

# Colorado Identification and Credentialing Program Guidance

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## *Appendix C*

### *Attachment F: ESF # 6 Mass Care, Housing, and Human Services Personnel Credentialing*

**2016 Revision**

Colorado Division of Homeland Security and Emergency Management

Logistics Section



**COLORADO**

**Division of Homeland Security  
& Emergency Management**

Department of Public Safety

## **ESF # 6: Mass Care, Housing, and Human Services Personnel Credentialing**

The Colorado Credentialing Working Group has developed minimum training standards for several positions and has grouped them using the Emergency Support Function framework so that it is easier to locate a specific credential.

To participate in the Colorado Identification and Credentialing Program, mass care, housing, and human services personnel (ESF # 6) must possess and/or provide proof of completed, position-specific requirements, including the following:

- Prerequisites
- Education
- Training
- Experience
- Physical capabilities
- Certifications
- Licenses
- National or local standards
- Completion of task books and/or adherence to job performance requirements (JPRs)
- Any other miscellaneous qualifications

In accordance with NIMS standards, all personnel are also required to complete the following base training courses (in addition to any other required coursework specified for respective positions): IS 100, 200, 700, and 800. Personnel must also have a current, valid driver's license or State-issued ID card.

Note: All personnel credentialing attachments are available online at:

<http://dhsem.state.co.us/emergency-management/operations/logistics/credentialing>

ESF # 6 includes the following mass care, housing, and human services credentialing positions:

- Disaster Spiritual Care Team Lead
- Disaster Spiritual Care Provider
- Donations Manager
- Spontaneous Unaffiliated Volunteer Disaster Coordinator
- Shelter Manager
- VOAD EOC Liaison
- Voluntary Organization Active in Disaster Volunteer
- State Emergency Operations Center ESF # 6 Lead
- State Emergency Operations Center VOAD Liaison
- Small Animal/Pet Volunteer Coordinator

**Mnemonic:** CO\_DSCTL  
**Position:** Disaster Spiritual Care Team Lead  
**Description:** Provides emotional and/or spiritual support to disaster survivors and responders.

Requirement	Description
Prerequisites	Must be affiliated with a VOAD participating agency or government organization and have had disaster spiritual care training or equivalent & agree to national VOAD points of consensus.
Education	AHJ identifies minimum education requirements
Training	Completion of the following courses/curricula: <ul style="list-style-type: none"> <li>• IS 241 – Decision Making and Problem Solving</li> <li>• IS 300 – Intermediate Incident Command System</li> <li>• Psychological First Aid</li> <li>• Colorado Online training in disaster spiritual care (coming soon)</li> </ul> AHJ identifies minimum training requirements.
Experience	AHJ identifies required experience
Physical	Medical and Physical requirements established by home agency
Certification	None specified
License	None specified
Standards	None specified
Task Book(s) & JPRs	None specified
Additional Notes	Must successfully pass a CVM background check

**Mnemonic:** CO\_DSCW  
**Position:** Disaster Spiritual Care Provider  
**Description:** Provides emotional and/or spiritual support to disaster survivors and responders.

Requirement	Description
Prerequisites	Must be affiliated with a VOAD participating agency or government organization and have had disaster spiritual care training or equivalent & agree to national VOAD points of consensus.
Education	AHJ identifies minimum education requirements
Training	Completion of the following course: <ul style="list-style-type: none"> <li>• Colorado Online training in disaster spiritual care (coming soon)</li> </ul> <i>Recommended:</i> <ul style="list-style-type: none"> <li>• Psychological First Aid</li> </ul> AHJ identifies minimum training requirements.
Experience	AHJ identifies required experience
Physical	Medical and Physical requirements established by AHJ
Certification	None specified
License	None specified

Standards	None specified
Task Book(s) & JPRs	None specified
Additional Notes	Must successfully pass a CVM background check

**Mnemonic:** CO\_DONMGR  
**Position:** Donations Manager  
**Description:** Provides support and management of post disaster donations.

Requirement	Description
Prerequisites	Must be affiliated with a VOAD participating agency or government organization
Education	AHJ identifies minimum education requirements
Training	Completion of the following courses/curricula: <ul style="list-style-type: none"> <li>• IS/G288 – The Role of Voluntary Agencies in Emergency Management</li> <li>• E496 – Volunteer and Donations Management</li> </ul> <i>Recommended:</i> <ul style="list-style-type: none"> <li>• G289 – The Role of Voluntary Agencies in Emergency Management</li> </ul>
Experience	Ongoing donations management experience; warehouse experience preferred
Physical	None specified
Certification	None specified
License	None specified
Standards	None specified
Task Book(s) & JPRs	None specified
Additional Notes	Must successfully pass a CVM background check

**Mnemonic:** CO\_SPONVOLCORD  
**Position:** Spontaneous Unaffiliated Volunteer Disaster Coordinator  
**Description:** State Agency Staff or Voluntary Organization Active in Disaster (VOAD) Volunteer who provides support and coordination for post-disaster volunteer management.

Requirement	Description
Prerequisites	Must be affiliated with a VOAD participating agency or other non-profit
Education	AHJ and/or member VOAD agency identifies minimum education requirements
Training	Completion of the following courses/curricula: <ul style="list-style-type: none"> <li>• IS/G230 – Fundamentals of Emergency Management</li> <li>• IS/G288 – The Role of Voluntary Agencies in Emergency Management</li> </ul>

	<i>Recommended:</i> <ul style="list-style-type: none"> <li>• G289 – The Role of Voluntary Agencies in Emergency Management</li> <li>• IS 300 – Intermediate Incident Command System</li> </ul>
Experience	Significant volunteer management experience recommended
Physical	Medical and Physical requirements established by AHJ
Certification	None specified
License	None specified
Standards	None specified
Task Book(s) & JPRs	None specified
Additional Notes	Must successfully pass a CVM background check

**Mnemonic:** CO\_SHLTMGR  
**Position:** Shelter Manager  
**Description:** The Shelter Manager is responsible for providing supervision and administrative support for shorter duration shelter operations (e.g., an Emergency Evacuation site or Standard/Short-Term shelter). This person ensures the needs of shelter occupants are being met.

Requirement	Description
Prerequisites	Must be affiliated with a VOAD participating agency or government organization
Education	AHJ identifies minimum education requirements
Training	Completion of the Red Cross Shelter Management Training Course or Community Partner Shelter Training is preferred, along with the following course: <ul style="list-style-type: none"> <li>• IS 368 – Including People With Disabilities &amp; Others With Access &amp; Functional Needs in Disaster Operations</li> </ul> <i>Recommended</i> (courses to take in lieu of the Red Cross training course): <ul style="list-style-type: none"> <li>• IS 10 – Animals in Disasters: Awareness and Preparedness</li> <li>• IS 288 – The Role of Voluntary Agencies in Emergency Management</li> <li>• IS 366 – Planning for the Needs of Children in Disasters</li> <li>• IS 405 – Overview of Mass Care/Emergency Assistance (or equivalent)</li> </ul>
Experience	Should have knowledge of support/operational functions used in the type of shelter operated, to minimally include administration and record keeping; shelter reporting systems; mass feeding requirements; dormitory operations; and public and mental health services. Experience with ADA, special access, and functional needs populations strongly encouraged.

	Experience conducting staff meetings, delegating tasks, and communicating instructions desired.
Physical	Medical and Physical requirements established by AHJ
Certification	None specified
License	None specified
Standards	None specified
Task Book(s) & JPRs	None specified
Additional Notes	Must successfully pass background check and have basic familiarization with ADA compliance

**Mnemonic:** CO\_VOADLNO-Local  
**Position:** VOAD Local EOC Liaison  
**Description:** Voluntary Organizations Active in Disaster (VOAD) liaisons act as a conduit in the Operations Center to relay information on VOAD activities and to assist with direct coordination of response and/or recovery activities with voluntary organization(s) active in a disaster.

Requirement	Description
Prerequisites	Must be affiliated with a VOAD participating agency
Education	AHJ identifies minimum education requirements
Training	Completion of the following courses/curricula: <ul style="list-style-type: none"> <li>IS 288 – The Role of Voluntary Agencies in Emergency Management</li> </ul> <i>Recommended:</i> <ul style="list-style-type: none"> <li>IS 241 – Decision Making and Problem Solving</li> <li>IS 242 – Effective Communication</li> <li>IS 290 – National Disaster Recovery Framework Overview</li> <li>IS 405 – Overview of Mass Care/Emergency Assistance</li> <li>IS 806 – ESF 6 Mass Care, Emergency Assistance, Housing and Human Services</li> </ul> AHJ identifies additional minimum training requirements
Experience	AHJ identifies required experience. For State or local EOC VOAD Liaisons - it is recommended that individuals have prior disaster response experience.
Physical	Medical and Physical requirements established by AHJ
Certification	None specified
License	None specified
Standards	None specified
Task Book(s) & JPRs	None specified
Additional Notes	Must successfully pass a background check

**Mnemonic:** CO\_VOAD  
**Position:** Voluntary Organization Active in Disaster Volunteer  
**Description:** Voluntary Organization Active in Disaster (VOAD) Volunteer conducts functions that accomplish their specific VOAD organization mission and objectives. These volunteers are individuals in positions defined by their organization.

Requirement	Description
Prerequisites	Must be affiliated with a VOAD participating agency
Education	AHJ identifies minimum education requirements
Training	<i>Recommended:</i> <ul style="list-style-type: none"> <li>• IS 288 – The Role of Voluntary Agencies in Emergency Management</li> </ul> AHJ identifies additional minimum training requirements
Experience	None specified
Physical	Medical and Physical requirements established by AHJ
Certification	None specified
License	None specified
Standards	None specified
Task Book(s) & JPRs	None specified
Additional Notes	Successful completion of a background check is preferred

**Mnemonic:** CO\_SEOCESF6Lead  
**Position:** State Emergency Operations Center ESF # 6 Liaison  
**Description:** The State Emergency Operations Center Emergency Support Function 6 Liaison (State ESF6 Liaison) is solely responsible (within the confines of his or her authority) for establishing objectives and strategies for the ESF 6 function and coordinating all relative activities and tasks to meet human needs.

Requirement	Description
Prerequisites	Must be affiliated with a government organization and designated as the State ESF 6 Lead
Education	AHJ identifies minimum education requirements
Training	Completion of the following courses/curricula: <ul style="list-style-type: none"> <li>• IS 241 – Decision Making and Problem Solving</li> <li>• IS 242 – Effective Communication</li> <li>• IS 288 – The Role of Voluntary Agencies in Emergency Management</li> <li>• ICS 300 – Intermediate Incident Command System</li> <li>• IS 405 Overview of Mass Care/Emergency Assistance Or G108 as a substitution</li> <li>• IS 806 – ESF #6-Mass Care, Emergency Assistance, Housing, and Human Services</li> </ul>

Experience	Experience related to the management of ESF 6 during emergency incidents. Liaisons should have experience with or be familiar with planning and operational tasks related to family reunification, bulk distribution, and mass feeding.
Physical	Medical and Physical requirements established by AHJ
Certification	None specified
License	None specified
Standards	None specified
Task Book(s) & JPRs	None specified
Additional Notes	Must successful completion of a background check

**Mnemonic:** CO\_VOADLNO-SEOC  
**Position:** State Emergency Operations Center VOAD Liaison  
**Description:** Voluntary Organizations Active in Disaster (VOAD) liaisons act as a conduit in the State Emergency Operations Center to relay information on VOAD activities and to assist with direct coordination of response and/or recovery activities with voluntary organizations active in disaster.

Requirement	Description
Prerequisites	Must be affiliated with a VOAD participating agency
Education	AHJ and/or member VOAD agency identifies minimum education requirements
Training	Completion of the following courses/curricula: <ul style="list-style-type: none"> <li>• IS/G288 The Role of Voluntary Agencies in Emergency Management</li> <li>• IS 405 Overview of Mass Care/Emergency Assistance</li> </ul> Or G108 as a substitute
Experience	None specified
Physical	Medical and Physical requirements established by AHJ
Certification	None specified
License	None specified
Standards	None specified
Task Book(s) & JPRs	None specified
Additional Notes	Successful completion of a background check is preferred

**Mnemonic:****CO\_SAVOLCORD****Position:**

Small Animal / Pet Volunteer Coordinator

**Description:**

The Small Animal/Pet Volunteer Coordinator is responsible for ensuring the needs of small animals (pets) are being met.

<b>Requirement</b>	<b>Description</b>
Prerequisites	Must be affiliated with a VOAD participating agency or government organization
Education	AHJ identifies minimum education requirements
Training	<i>Recommended:</i> <ul style="list-style-type: none"> <li>• IS 10 – Animals In Disasters: Awareness and Preparedness</li> <li>• IS 11 – Animals in Disasters: Community Planning</li> </ul>
Experience	Prior experience should include work with small animals (pets) and also with volunteers & volunteer organizations.
Physical	Medical and Physical requirements established by AHJ with considerations of potentially working in extreme field conditions or with considerations of potentially working in non-traditional conditions.
Certification	None specified
License	None specified
Standards	None specified
Task Book(s) & JPRs	None specified
Additional Notes	Meets Post-Katrina Emergency Management Reform Act of 2006

Published June 2016 Edition