



# **Credentialing**

**Presented To:  
Wisconsin Emergency Management Association  
November 11, 2009**

**By:  
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# Why Credential Personnel?

- Initiated due to Pentagon access on 9/11
- Prevents self-deployment, WTC on 9/11
- NIMS objective (from HSPD 12) establishing Federal personal identity proofing, registration and issuance
- Provides positive responder identification and qualification
- For resource ordering, tracking and reporting for Intra-state and Inter-state (EMAC) deployments
- For access to Federal facilities – “Trust Level”
- Possibly tied to future funding

# Who needs to be credentialed?

**Answer:** Anyone that responds to an emergency.

## Public Sector

- Emergency Management
- Emergency Medical Services
- Fire
- Law Enforcement
- Incident Management Teams
- Public Health
- Public Works
- Special Response Teams

## Private Sector/NGO's

- Red Cross
- Salvation Army
- Technical Experts
- Telecommunications
- Utility
- Volunteers



# What is credentialing?

**“It’s not just a badge”**

Administrative/Identification Process

Incident Command/Management Function

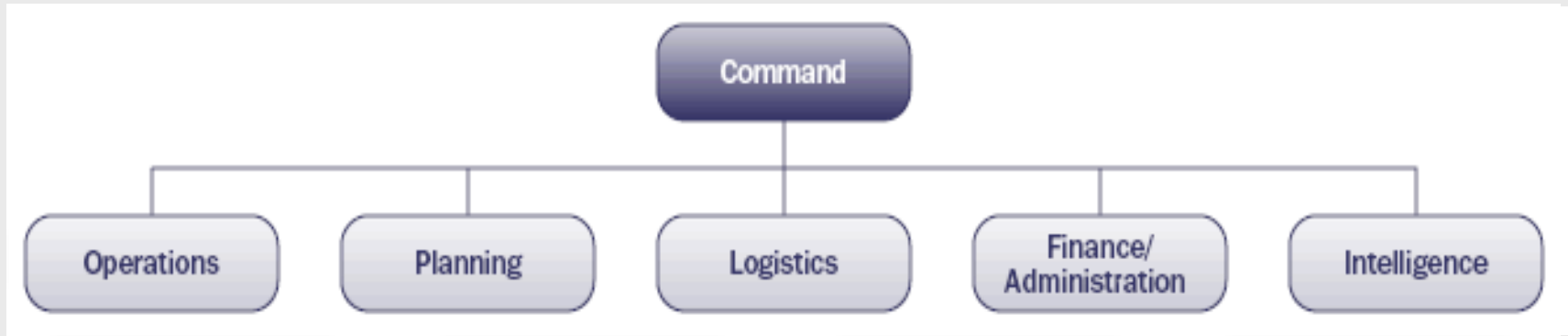
Information Sharing/Collaboration Mechanism

# Administrative and Identification Process

- ✓ Verifying Identification
- ✓ Verifying Qualification(s)
- ✓ Issuing the Card
- ✓ Assigning a PIN



# Incident Command and Resource Management Function



- ✓ Verifying the Card/PIN
- ✓ Verifying the invitation
- ✓ Establishing access
- ✓ Tracking and Accounting
- ✓ Resource management



# Information Sharing/Collaboration Mechanism

- ✓ Connectivity to the Central Data Base for validation
- ✓ Establishes interoperability and real-time information sharing between IC and:
  - Other field resources/facilities
  - Local/County and State (and up to Federal) EOC
  - Hospitals (for multi-casualty)
  - Evacuation centers (evacuee/family unification)
  - Local agencies sending resources
- ✓ Supports Multi-Agency Coordination Systems (MACS)

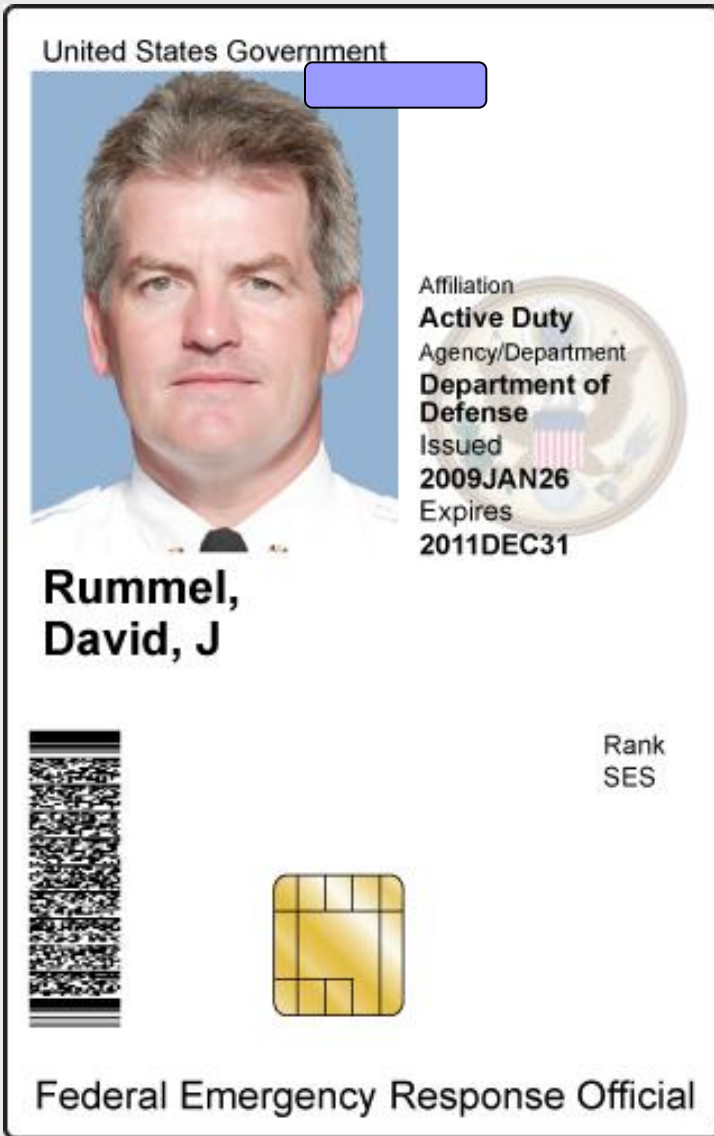


# Federal vs. Non-Federal Identification

## 4 Types of Identification Cards:

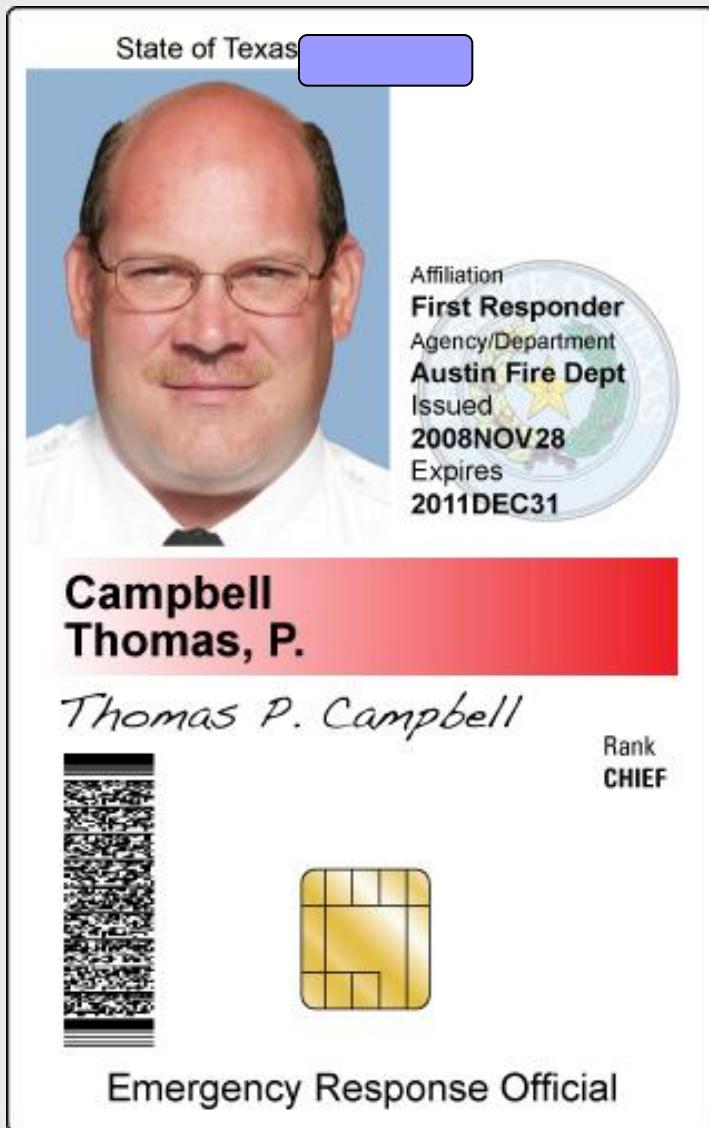
- Federal Information Processing (FIPS) 201 Standard for Personal Identification Verification (PIV) Card
- PIV Interoperable Card (Non-Federal), a.k.a. FRAC
- PIV Compatible Card (Non-Federal)
- Local or Temporary Card (Site-issued)





## FIPS 201 PIV

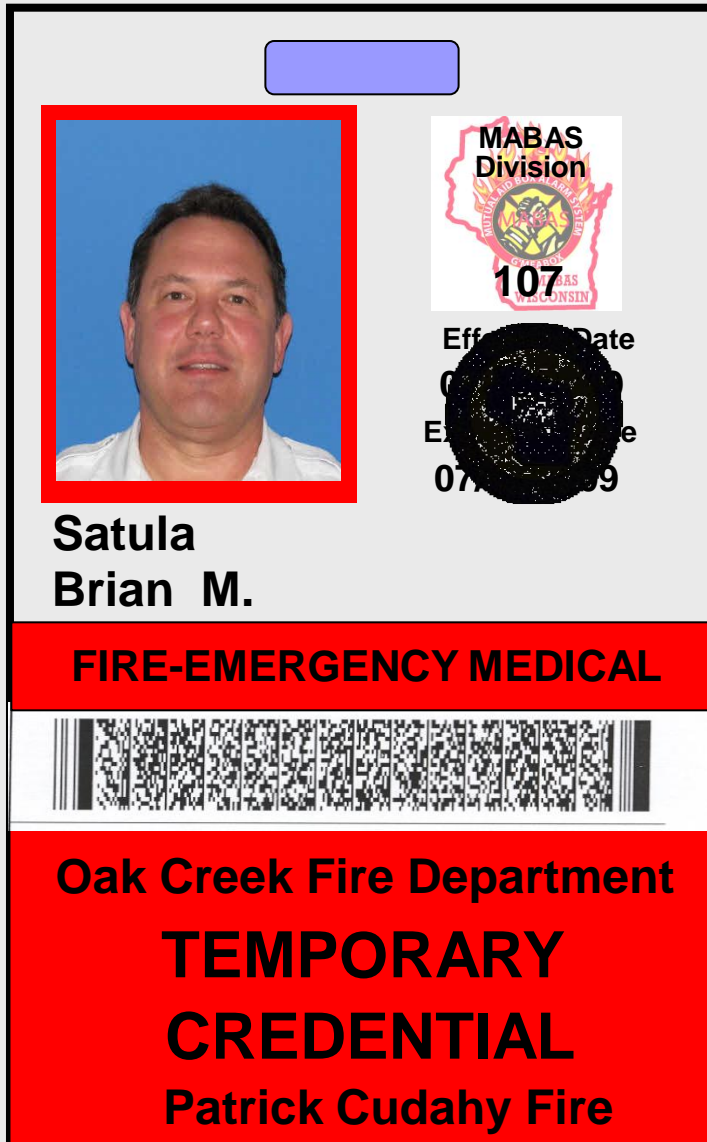
- Standard established and Federal trusted by departments & agencies
- Issued only by Federal government to Federal departments and agencies
- Contains embedded chip which holds biometric information



# PIV-INTEROPERABLE

- Meets FIPS PIV technical specifications
- Includes verification; assures issuing method promotes Federally trusted
- Contains embedded chip
- a.k.a First Responder Authentication Credential (FRAC)

# PIV-COMPATIBLE or INCIDENT-SPECIFIC CREDENTIAL



- From responder's breeder card
- Issued at point-of-departure (POD) prior to deployment
- Incident/deployment specific or permanent card for intra-state
- Contains pertinent qualifications ordered
- Meets technical specifications, not Federally trusted
- No embedded chip



## TEMPORARY CREDENTIAL

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Issued: 11/11/2009

Expires: 11/13/2009

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Name: **Brian Satula**

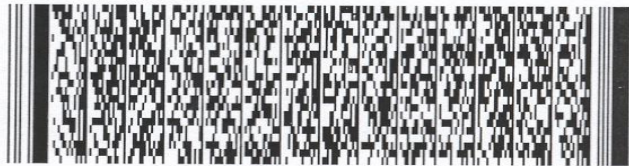
Rank/Title: **Fire Chief**

Agency: **Oak Creek Fire Department**

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Qualifications:

FF-II, FO-III, EMT-B, FADO, FI-I, ISO,  
PIO, ICS7, ICS8, IMT-4, HM-O



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**Patrick Cudahy Fire**

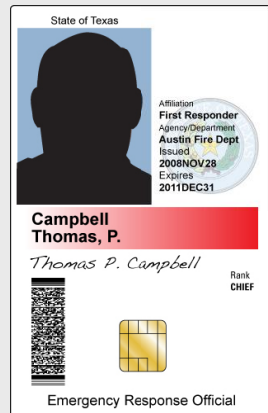
## TEMPORARY CREDENTIAL

- Issued on site
- Speed of issuance
- For responder's not in the system
- Allows affiliate access
- Used for volunteers, VIP/Officials, Media and Special Contractors
- Does not meet PIV specs, not Federally trusted

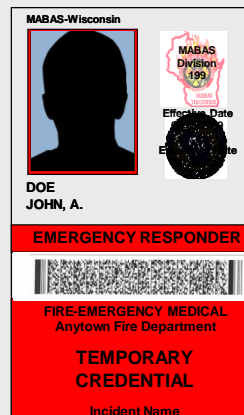
# PIV Types - Level of Federal Trust (Reliability)



- FIPS 201 PIV – High



- PIV-I (FRAC) – Medium



- Locally Produced/  
Site Produced – Low



## **Important Points to Consider about the Cards:**

- Contain proper information – name, agency and affiliation
- Photograph of the responder
- Maintain the proper geography
- Issued and Expiration dates
- Contains qualifications – abbreviations and barcoded
- Use the PDF 417 bar code
- Higher level of “trust” requires higher level of vetting

# Keys to Credentialing:

- Governance: A central authority/ownership; preferably a State Agency
- Processes: Standardization necessary for interoperability; where possible, follow FEMA Job Titles ([www.fema.gov](http://www.fema.gov)):
- Tools: State designed portal, locally available to register, certify and maintain responder qualifications
- Procedures: For determining how and when to initiate in the field, and who is able to access information; must be scalable from manual to electronic

Bottom Line: **GOOD PLANNING !!**



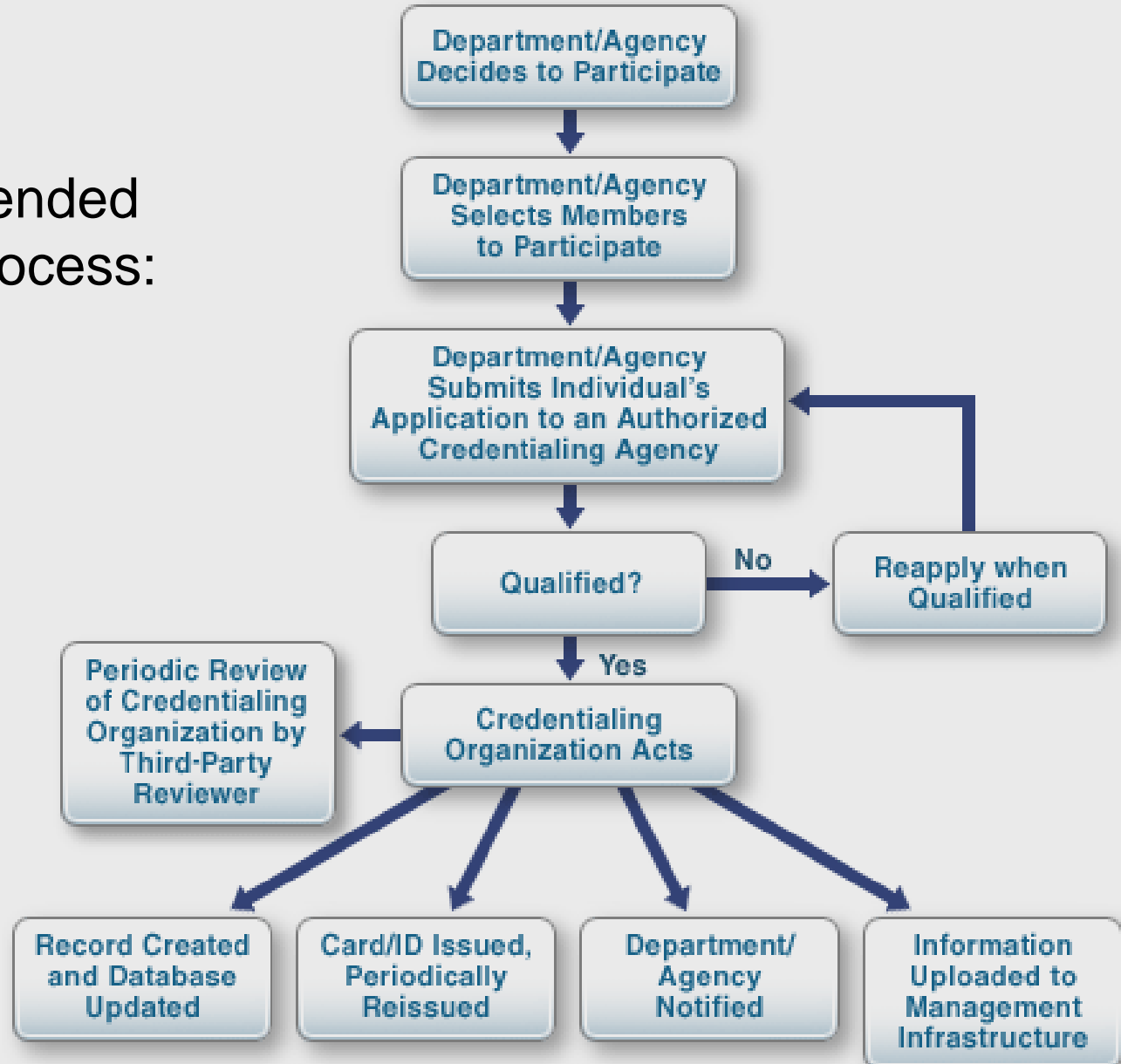
# **Governance**

- Governance responsibilities:
  - Develop the strategic plan
  - Establish the process
  - Develop the timeline
  
- NIMS Advisory Group:
  - Multi-disciplinary collaboration
  - Establish standards and procedures
  - White Paper guidance
  - Facilitate qualification development
  
- State Agency:
  - Owner of the central data base
  - Establishes portal/connectivity
  - Maintains the central data base



# Process

FEMA recommended credentialing process:





# Process

## FEMA Job Titles

Education: Formal instruction, core knowledge and skill for entry into a discipline and for performing a job function

Training: Instruction and/or activities that enhance core knowledge, increase skill sets and proficiency, and strengthen abilities

Experience: Time required in a job function for an individual to attain proficiency; measured from the time the individual is “certified”

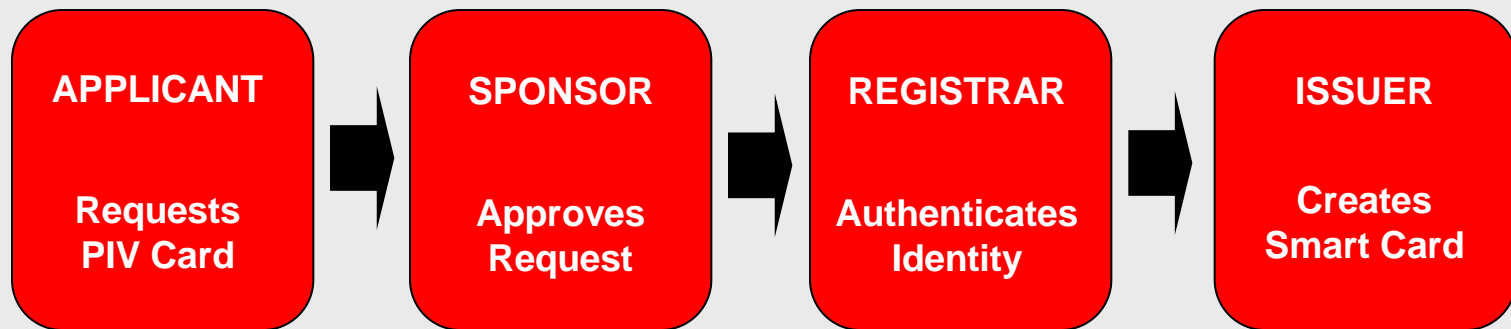
Physical/Medical Fitness: Physical and medical considerations that when applied, help to ensure safe performance in risky environments

Certification: Designation granted by Authority Having Jurisdiction (AHJ) that an individual has met the requirements and achieved specific KSA's

Licensing: Legal designation granted by AHJ, indicating a person has met the necessary legal requirements to function in a job title

# Process

The four major parties in FIPS 201/FRAC



# Application Process

- Qualified positions – discipline authority establishes and worksheets developed
- Authority Having Jurisdiction (AHJ) enters & validates responders from agency on worksheets; sent to Sponsor
- Provides high level information – biometric information/digital picture
- Submits applicants to discipline sponsor
- Notifies state agency of changes to applicants qualifications or revocation of FRAC



# Sponsorship Process

- Recognized discipline authority
- Sets and approves essential job functions qualification standards
- Establishes new state job functions and qualifications
- Verifies applicant agency sponsor
- Confirms stated essential job functions and qualifications from applicant agency
- Approves FRAC-issuing agent



# Registration Process

- Single state agency for all disciplines/responders
- Enters validated applicants into the data base
- Captures biometric information/photo
- Approves card-issuing agents
- Assigns Personal Identification Number (PIN)
- Registers and maintains the responder in a central data base information
- Assures security for central data base and connectivity



## Issuance Process

- State agency/discipline approved agent
- Maintains security for field access device(s)
- Prints FRAC's authorized by the Registrar
- Issues FRAC's to applicant agency AHJ
- Provides on-scene in-processing assistance



# Responder Requirements

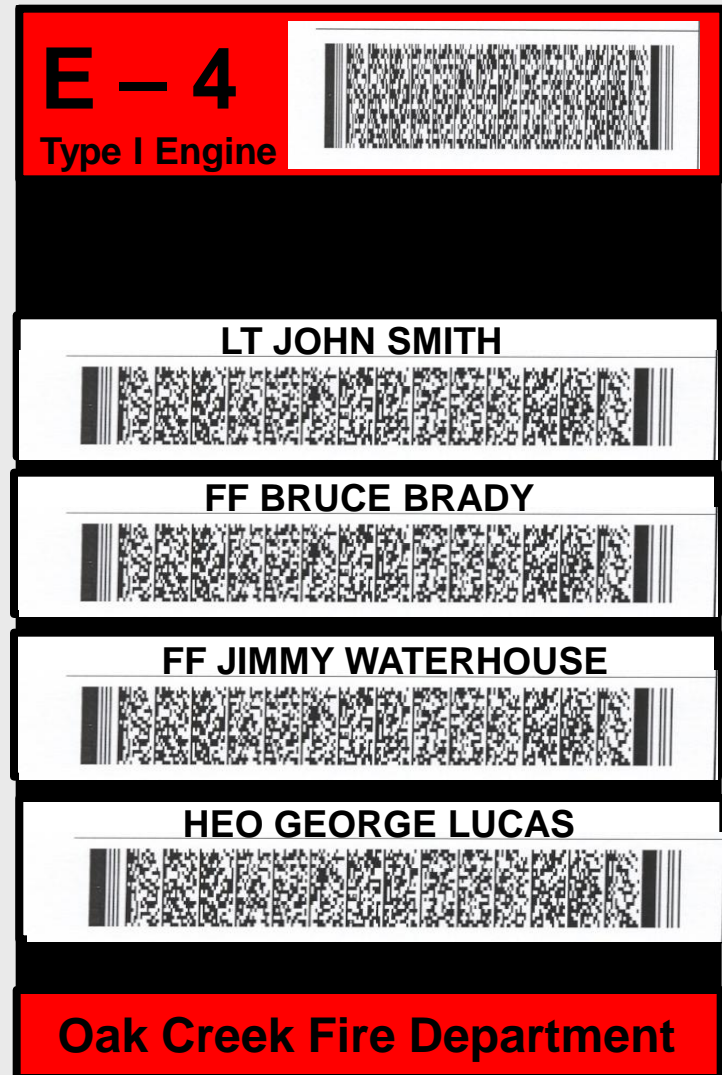
- FRAC received from the AHJ or agency head
- FRAC carried at all times
- Notifies AHJ or agency chief/manager of changes in status, qualification and/or certification
- Returns FRAC to AHJ or agency chief/manager when no longer affiliated with agency
- Note – certification is not enough to become a responder; must be licensed through a response agency



# Tools

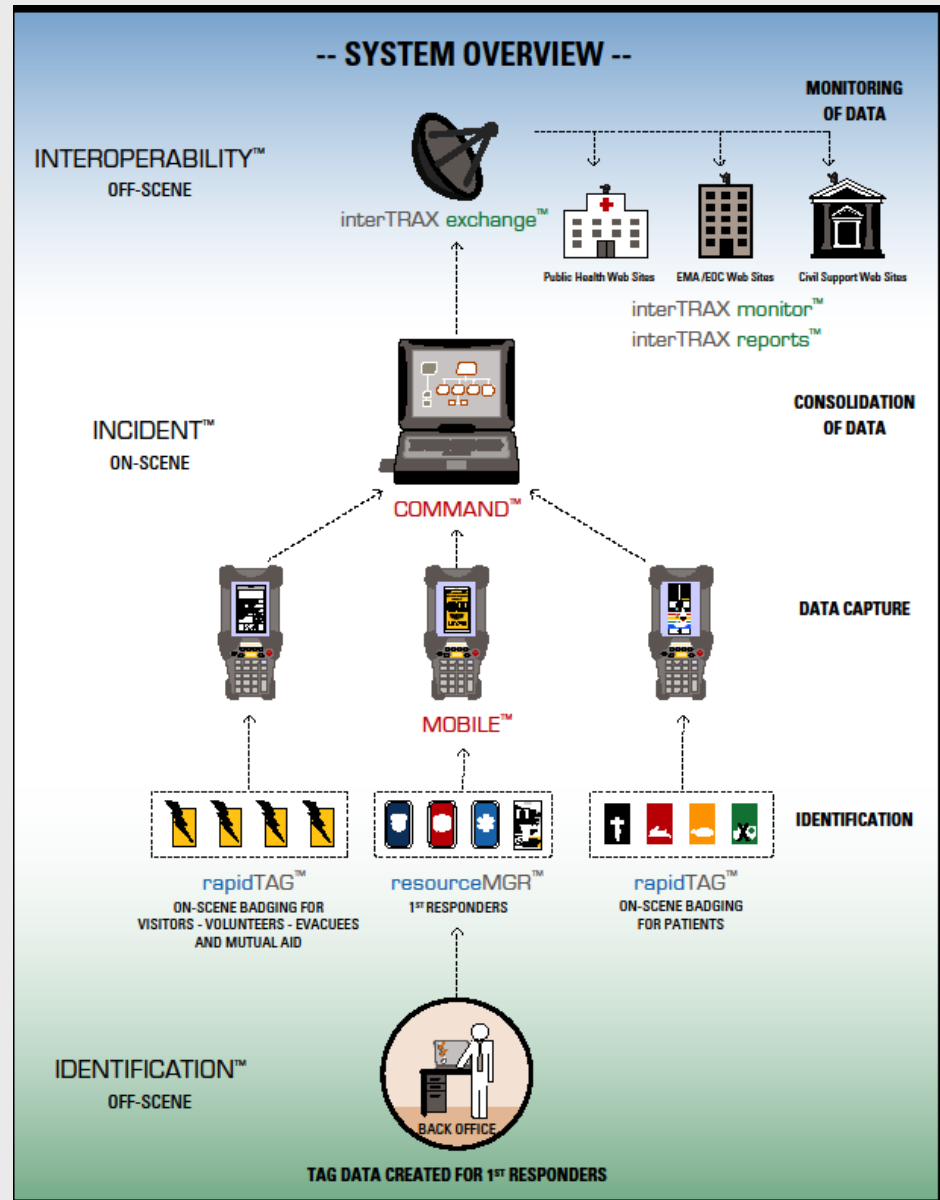
Note: Must be scalable from manual to electronic system of identification and tracking

PassPort  
Accountability  
System



# Tools

- Off-the-Shelf software products are available
- Incident Command software
- Central data base through a secure web site
- Track incident victims using bar coded Triage Tags
- Evacuees are tracked
- All information can be shared based on permission



# Tools

-- COMMAND --

File Incident Report View Help

POST LOG MAP

**Command** ⏴

1 - Personnel (4)  
0 - Equipment (2)  
0 - Patients (8)

**Off Scene**

8 - Personnel (4)  
2 - Equipment (2)  
8 - Patients (8)

**Assignment 1** ⏴

3 - Personnel  
0 - Equipment  
0 - Patients

Hill, Jane  
Simpson, Bill  
Watson, Jack

Check Par

**Medical - Treatment**

0 - Personnel (4)  
0 - Equipment (2)  
0 - Patients (8)

Responder  
Responder  
Responder  
Responder  
Evacuee  
Evacuee

**Operations Section**

1 - Personnel (1)  
1 - Equipment (1)  
0 - Patients (0)

Smith, Joe

**Fire Attack** ⏴

1 - Equipment

Fire Truck

**Assignment 3**

5 - Personnel (9)  
0 - Equipment (0)  
0 - Patients (0)

**Company 1** ⏴

4 - Personnel  
0 - Equipment  
0 - Patients

ASSIGNMENT

COMPANY

RESPONDER

PATIENT

EQUIPMENT

NOTE

TIMER

TOTAL PAR 5		
1	4	1
Responder	Company	Equipment

TOTAL PATIENT PAR 5				
1	1	1	4	1
White	Green	Yellow	Red	Black

100% 00:11



# Tools



## Incident Summary

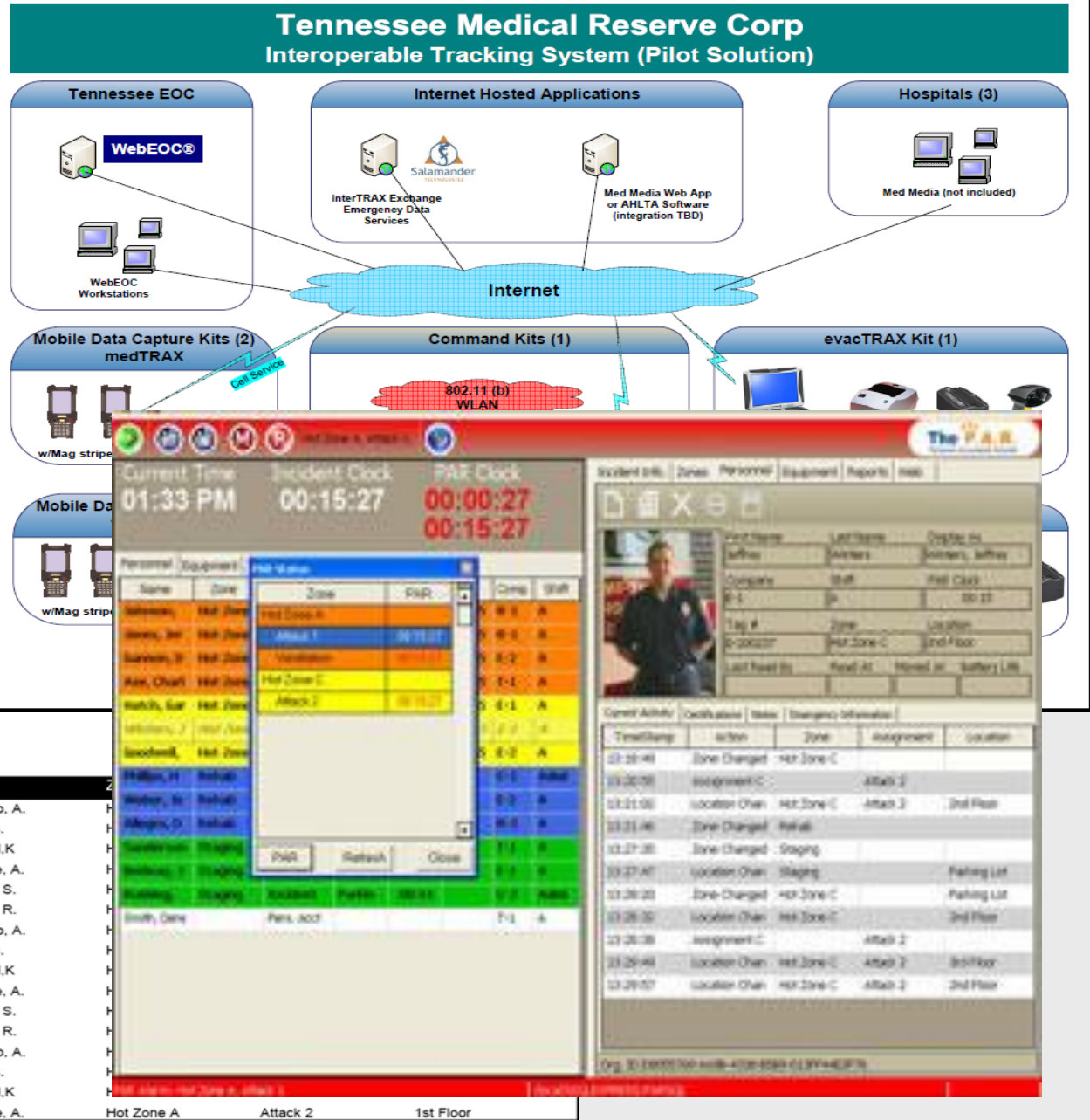
### Incident Summary

Run No.: 678  
 Start Time: 8/5/2009 08:14:55 PM  
 End Time: 8/5/2009 08:45:54 PM  
 Notes:  
 08:14:52 Command Est.  
 08:18:58 RIT Established  
 08:20:21 Gas Shut-Off  
 08:22:39 Meter Pulled  
 08:32:05 Search Complete

### Command Ass

Incident Command  
 Safety Officer:  
 Pers. Actt Ofc:

Time Stamp	Action	Name
4	8/5/2009 08:15:01 PM	Zone Changed Cordero, A.
5	8/5/2009 08:15:01 PM	Zone Changed Roth, S.
6	8/5/2009 08:15:01 PM	Zone Changed Ledford, K.
7	8/5/2009 08:15:07 PM	Zone Changed Genove, A.
8	8/5/2009 08:15:07 PM	Zone Changed Naden, S.
9	8/5/2009 08:15:07 PM	Zone Changed Isaacs, R.
10	8/5/2009 08:15:34 PM	Assignment Changed Cordero, A.
11	8/5/2009 08:15:35 PM	Assignment Changed Roth, S.
12	8/5/2009 08:15:37 PM	Assignment Changed Ledford, K.
14	8/5/2009 08:15:50 PM	Assignment Changed Genove, A.
15	8/5/2009 08:15:53 PM	Assignment Changed Naden, S.
16	8/5/2009 08:15:55 PM	Assignment Changed Isaacs, R.
17	8/5/2009 08:16:37 PM	Location Changed Cordero, A.
18	8/5/2009 08:16:40 PM	Location Changed Roth, S.
19	8/5/2009 08:16:47 PM	Location Changed Ledford, K.
20	8/5/2009 08:16:50 PM	Location Changed Genove, A.

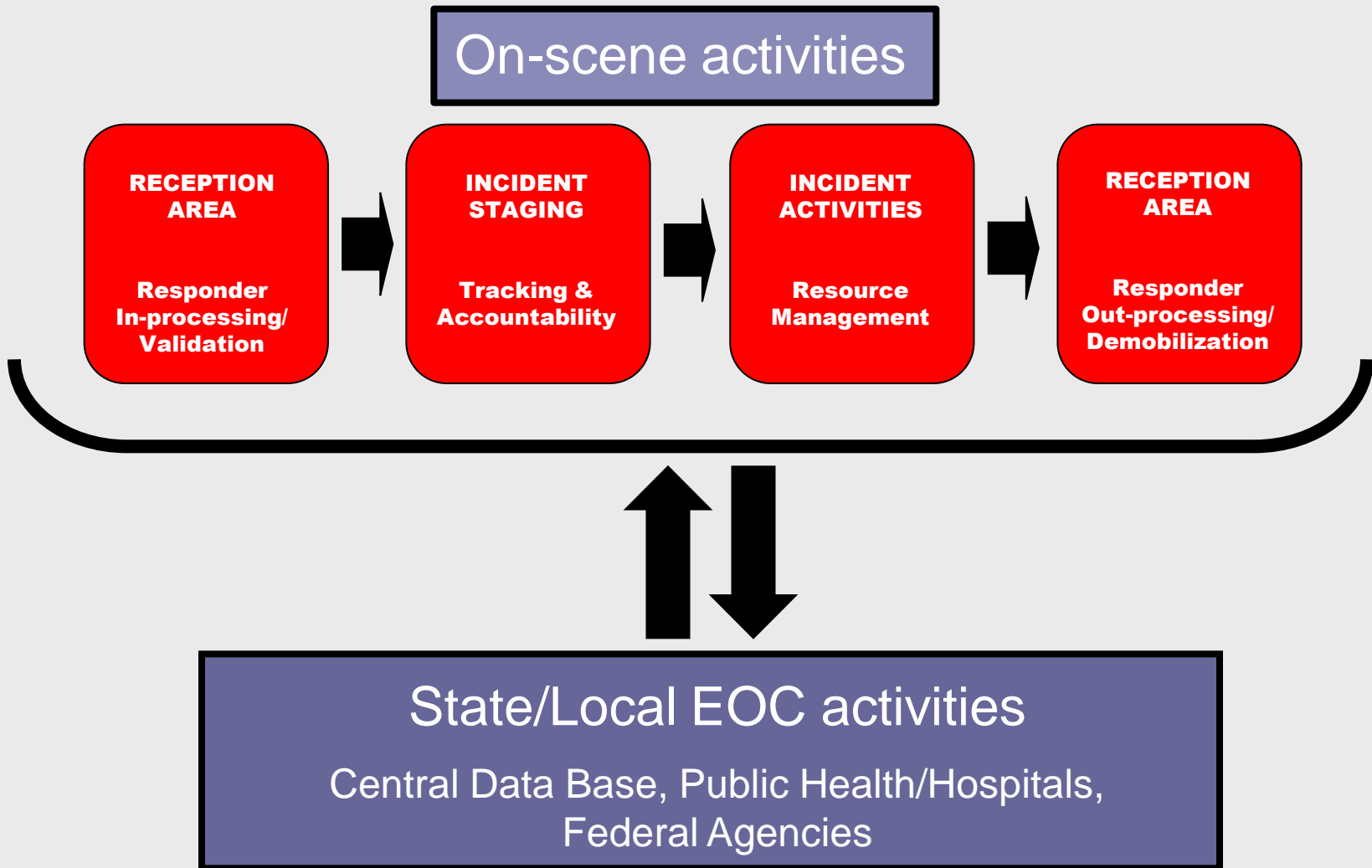


# WI Fire Service Emergency Response Plan: Authentication Matrix Procedures

- Reception Area: In-/out-processing of responders; issues incident credential
- Addresses mobilization and demobilization
- Assures accountability, safety and tracking
- Establishes ICS/EOC interface, central data base; Supports Multi-Agency Coordination System
- Provides audit trail for reimbursement and after action reporting



# Procedures



# Reception Area Procedures

- Provides In-processing
  - Credentialing of responders (FRAC + mission orders)
  - Situation report briefing
  - Safety and equipment needs
- Crews are sent to Incident Staging for assignment
- Capable of becoming Base Camp if necessary



# How are Responders “Credentialed”?

System must answer the following questions:

- What you have?                      FRAC/FIPS 201 card
- What do you know?                  Enter PIN/CHUID
- Who you are?                          Biometric ID
- What do you provide?              Qualifications
- Are you invited?                      Mission # & password



# Reception Area

- Staffed by Coordinators/IMT members
- Resources validated through the Central Data Base or smart card
- Issued incident-specific credential off breeder card
- Affiliate Access granted for pre-identified volunteers
- Resources electronically tracked on scene – available to Local/County & State EOC through a LAN/WAN



Staging Area



Base

# Mob/Demob Procedures

## Mobilization

- Central Dispatch Center identifies deployed resources
- ICS Tracking begins – ICS software solution; handheld PDA; wireless LAN to IC
- Briefing packets issued:
  - Unit Log (ICS 214)
  - Incident Action Plan
  - PPE and special instructions
- Sent to Incident Staging Area

## Demobilization

- Debrief responders
  - After action considerations/information
  - Collect ICS 214 forms
  - Provide CISD or advise AHJ for follow up
- Collect special equipment
- Issue return travel plan (fuel, layovers, etc.)
- Notify Local/County and State EOC
- Log resources out



# Local/State EOC Interface Procedures

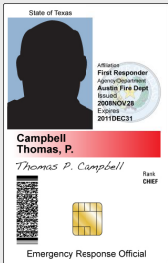


- Receives Request for Assistance from local IC
- Through WEM, activates Response Plan (WFSERP)
- WEM develops mission orders/assigned a password
- Notifies Local/Regional/MABAS dispatch centers
- Dispatch centers return acknowledgement/list
- Send Resource List/password to Reception Area
- Maintains radio/cell phone contact with convoy
- Electronically tracks resources through IC

# What has been accomplished so far?

## ■ NIMS Advisory Group

- Incident Action Plan for Credentialing
- Multi-disciplinary planning
- WEM - NIMS Coordinator position
- Developing a directive for data points and badge geography, and bar code requirements for compliance with the state credentialing system

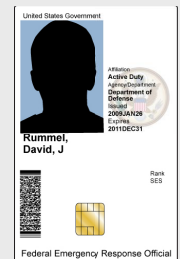


## ■ MABAS-Wisconsin

- Wisconsin Fire Service Emergency Response Plan
- Credentialing Policy and Authentication Matrix Procedures

## ■ Law Enforcement Credentialing Committee

- White Paper on L.E. Credentialing
- Developing Qualifications



# Other work on credentialing?

- Private Sector
- Incident Management Teams
- Health
- Emergency Medical Services
- Communications
- Volunteer Organizations
- Many other agencies are inquiring



Wisconsin  
Emergency  
Assistance  
Volunteer  
Registry



at&t



Wisconsin Department  
of Health Services



Wisconsin  
Voluntary  
Organizations  
Active in  
Disasters



# Wisconsin Credentialing Plan (proposed)

- Identify state agency and funding source(s)
- Development in 4 areas:
  - Applicants – local AHJ logs personnel (web portal)
  - Sponsors – each discipline develops resource positions, qualifications, experience and standards
  - Registrar – State Agency develops secure infrastructure/connectivity and central data base
  - Issuance – state and discipline approved (vetted) agencies to issue cards; provide equipment for Issuer Agents
- Merge Credentialing Plan into the ESF operational procedures for each discipline
- Exercise and evaluate

# Wisconsin Credentialing Plan

## Conclusion:

- A collaborative approach works the best
- The proposed plan is a starting point for discussion.
- Federal and Interstate compatibility is a very important consideration.
- Each discipline has their unique challenges that will require additional discussion/work.
- The strategic plan is imperative - goals and objectives must be established before beginning.





**QUESTIONS ??**