

# Colorado Identification and Credentialing Program Guidance

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## *Appendix C*

### *Attachment N: ESF # 14 Long-Term Community Recovery 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 # 14: Long-Term Community Recovery 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, long-term recovery personnel (ESF # 14) 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 # 14 includes the following long-term recovery credentialing positions:

- Damage Assessment Worker
- Long-Term Recovery Worker
- Multi-Agency Resource Center Manager
- VOAD Operations Center Liaison
- Volunteer Organization Active in Disaster Volunteer
- Disaster Recovery Liaison
- Disaster Recovery Lead

**Mnemonic:** CO\_DAWORKER  
**Position:** Disaster Assessment Worker  
**Description:** Coordinate and/or participates in the damage assessment process.

Requirement	Description
Prerequisites	Must be affiliated with a VOAD member agency or government agency
Education	AHJ identifies minimum education requirements
Training	Completion of the following course: <ul style="list-style-type: none"> <li>• Colorado Division of Emergency Management Rapid Assessment for Individual Assistance Course (recommended for government damage assessment workers)</li> <li>• IS 559 – Local Damage Assessment</li> <li>• OSHA Disaster Site Worker Training</li> </ul>
Experience	None specified
Physical	Medical and Physical requirements established by AHJ with consideration of potentially working in non-traditional conditions
Certification	None specified
License	None specified
Standards	None specified
Task Book(s) & JPRs	None specified
Additional Notes	None specified

**Mnemonic:** CO\_LTRECOVERY  
**Position:** Long-Term Recovery Worker  
**Description:** Provides coordination of resource support to disaster survivors.

Requirement	Description
Prerequisites	Must be affiliated with a VOAD member agency or government agency
Education	AHJ identifies minimum education requirements
Training	<ul style="list-style-type: none"> <li>• IS 288 – The Role of Voluntary Agencies in Emergency Management</li> <li>• IS 2900 – National Disaster Recovery Framework (NDRF) Overview</li> <li>• IS 559 – Local Damage Assessment</li> <li>• OSHA Disaster Site Worker Training</li> </ul>
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	None specified

**Mnemonic:** CO\_MARSCMNGR  
**Position:** Multi-Agency Resource Center Manager  
**Description:** Provides coordination of resource support to disaster survivors.

Requirement	Description
Prerequisites	Must be affiliated with a VOAD member agency or government agency
Education	AHJ identifies minimum education requirements
Training	<ul style="list-style-type: none"> <li>IS 288 – The Role of Voluntary Agencies in Emergency Management</li> </ul>
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	None specified

**Mnemonic:** CO\_VOADLNO  
**Position:** VOAD Operations Center 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 member agency.
Education	AHJ identifies minimum education requirements
Training	<p>AHJ identifies additional minimum training requirements</p> <p><i>Recommended:</i></p> <ul style="list-style-type: none"> <li>IS 288 – The Role of Voluntary Agencies in Emergency Management</li> <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 – Emergency Support Function (ESF) #6 Mass Care, Emergency Assistance, Housing, and Human Services</li> </ul>
Experience	AHJ identifies required experience. For State Emergency Operations Center VOAD Liaisons it is recommended that individuals have prior disaster response experience at a county or state agency emergency operations center level.
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	None specified

**Mnemonic:** CO\_DMHW  
**Position:** Volunteer 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 member agency
Education	AHJ identifies minimum education requirements
Training	AHJ identifies minimum training requirements <ul style="list-style-type: none"> <li>• VOAD Agency Training Requirements fulfilled</li> <li>• IS 288 – The Role of Voluntary Agencies in Emergency Management</li> </ul>
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	None specified

**Mnemonic:** CO\_DRECOV-LNO  
**Position:** Disaster Recovery Liaison  
**Description:** Recovery Liaison is responsible for understanding and conveying key recovery information to the EOC Command and General Staff. They have a broad based understanding of local, state, and federal recovery programs and key tasks such as damage assessment, initial recovery planning, and recovery team development. A Recovery Liaison evaluates and conveys recovery key recovery needs and constraints within the EOC structure.

Requirement	Description
Prerequisites	Must be affiliated with a state or local government.
Education	AHJ identifies minimum education requirements

Training	<p>AHJ identifies minimum training requirements  Completion of the following courses/curricula:</p> <ul style="list-style-type: none"> <li>• IS 2900 – National Disaster Recovery Framework (NDRF) Overview</li> <li>• IS 403 – Introduction to Individual Assistance</li> <li>• IS 552 – The Public Works Role in Emergency Management</li> <li>• IS 559 – Local Damage Assessment</li> <li>• IS 634 – Introduction to FEMA’s Public Assistance Program</li> <li>• IS 288 – The Role of Voluntary Organizations in Emergency Management - (2/12/2015)</li> <li>• WebEOC Basics / ESF-14 &amp; Recovery Position Task Checklist Review</li> </ul> <p><i>Recommended:</i></p> <ul style="list-style-type: none"> <li>• IS 201 – Forms Used for the Development of the Incident Action Plan</li> <li>• IS 230 – Fundamentals of Emergency Management</li> <li>• IS 393 – Introduction to Hazard Mitigation</li> <li>• IS 405 – Overview of Mass Care/Emergency Assistance</li> <li>• IS 701 – NIMS Multiagency Coordination System (MACS) Course</li> <li>• IS 775 – EOC Management and Operations</li> </ul>
Experience	Experience with state and local government structure, local and state emergency operation plans are recommended. Participation in a local of Colorado EOC training exercise is also 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	None specified

**Mnemonic:**  
**Position:**  
**Description:**

**CO\_DRECOV-Lead**

Disaster Recovery Lead

A Recovery Lead is responsible for understanding and conveying both basic and advanced recovery information to the EOC Command and General Staff and local recovery partners. They have a broad based understanding of local, state, and federal recovery programs and key tasks such as damage assessment, initial recovery planning, and recovery team development. A Recovery Lead has the capability to convey advanced recovery information such as procurement requirements and financial constraints that may affect local recovery efforts.

Requirement	Description
Prerequisites	Must be affiliated with a state or local government.
Education	AHJ identifies minimum education requirements
Training	<p>AHJ identifies minimum training requirements            Completion of the following courses/curricula:</p> <ul style="list-style-type: none"> <li>• All required and recommended training for the Recovery Liaison (CO_DRECOV-LNO) position is required.</li> <li>• G270.4 – Recovery from Disaster: The Local Government Role</li> <li>• IS 102 – Preparing for Federal Disaster Operations: FEMA Response Partners</li> <li>• IS 556 – Damage Assessment for Public Works</li> <li>• IS 632 – Introduction to Debris Operations</li> <li>• IS 772 – IA PDA Orientation</li> <li>• IS 806 – Emergency Support Function (ESF) #6 – Mass Care, Emergency Assistance, Housing, and Human Services</li> <li>• IS 908 – Emergency Management for Senior Official</li> <li>• Local/State WebEOC Advanced Training</li> </ul> <p><i>Recommended:</i></p> <ul style="list-style-type: none"> <li>• E210 – Recovery from Disaster: The Local Government Role</li> <li>• FEMA – Integrated Emergency Management Program - Recovery &amp; Mitigation</li> <li>• IS 1 – Emergency Manager: An Orientation to the Position</li> <li>• IS 100.PWb – Introduction to the Incident Command System (ICS 100) for Public Works</li> <li>• IS 1109 – Understanding Basement Coverage</li> <li>• IS 1112 – Introduction to Flood Claims</li> <li>• IS 212 – Introduction to Unified Hazard Mitigation Assistance (HMA)</li> <li>• IS 253 – Overview of FEMA's Environmental and Historic Preservation Review</li> <li>• IS 26 – Guide to Points of Distribution</li> <li>• IS 276 – Benefit-Cost Analysis (BCA) Fundamentals</li> </ul>
	<ul style="list-style-type: none"> <li>• IS 558 – Public Works and Disaster Recovery</li> </ul>

Experience	<ul style="list-style-type: none"> <li>• Participation in 2 (or more) state or local functional Recovery Exercises</li> <li>• Two or more years' service as a state or local Recovery Liaison or Recovery Manager.</li> </ul>
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	None specified

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