Comprehensive Resource Management and Credentialing System

Policy

Kansas Division of Emergency Management

Comprehensive Resource Management and Credentialing System

Credentialing Policy **V29Dec2015**

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Attachments

This document was drafted by the Comprehensive Resource Management and Credentialing System (CRMCS) project charter group. This project group was established by the Kansas Division of Emergency Management (KDEM) and includes representatives from KDEM, Midwest Card and ID solutions, Kansas Department of Revenue (KDOR), Kansas Highway Patrol (KHP), The Adjutant General's office, Kansas Department of Health and Environment (KDHE), each Kansas Homeland Security Regional Council, and Kansas Emergency Management Association (KEMA). This group will meet annually to review and revise this document. The project charter is on file with KDEM. Email **brian.m.rogers8.nfg@mail.mil or telephone 785-646-1890 to request a copy.**

Policy time line:

Drafted: 19 Aug 2011

Finalized: 30 Jan 2012

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Revised: 29 Dec 2015

Policy Outline

The Comprehensive Resource Management and Credentialing System (CRMCS) is a tool created to enhance the resource management efforts of county, city, and state organizations. This tool allows emergency response agencies, county emergency managers, state and private/not for profit resource managers the ability to credential personnel, provide information on availability of assets and personnel prior to and during an emergency, the ability to track those assets on scene, and near real-time incident visibility via the internet. The resource information is housed in **Salamander Live** .

This credentialing policy outlines the establishment and intended use of the credentials that are to be stored within the CRMCS and printed on the credential cards.

The CRMCS was built to further implement the intent outlined in the following Kansas Statutes: 48-907**,** 48-925(c) (2)**,** 48-926, 48-927, and 48-928. The system is also consistent with National Fire Protection Association (NFPA) **1500 8.3** and **1561** requirements.

The CRMCS provides a platform to facilitate the following Homeland Security strategic goals:

Goal 3.4: Expand, strengthen, and / or sustain capabilities and resources, ensuring a flexible, reliable, and effective response

- **3.4.1:** Resource Tracking
- **3.4.2:** Credentialing of Personnel

Goal 3.5: Improve / enhance resource management and accountability

Goal 3.6: Establish and improve a system for developing and deploying specialized resources

Goal 4.3.5: Patient tracking requirements presented to KHP, KDEM, and KDHE leadership to outline system, equipment, and training requirements

Goal 5.5: Continue and enhance local, regional, and inter-state collaborative initiatives for prevention, preparedness, response, and recovery

- **5.5.3:** Kansas is part of the EMAC and will continue to support its efforts

Goal 6.9: Develop a working template to deploy logistical support to communities post disaster

The CRMCS supports the Kansas Response Plan (KRP) by providing for consistent application ESF 7 standards in preparation for response to and recovery from an incident. The CRMCS provides accountability for personnel and resources on-scene at an incident using the Salamander Live system or manual accountability. It provides the opportunity to shorten the timeline for response and improve situational awareness of available local and state resources.

List of acronyms:

CIKR – Critical Infrastructure, Key Resource

CRMCS – Comprehensive Resource Management and Credentialing System

ESF – Emergency Support Function

ICS – Incident Command System

IDCC – Identification / Credential Card

KCPOST - Kansas Commission on Police Officer Standards and Training

KDEM - Kansas Division of Emergency Management

KDHE – Kansas Department of Health and Environment

KDOR - Kansas Department of Revenue

KEMA – Kansas Emergency Management Association

KHP – Kansas Highway Patrol

KLERWG – Kansas Law Enforcement Resources Working Group

K-SERV - Kansas System for the Early Registration of Volunteers

LEO – Law Enforcement Officer

NIMS – National Incident Management System

NFPA – National Fire Protection Association

SIV– Salamander Identity Verification

Website Information:

CRMCS – http://kansas.responders.us/

Salamander Live - http://www.salamanderlive.com/

Kansas-MAP - http://maps.kansastag.gov/kansas_mapv4/

Emergency Management Portals - www.Ksready.gov and www.kansastag.gov/kdem_default.asp

K-SERV - www.kdheks.gov/it_systems/k-serve.htm

webEOC – www.kansaswebeoc.com

Salamander Live Privacy Agreement:

ATTENTION: Salamander Live contains personal information on individuals whose information is stored in it. The use of this information is strictly for Emergency Management purposes inside the state of Kansas. By entering into this system, you agree to not release any personal information to include, but not limited to: names, home addresses, telephone numbers, or personal medical information outside of Salamander Live without prior written approval of KDEM. In addition personal information may be exempt from public release under the Kansas Open Records Act (K.S.A. 45-215 et seq.).

Requests for information on this system from any outside entity should be forwarded to KDEM for its consideration. Questions on this policy should be directed to Brian Rogers at email: brian.m.rogers8.nfg@mail.mil or telephone: 785-646-1890. Any violation of this policy may subject you to the loss of use of this system.

Access and Permissions for Salamander Live:

A county CRMCS lead (typically the emergency manager) must receive training on the system before being granted access to Salamander Live. Once training is completed the county lead will be given a username and password and granted permissions for the organization(s) within their jurisdiction.

Access to information in Salamander Live is managed in a parent-child hierarchy. See figure 1:

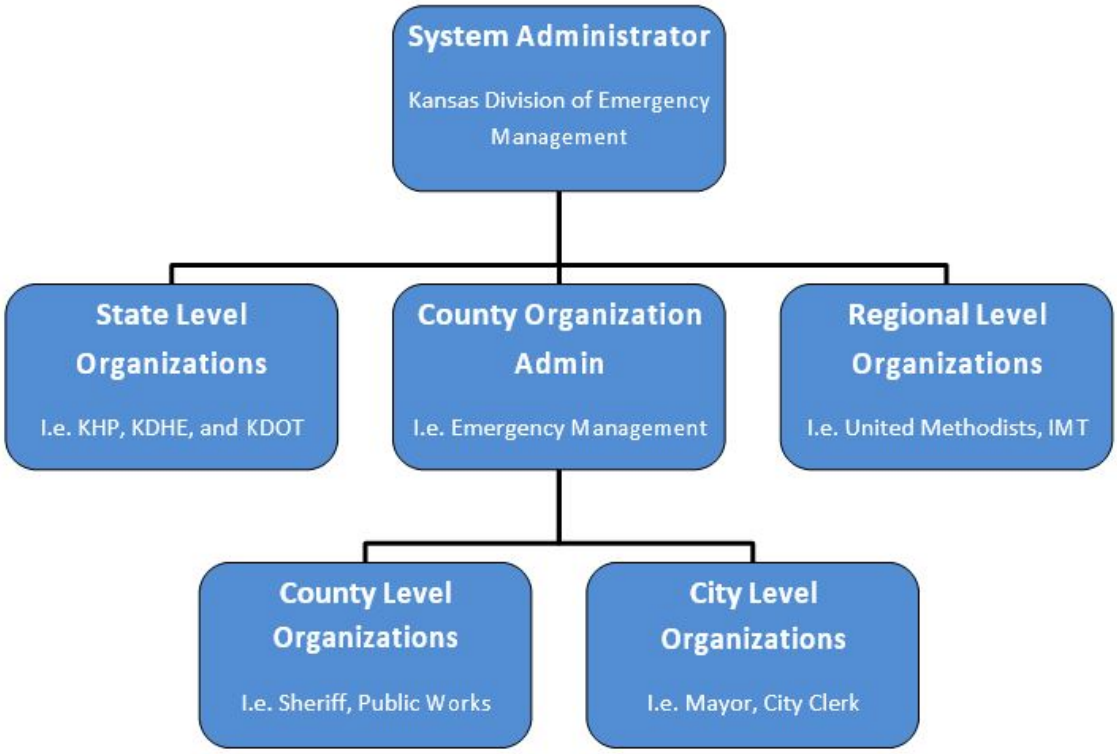


Figure 1

There are varying levels of permission in Salamander Live, the most common from greatest system responsibility to least are: Admin, Admin No Delete, Data Input/Print, and View Only.

Admin: This is reserved for the System Administrator and provides access to all information in the Salamander Live database.

Admin No Delete: This allows the user the same permission as the Admin EXCEPT that they cannot delete any information for a specific organization. This would be used to ensure information integrity by only allowing the Organization Admin the permission to delete information.

Data Input / Print: This permission allows for data entry without admin permissions for a specific organization. An example of who could be granted this permission would be part-time staff or intern whose only responsibility would be to input data or print Identification / Credential Cards.

View Only: This allows for View Only of information for a specific organization EXCEPT for medical data. An example of who could be granted this permission would be Regional Coordinators or someone from outside that specific organization like a neighboring county.

Permissions are granted for specific organizations. A user will not be able to see data in an organization they do not have permission to. Permission follows the parent-child hierarchy, in that, a user can only see data in organizations that are below (children) of the organization that user has permission to if granted permission to “include all children”. This is done to ensure visibility to organizations in the user’s jurisdiction.

In order to view of another organizations data the user must make a request to an administrator with permission at least one step above (parent) of the organization they are requesting access to.

Different levels of permission can be granted for different organizations. A user can have organization admin access to one (or more) organization(s) and have view only (or other level) into another organization.

I. Policy

A. The Adjutant General of Kansas authorizes the Kansas Division of Emergency Management (KDEM) to be the jurisdiction having authority, to develop, direct, and maintain a system of issuing credentials to emergency personnel in Kansas, in accordance with the National Incident Management System (NIMS).

B. KDEM shall institute a program to grant authority to agencies and organizations to issue Identification / Credential Cards for persons in specific positions to be deployed for intrastate mutual aid.

C. There are specific certification and licensure requirements for numerous positions that people fill in response to a disaster. These positions fall under the licensing and certification authority of several state agencies in Kansas. This is not an individual agency policy, but the coordination of those positions that individual agencies are currently providing credentials for.

D. Credentialing validates the identity and attributes (such as affiliations, skills, or privileges) of individuals or members of teams. Credentialing is essential to the emergency management community. It allows the community to plan for, request, and receive resources needed for emergency assistance. Credentialing ensures that personnel resources match requests and supports effective management of officially dispatched responders.

E. Credentialing involves providing documentation that identifies, authenticates, and verifies the qualifications of emergency response personnel. The FEMA NIMS standards call for typing of incident management personnel, emergency response providers, other personnel (including temporary personnel), and resources needed for emergency response.

F. The credential cards are the property of the agency / organization that issues them. The responsibility for verifying a person's qualifications lies ultimately with the agencies / organizations that issue the card.

G. Requests for changes to be made to this document can be sent to brian.m.rogers8.nfg@mail.mil . This document will be reviewed and revised annually by the CRMCS project charter group.

II. Procedure

A. Identification

Identity verification shall be conducted utilizing the standards established by the Kansas Department of Revenue; the State issued Drivers License or ID number is recommended to be used as the "personnel ID" unique identifier for personnel in Salamander Live. If a Kansas Drivers License or ID number is not used the connection between Salamander Live and KDOR will not be made. (see pg. 17)

B. Identification / Credential Card (IDCC)

Authorized agencies shall issue IDCC based on the positions within one of the following eight discipline areas. Requirements for each discipline area are defined by a working group chartered by the Commission on Emergency Planning and Response. **If an individual works for more than one organization, they will have an IDCC for each organization that they work for. One IDCC covering multiple organizations is not permitted due to liability and qualification management.** (More than one IDCC or passport tag is recommended if manual accountability is employed):

1. "Fire" shall be utilized for those individuals to be credentialed in Fire Fighting positions (Refer to ESF 4 Credentialing Standards:

2. "Law" shall be utilized solely for individuals certified or have provisional certification through KSCPOST as Law Enforcement Officers (Refer to ESF13 Credentialing Standards)

3. "Health & Med" shall be utilized for Kansas System for the Early Registration of Volunteers (KSERV) verified individuals to be credentialed in Medical position. (Refer to ESF 8 Credentialing Standards)

4. "EM" shall be utilized for individuals to be credentialed in Emergency Management positions

5. "Vol" shall be utilized for individuals to be credentialed as Volunteers

6. "Gov" shall be utilized for Government positions

7. "Private" shall be utilized for those individuals to be credentialed as Private Industry

8. "Mil" shall be utilized by those individuals to be credentialed as Military members as determined by the Kansas National Guard

C. Identification / Credential Card Appearance

1. Front of Card

a) Picture

The IDCC shall not be valid unless a picture is included on the card.

(1) Photos should include head and shoulders and be on a white background. Hats are not to be worn. (Federal recommendation)

(2) It is encouraged that organizations use uniform clothing whenever possible.

(3) Photos need to be cropped to meet the requirements of the system. Salamander Live allows the photo to be cropped after upload. To crop upload the picture, click Edit above the picture, crop to size as necessary, then click Done.

Head, shoulders, no hat, and on a white background

b) Last Name / First Name

In order to enable the connection between Salamander Live and the KDOR system, so that the sunflower can be added to the back of the drivers license, the name listed on the IDCC must match exactly what is listed on the individual's Kansas drivers license. If the individual does not carry a Kansas drivers license, the Last Name and First Name must match exactly what is on the State issued ID that was provided for identification. Templates are available for hospitals to utilize that omit the last name from the text on the front of the card.

c) ID

The State issued Drivers License or ID number is recommended to be used as the "ID" unique identifier for personnel in Salamander Live.

The ID for personnel must match the Kansas drivers license number and be entered into the Drivers License field on the private tab to enable the connection between Salamander Live and the KDOR system so that the sunflower can be added to the back of the drivers license. The number must be entered in one of two ways:

(1) K00000000

(2) K00-00-0000

The KDOR system will not accept numbers that do not meet the above criteria.

If the individual does not carry a Kansas drivers license, it is recommended that the Personnel ID match exactly what is on the State issued ID that was provided for identification.

d) Organization Logo

There are three categories of logos that shall be used for an organization logo. Final decisions will be made by the system card issuer. Order of preference is as follows:

(1) Organization specific Logo

(2) City or County Logo (if applicable)

(3) Nationally recognized logo (Fire, Public Health, EMS, Etc.)

e) Title

This field will be designated for position title/rank. If the NIMS job title is appropriate it should be listed here.

f) Organization

If the organization is affiliated with a county, city or regional group, that affiliation must be noted in this field. The **Organization Name** field should have the name of the organization if it is a private group. This field should be limited to a maximum of 28 characters including spaces. Although the field allows 50 characters, more than 28 characters will make the Organization difficult to read at a distance. Only commonly accepted abbreviations will be accepted. (See Attachment 1: Organization Name Template). This information will be tied to the header of the card. Whatever is entered here will be printed at the top of the card as the header.

g) Issue Date

The Issue Date is to be set when the qualifications are verified. If a reprinted card is issued for the same individual it must contain the original issue date. (I.e. use existing issue and expiration date)

h) Expire Date

The Expire Date is to be set on the day of printing, and shall not exceed 4 years from the issue date. The date can be set shorter than 4 years to expire at the same time as a qualification such as a license or Certification. Upon reissuance credentials and qualifications must be reviewed and re-vetted.

i) Color Coding

Card colour scheme is set by each card design. These colours are not changeable. Schemes will be as listed in table 1:

j) Text classification

Clear-text classification is set by each card design. These classifications are not changeable. The purpose is to provide a non-color clear text definition of an individual's discipline. Classifications will be as listed in table 1:

Table 1

Color	Discipline	Text Classification	Organization examples
Red	Fire	Fire	City Fire, County Fire, Volunteer Fire Services
Blue	Law Enforcement	Law	Police, Sheriff, Patrolman *Refer to ESF13 Credentialing Standards
Green	Medical	Health & Med	KSERV verified medical personnel *Refer to ESF 8 Credentialing Standards
Yellow	Emergency Management	EM	**Designated** EM offices, Recognized IMT groups
White	Volunteer	Vol	Red Cross, CERT, MRC, Salvation Army, etc.
Gray	Government Officials and employees	Gov	Governor, Senator, Representative, County Commissioner, County Clerk, Dispatcher, (any government employee not included in other discipline)
Brown	Pre- Identified Private Industry Responders	Private	Aggreko, Westar
Black	Military	Mil	National Guard members

k) Personnel barcode

The barcode on the front of the card is automatically generated in Resource Manager. Examples of both the PDF-417 and the QR Barcode are listed below. (See the **resourceMGR web™** User Guide for more information on what is included in each item in the barcode) It contains as a minimum:

(1) Barcode Expiration

(2) Organization Country Code

(3) Organization State Code

(4) Organization Type Code

(5) Organization ID

(6) Organization Name

(7) Personnel ID

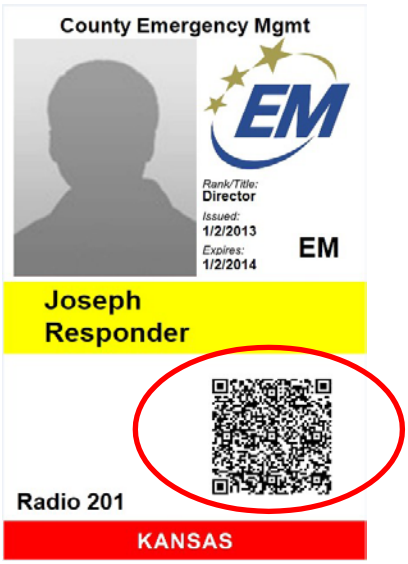
(8) Last Name

(9) First Name

(10) Rank

(11) Date of Birth

PDF-417 Barcode
Original Version



QR Barcode

l) Other ID

Other ID is assigned in the software as an optional field. This can be used as place to display a radio number, patrol number, or any other pertinent reference number for that individual. (This is not an option on Passport tags)

m) Lamination

The IDCC will have a laminate applied to the card to increase durability. Laminate with no hologram is authorized to be used. Cards produced with hologram laminate over the barcode reduces the ability to scan the barcode with the mobile app.

n) Footer

The Footer along the bottom of the card will read the name of the state / jurisdiction where the card was issued. This will be used to assist in identification when responders are called to cross jurisdictional boundaries and / or state lines for aid and assistance. The Kansas IDCC will have "Kansas" as the footer.

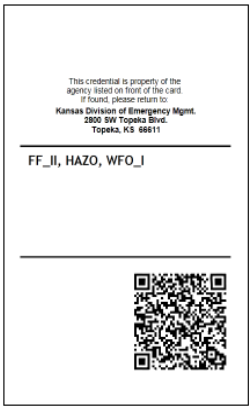
2. Back of Card

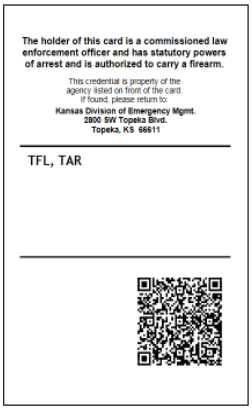
The back of the law enforcement IDCC will look different than all other cards. It will have the commission statement "THE HOLDER OF THIS CARD IS A COMMISSIONED LAW ENFORCEMENT OFFICER AND HAS STATUTORY POWERS OF ARREST AND IS AUTHORIZED TO CARRY A FIREARM" printed at the top of card. (Refer to ESF13 Credentialing Standards)

a) Qualification Field

The qualification field contains **qualifications** as identified by both the card holder, and the card holder's organization of affiliation. There is a high-to-low hierarchy in qualifications of Federal then State then Local. **State qualifications shall not supersede federal qualifications and Local qualifications shall not supersede State or Federal qualifications.** If a person or piece of equipment meets a Federal qualification then that will be the qualification it is given.

(1) State, local and regional qualifications are developed by various defined groups.





(a) State qualifications will be defined and outlined by the working groups chartered by the CEPR in coordination with ESF partners.

(b) Regional Qualifications will be defined by local, regional, or state response groups, regional IMT groups, and volunteer organizations with official memberships.

(c) Local qualifications will be defined at the local level by local organizations.

(2) Requests to add local qualifications to Salamander Live can be made by emailing qualification requests to brian.m.rogers8.nfg@mail.mil .

(3) All qualifications can have a deadline of membership, or expiration date put into Salamander Live, however, these qualifications will remain active on the IDCC until the card itself expires. It is the organization's responsibility to track the qualifications of the personnel they are creating credentials for to ensure that they still maintain the assigned level of qualification.

(4) NIMS guidance on credentialing does not confer the authority or privilege to practice any profession. Only the receiving department, agency or jurisdiction can extend that privilege or authority after evaluating the person's information.

(5) Two key elements in the qualification process include typing personnel and resources and certifying that personnel, in fact possess, at least the minimum level of training, (experience, licensure, certification and fitness) to perform the job.

b) Other ID Code 128 Barcode

The Other ID barcode is an option upon printing the IDCC to encode the Other ID on the front of the card into a code128 barcode on the back. The template option "OtherID_code128" must be selected when printing. This barcode has several particular applications to include time clock and patient medication tracking. The intended use of this barcode should be identified by the issuing agency / organization.

c) Medical Barcode

The Medical Barcode is automatically generated from the "Resource Manager" software. Hospital templetes have the option to remove the medical barcode when printing (See the **resourceMGR web™** User Guide for more information on what is included in each item in the barcode) It contains the following OPTIONAL information:

(1) Gender

(2) Blood Pressure

(3) Blood Type

(4) Allergy Conditions

(5) Medical Conditions

(6) Physician

(7) Insurance

(8) Height

(9) Weight

(10) Emergency Contact Name

(11) Emergency Contact Phone

* Card holders should be advised that the information contained in the barcode is not encrypted and can be read. It is not protected should you choose to disclose it. When using **Mobile express™** only personnel with the STI MED qualification can read the information in the medical barcode.

D. **Verification**

Verification of personnel ensures "… personnel possess a minimum level of training, experience, physical and medical fitness, and capability appropriate for a particular position…" This requires organizations to test and evaluate their personnel against the qualifications established by the typing efforts. Additionally organizations must "…authenticate qualifications…" through a formal process to approve and provide signature for personnel qualifications.

Reference: http://www.fema.gov/pdf/emergency/nims/NIMS_core.pdf

E. **Revocation**

A critical component of identity and qualifications is revocation. Organizations need to have a process in place to revoke credentials when certain events occur. **No more than 18 hours** after a person is relieved of their position, no matter the condition of their release, it is the organization that issued that card's responsibility to get the card back and destroy it using the guidelines listed in paragraph F. Likewise, if an individual's qualifications change, their credentialing information should also be updated in the affected databases or records **within 30 days**. Updating a responders credentials is vital when utilizing SIV (Salamander Identity Verification currently only available with 02 Track App) during an incident. SIV allows for the instant verification that the responder record exist, qualification/badge are not expired, and their current status.

Reference: https://www.fema.gov/pdf/emergency/nims/nims_cred_guidelines_report.pdf pg. 16.

F. **Card Disposal**

Expired, revoked, or returned credential cards should be shredded if possible but will be destroyed by cutting through the barcode as a minimum so that the card can no longer be read by the system. NOTE: If the credential is printed on a proximity card it will be destroyed in the same way as the standard card.

III. Deployment

In addition to the legally mandated requirements of the credentialing effort, there are other aspects that need to be addressed in the credentialing process. Under NIMS, these include the authorization to deploy, control of access to an affected area, affiliation of personnel deploying as part of an organization, and revocation of IDCCs when necessary. Appropriately issued credentials do not authorize an individual or a team to self deploy. Each agency authorized to issue credentials shall have a policy in place that dictates how credentialed staff associated with their agency are authorized to deploy to an incident.

A. Access

NIMS intentionally limits access to a disaster to only personnel who have been credentialed and authorized to deploy through a formal agreement between the requesting and providing agencies. The agreements can range from automatic mutual aid agreements, the Emergency Management Assistance Compact and mission assignments to Federal agencies to provide Direct Federal Assistance. Personnel that arrive to check in that have not been credentialed and authorized are to be turned away at the discretion of the Incident Commander. No one should be granted access to an incident that has not been credentialed, either with an IDCC or a rapidTag, to ensure accountability. Authenticity of an IDCC can be checked by utilizing the Salamander Identification Verification (SIV) feature which references the CRMCS database to verify if the responder record exist, qualification and badge expirations, and their current status. This feature is currently only available with the mobile APP, 02 Track, and requires an internet connection.

B. Affiliation

KDEM recognizes the need for processes to address the full range of access control, both for individuals who provide support to the incident command structure and for those who require access for specific purposes outside of the NIMS/ICS structure. It may not be practical to confirm the qualifications of individuals or groups of people responding to an event. In these cases, documented affiliation (identification) with an organization or entity responding to or affected by the event provides proof of qualification and authorization to deploy. For example, contractors working to restore power for a critical infrastructure, key resource (CIKR) utility company would gain access based on their affiliation with the CIKR Company.

C. rapidTAG™

RapidTag cards are incident specific IDCCs that are used to account for personnel, equipment, or companies that have not been issued or do not have the Salamander Live IDCC on hand. An individual's qualifications and mission tasking need to be verified prior to issuing a rapidTag.

The Personnel rapidTag contains:

(1) Incident Name

(2) Organization

(3) Organization Type specific icon

(4) First Name Last Name

(5) Rank

(6) Role

(7) Location

(8) Expiration

The Personnel barcode will contain the following:

(9) Organization Country

(10) Organization State

(11) Organization Type

(12) Organization ID

(13) Personnel ID

(14) First and Last Names

(15) Rank

(16) Date of Birth

(17) Qualifications

The Equipment rapidTag contains:

(1) Incident Name

(2) Organization

(3) Organization Type specific icon

(4) Description

(5) Make Model

(6) Role

(7) Location

(8) Expiration

The Equipment barcode will contain the following:

(9) Organization Country

(10) Organization State

(11) Organization Type

(12) Organization ID

(13) Organization Name

(14) Equipment ID

(15) Make

(16) Model

(17) Description

(18) Manufacture Date

(19) Equipment Type

(20) Date in Service

(21) Qualifications

The Company rapidTag contains:

(1) Incident Name

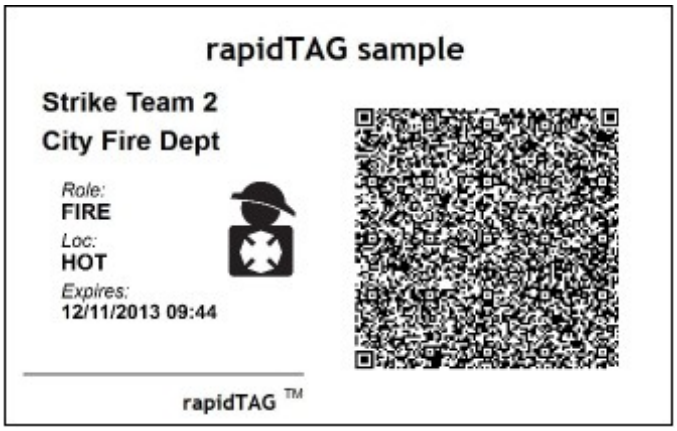
(2) Company Name

(3) Organization

(4) Role

(5) Location

(6) Expiration



The Company barcode will contain the following:

(7) Organization Country

(8) Organization State

(9) Organization Type

(10) Organization ID

(11) Company ID

(12) Company Name

(13) Qualifications

(14) Equipment and Personnel Barcode data from contained Equipment and Responders

D. **Kansas Department of Revenue Sunflower on drivers license**

In coordination with KDOR, personnel whose information (first and last name, date of birth, drivers license or ID number) has been loaded into Salamander Live for credentialing purposes will have a sunflower added to the back of their drivers license at time of renewal. This sunflower only identifies the person as having had information in the system at one time. **It does not grant permission to access an incident.** A person

having only a license with the sunflower and a responsibility on scene will first report to check-in recorder, resource unit, or staging to be issued a rapidTag so that accountability can begin. Verification of an individual's qualifications and mission tasking will be verified at the rapidTag station.

E. **Passport Tags**

Passport Tags are a three on one perforated card. They are printed on special card stock so you end up with a keychain sized ID (similar to a grocery store loyalty card or library card). They allow you to use interTRAX in conjunction with your velcro or magnetic passport accountability system. **These tags are not a substitute for the IDCC printed from Salamander Live**. They are to be used for manual accountability or ID label (attached to collar or helmet).

The 3-tag passport cards are printing using the "People" option selecting the card printer, selecting the design "R_Card_3_tag". It is encouraged to laminate passport tags to extend the useable life of these tags.

Attachment 1: Organization Name Template

State organizations will be prefaced with "KS" i.e. KS Div of Emergency Mgmt, KS Dept of Health and Env, KS Dept of Agriculture, KS Highway Patrol, KS Dept of Transportation, KS SE Regional IMT

County organizations will use the two letter identifier for the county and "Co". I.e. **SG Co FD Dist 1** would be Sedgwick County Fire Department District 1 or **PT Co Sheriffs Dept** for Pottawatomie County Sheriff's Department

City organizations will be the city name then organization i.e. Mount Hope EMS or South Hutchinson VFD

Township organizations will be written "Twp" i.e. Cottage Grove Twp PD

Private Industry will use their organization name. I.e. Westar, Aggreko

Volunteer organizations will use their organization name. I.e. Red Cross, United Way

Common abbreviations will be allowed. Some examples are listed below. These should be used when applicable:

Dept = Department (only when not accounting for a fire, police or public health department) Dist = District

Div = Division

EMS = Emergency Medical Services

Env = Environment

FD = Fire Department

HD = Public Health Department

Mgmt = Management

PD = Police Department

PU= Public Utilities PW= Public Works Twp = Township

VFD = Volunteer Fire Department