervision in a satisfactory manner by the above named candidate. I recommend the following for further development of this

- \_\_\_\_\_ The candidate has successfully performed all tasks for the position and should be considered for certification.
- \_\_\_\_\_ The candidate was not able to complete certain tasks (comments below) or additional guidance is required.
- \_\_\_\_\_ Not all tasks were evaluated on this incident/event and an additional assignment is needed to complete the evaluation.
- \_\_\_\_\_ The candidate is severely deficient in the performance of tasks for the position and needs further training (both required and knowledge and skills needed) prior to additional assignment(s) as a candidate.

Date of Evaluation: \_\_\_\_\_

Recommendations

CPT# \_\_\_\_\_ CPT Title: \_\_\_\_\_

CPT Sub Category # \_\_\_\_\_ Description: \_\_\_\_\_

Observed Action: \_\_\_\_\_

Desired Outcome: \_\_\_\_\_

Corrective Action Steps: \_\_\_\_\_

Evaluator: \_\_\_\_\_ Signature: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Recommendations**

CPT# \_\_\_\_\_ CPT Title: \_\_\_\_\_

CPT Sub Category # \_\_\_\_\_ Description: \_\_\_\_\_

Observed Action: \_\_\_\_\_  
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Desired Outcome: \_\_\_\_\_  
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Corrective Action Steps: \_\_\_\_\_  
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**Recommendations**

CPT# \_\_\_\_\_ CPT Title: \_\_\_\_\_

CPT Sub Category # \_\_\_\_\_ Description: \_\_\_\_\_

Observed Action: \_\_\_\_\_  
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Desired Outcome: \_\_\_\_\_  
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Corrective Action Steps: \_\_\_\_\_  
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**Evaluation Record**

**EOC Position:** EOC Ops Section Chief      **Candidate Name:** \_\_\_\_\_

|   |   |  |                                    |
|---|---|--|------------------------------------|
| <b>#4</b>   | Evaluator's name:<br>Incident/Event Name: |  |                                    |
| Evaluator's Home Unit Name, address and phone number: |   |  |                                    |
| Name and Location of Incident/Event:                  | Incident Type:                            | Number of EOC Personnel / Level of EOC Activation: | Duration (inclusive dates worked): |
|   |   |  | to:                                |

The tasks initialed and dated by me have been performed under my supervision in a satisfactory manner by the above named candidate. I recommend the following for further development of this

- \_\_\_\_\_ The candidate has successfully performed all tasks for the position and should be considered for certification.
- \_\_\_\_\_ The candidate was not able to complete certain tasks (comments below) or additional guidance is required.
- \_\_\_\_\_ Not all tasks were evaluated on this incident/event and an additional assignment is needed to complete the evaluation.
- \_\_\_\_\_ The candidate is severely deficient in the performance of tasks for the position and needs further training (both required and knowledge and skills needed) prior to additional assignment(s) as a candidate.

**Date of Evaluation:** \_\_\_\_\_

**Recommendations**

CPT# \_\_\_\_\_ CPT Title: \_\_\_\_\_

CPT Sub Category # \_\_\_\_\_ Description: \_\_\_\_\_

Observed Action: \_\_\_\_\_

\_\_\_\_\_

Desired Outcome: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Corrective Action Steps: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Evaluator:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Recommendations**

CPT# \_\_\_\_\_ CPT Title: \_\_\_\_\_

CPT Sub Category # \_\_\_\_\_ Description: \_\_\_\_\_

Observed Action: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Desired Outcome: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Corrective Action Steps: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Recommendations**

CPT# \_\_\_\_\_ CPT Title: \_\_\_\_\_

CPT Sub Category # \_\_\_\_\_ Description: \_\_\_\_\_

Observed Action: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Desired Outcome: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Corrective Action Steps: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_