Colorado Identification and Credentialing Program Salamander LIVE System Specific

2016 Revision

Colorado Division of Homeland Security and Emergency Management
Logistics Section

COLORADO
Division of Homeland Security
& Emergency Management
Department of Public Safety

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List of Figures and Tables

Record of Changes

All potential changes will be reviewed and, if accepted, incorporated into the implementation plan during the next update. All changes will be annotated on the table below. All suggestions along with supporting documentation, as applicable shall be submitted via email to the State system administrator, Jeremy Utter; DHSEM Logistics Section Chief at Jeremy.utter@state.co.us for consideration.

Date	Change	Document	Page – Paragraph - Line

Purpose

The purpose of this document is to explain how the State of Colorado, Rapid Resource Mobilization Identification and Credentialing system operates. Currently the State of Colorado Department of Public Safety; Division of Homeland Security and Emergency Management utilizes the Salamander LIVE system to accomplish this. Such a system is necessary for the issuance of Identification Credentialing Cards (IDCC) to emergency managers, first responders, non-governmental organizations, and other personnel who routinely provide support to local jurisdictions before, during, and after a disaster emergency, or who participate in training, exercises, and other activities to enhance local capability to prevent, protect, mitigate, respond, and recover from all-hazard events. Private-sector entities may also find the guidelines useful, especially if they provide contract or material support to public-sector agencies. An IDCC is essential today to ensure proper identification, accountability, and overhead (personnel) tracking for access control and during all-hazard events, training, and exercises.

Guidance Review and Revision Process

The attached documents were created by staff from the Colorado Office of Emergency Management (CO OEM), in concert with the Colorado Credentialing Working Group (CCWG), documents developed by the CCWG will be amended, as necessary, by the Logistics Section within DHSEM, under authority of the Director of Emergency Management. The CCWG will convene to provide recommendations on improvements or advancements to this guidance document, when requested. Future versions of this guidance document may be prepared to identify standards and specifications on the credentialing of equipment. Requests for changes should be sent to the DHSEM Logistics Section Chief at Jeremy.Utter@state.co.us.

Credentialing Considerations

Access to an Incident or Event

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 assisting agencies. The agreements can range from automatic mutual aid agreements, the Emergency Management Assistance Compact (EMAC), and mission assignments from Federal agencies to provide direct Federal assistance. Personnel who 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 if he/she has not been credentialed—either with an IDCC or a local- or State-supported on-site system, to ensure accountability.

Credentialing Verification

Personnel verification ensures that "… 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 attest to personnel qualifications.

Deployment

Appropriately issued credentials within State and local resource mobilization plans 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 its credentialed staff are authorized to deploy to an incident.

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 his/her position—no matter the condition of release—it is the card-issuing organization's responsibility to recover the card and destroy it. Likewise, if an individual's qualifications change, his/her credentialing information should also be updated in the affected databases or records within 30 days.

Card Disposal

Expired, revoked, or returned credential cards should be shredded, if possible, but will also be rendered invalid by cutting through the QR code, at minimum, so that the card can no longer be read by any system. NOTE: If the credential is printed on an agency-owned proximity card, it shall be destroyed in the same way as the standard card.

Access and Permissions

The credential cards are the property of the agency/organization that issues them. Therefore, the responsibility for verifying a person's qualifications and protecting his/her privacy lies ultimately with the agencies/organizations that issue the card.

Different levels of permission can be granted for different organizations. A user may have Organization Admin permission to one (or more) organization(s) and have View Only (or another permission level) for another organization.

IDCC Specifications

Identification

A Current State-issued driver's license or State issued ID number shall be used as the "ID" unique identifier for personnel within the online software program.

If an individual works for more than one organization, he/she will have an IDCC for each organization, thus also having multiple records in the system based on agency. One IDCC covering multiple organizations is <u>not permitted</u> due to liability and qualification management. It is recommended that IDCC be issued to the primary position agency. Authorized agencies shall issue the IDCCs based on the positions within one of the following eight discipline areas:

1. **Fire:** Utilized for individuals credentialed in firefighting positions
2. **Law:** Utilized for individuals credentialed in law enforcement positions
3. **Health & Med:** Utilized for individuals credentialed in medical positions
4. **EM:** Utilized for individuals credentialed in emergency management positions
5. **Vol:** Utilized for individuals credentialed as volunteers
6. **Gov:** Utilized for government positions
7. **Private:** Utilized for individuals credentialed as private industry partners
8. **Mil:** Utilized for individuals credentialed as military members
9. **P/W:** Utilized for individuals credentialed as public works personnel

All approved Colorado-specific credential qualifications are listed in Appendix C.

Appearance

Picture Requirements

The IDCC shall not be valid unless a picture is included on the card. Photos will include head and shoulders and be on a white background. Hats are not to be worn but glasses (not sunglasses) should be included, if used for equipment operation. Photos must be cropped, per the example below (Figure 1).

> **Recommendation:**
>
> When possible, organizations should use uniform clothing in IDCC photos.

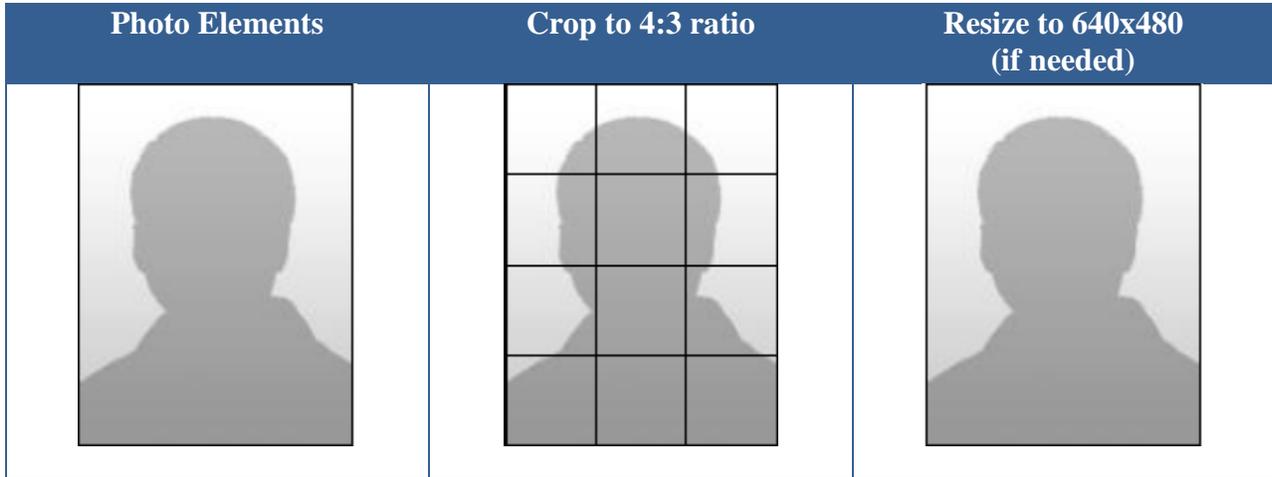| Photo Elements	Crop to 4:3 ratio	Resize to 640x480 (if needed)

Figure 1. IDCC photo elements, ratio, and resolution

Organization Logo Requirements

There are two recommended categories of logos that may be used for an organization logo. Order of preference is as follows:

1. Organization-specific logo
2. City or county logo (if applicable)

Rank / Title Requirements

This field is designated for position titles. Some options will be preloaded into the system. When appropriate, the NIMS job title should be used.

Organization Name Requirements

An organization's affiliation with a county, city, or regional group should be noted in this field. Private groups will also list their organization names in this field. Organization names are limited to a maximum of 25-28 characters, including spaces. Only commonly accepted abbreviations will be used. This information will be tied to the header of the card; therefore, any information entered here will be printed at the top of the card as the header.

Issued Date Requirements

The Issued Date is to be set when the qualifications are verified. If a reprinted card is issued for the same individual it should contain the original issue date. (I.e. use the issue and expiration dates that were included on the original printing of the IDCC.)

Expiration Date Requirements

The expiration date is to be set on the day of printing and shall not exceed five years from the issue date. This timeline follows the Colorado Incident Management Team (IMT) and Emergency Operations Center (EOC) task book approval process. The date can be fewer than five years so that the IDCC expires at the same time as a qualification, such as a license or certification. This does not include cards that have been reprinted when the original was lost, stolen, or damaged. If a reprint card is issued for the same individual, it should contain the original expiration date. At the end of the five-year (or shorter) period, credentials and qualifications should be reviewed and re-vetted. Only then should a new card be printed with a new expiration date.

Color Coding Requirements

The IDCC color scheme and clear-text classification is set by each discipline and shall remain fixed (Table 1). The purpose is to provide both a color code *and* non-color, clear-text definition of an individual's discipline.

Table 1. IDCC color coding scheme and text classification

Color	Discipline	Text Classification	Organization Examples
Red	Fire	Fire	City fire, county fire, volunteer fire services
Blue	Law Enforcement	Law	Police, sheriff, patrolman
Green	Medical	Health & Med	Verified medical personnel
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, or any government employee not included in other disciplines
Brown	Pre- Identified Private Industry Responders	Private	Aggreko, Westar
Black	Military	Mil	National Guard members or other active duty personnel
Orange	Public Works	P/W	Public Works and Road and Bridge personnel

Personnel Barcode Data Minimum Requirements

The QR code on the front and rear of the card is automatically generated by the Salamander LIVE system and contains multiple data fields. For detailed information see Appendix B, Attachment F.

Footer Requirements

The footer along the bottom of the card displays the name of the state 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 Colorado IDCC uses "Colorado" as the footer.

Optional Other ID Field

The Other ID field is designated as an optional field. This can be used to display an employee number, radio number, patrol number, or any other pertinent reference number for that individual.

Lamination and Card Stock Requirements

It is required that a laminate be placed on both sides of all IDCC to enhance durability and longevity. The laminate shall be clear with no markings. The white space in the lower left corner on the face of the card will be used for future program adaptions.

Agency Card Stock Used for Physical Access

Many agencies currently use card stock that is integrated with physical access to a facility. As a cost-reduction measure, agencies that currently issue home credentials that include an embedded proximity chip for physical or local access may print this system credential on agency "Access" card stock. However, this is at the discretion of the local agency.

Obverse IDCC Data Elements

The remaining sections of this document detail the recommended components for the back of the IDCCs. Depending on an individual's qualifications, the back of the card may contain industry-specific disclaimers.

Qualification Field

The qualification field contains qualifications as identified by both the cardholder and validated by the cardholder's organization of affiliation. There is a high-to-low hierarchy in qualifications of Federal, then State, and then local. State qualifications shall not supersede Federal qualifications, and local qualifications shall not supersede State or Federal qualifications. If a person meets a Federal qualification, then that will be the qualification that is used.

It is recommended that candidates complete the available task books for the NWCG and Colorado-adopted All-Hazards Incident Management Association (AHIMT) Interstate Incident Management Team Qualification System (IIMTQS) positions.

- National Qualification Systems: Defined and recognized by NWCG 310-1, AHIMT-IIMTQS
- State Qualification Systems: Colorado-specific qualifications that are defined and outlined by the working groups chartered by DHSEM in coordination with ESF partners (Appendix B) or as determined by individual state agency directors
- Local Qualification Systems: Defined at the local level by the local Authority Having Jurisdiction (AHJ)

All qualifications can include a deadline or expiration date in the database; 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 its personnel to ensure that they still maintain the assigned level of qualification. (Card qualification information is static to the card issuance.)

NIMS guidance on credentialing does not confer the authority or privilege to practice any profession. Only the receiving department, agency, or jurisdiction Incident Commander (IC) and or EOC manager can extend that privilege or authority after evaluating the person's information. Two key elements in the qualification process include typing personnel and resources and certifying that personnel possess at least the minimum level of training (e.g., experience, licensure, certification, and fitness) to perform the job.

Medical Barcode
The QR code on the back of the card contains information from the "medical" tab of the personnel record. Multiple fields are available to enter data into, however the "Emergency contact" field is a required field while the rest are optional.

NOTE: Cardholders should be advised that the information contained in the QR code is not encrypted and can be read. It is not protected should it be disclosed.

Conclusion

This document, and accompanying attachments, will remain a living document and will be updated by DHSEM periodically as updates occur. The rapid mobilization of resources to all-hazard events remains vital to the safety and security of our communities. It also affords us opportunity to quell an expanding incident, thereby limiting further harm to people, property and the environment.

Appendix A: List of Acronyms

AHIMT: All-Hazards Incident Management Team
AHJ: Authority Having Jurisdiction
CCWG: Colorado Credentialing Working Group
DHSEM: Colorado Division of Homeland Security & Emergency Management
EM: Emergency management
EMAC: Emergency Management Assistance Compact
EOC: Emergency Operations Center
ESF: Emergency Support Function
FEMA: Federal Emergency Management Agency
IC: Incident Commander
ICS: Incident Command System
IDCC: Identification / Credentialing Card
IIMTQS: Interstate Incident Management Team Qualification System
IMT: Incident Management Team
JPR: Job performance requirements
NIMS: National Incident Management System
NFPA: National Fire Protection Association
NWCG: National Wildfire Coordinating Group
P/W: Public Works
PIV: Personal Identity Verification

Appendix B: Salamander Specific "How-To" documents

Appendix B, Attachment A: Place holder for future development

Appendix B, Attachment B: How to Create an Organization

Appendix B, Attachment C: How to Add Personnel

Appendix B, Attachment D: How to add System Administrators

Appendix B, Attachment E: Permissions matrix

Appendix B, Attachment F: Explanation of card fields and data source

Appendix C: Colorado-Specific Personnel Credentialing Qualifications

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

To participate in the Colorado Identification and Credentialing Program, personnel 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.

The following personnel credentialing attachments are available online at:
http://dhsem.state.co.us/emergency-management/operations/logistics/credentialing

- Attachment A: ESF # 1 Transportation Personnel Credentialing
- Attachment B: ESF # 2 Communications Personnel Credentialing
- Attachment C: ESF # 3 Public Works Personnel Credentialing
- Attachment D: ESF # 4 Firefighting Personnel Credentialing
- Attachment E: ESF # 5 EOC Personnel Credentialing
- Attachment E: ESF # 5 IMT Personnel Credentialing
- Attachment F: ESF # 6 Mass Care, Housing, and Human Services Personnel Credentialing
- Attachment G: ESF # 7 Logistics Personnel Credentialing
- Attachment H: ESF # 8 Public Health and Medical Services Personnel Credentialing
- Attachment I: ESF # 9 Urban Search and Rescue (US&R) Personnel Credentialing
- Attachment I: ESF # 9 Ground Search and Rescue (GSAR) Personnel Credentialing

- Attachment J: ESF # 10 Hazardous Materials Personnel Credentialing
- Attachment K: ESF # 11 Agriculture and Natural Resources Personnel Credentialing
- Attachment L: ESF # 12 Utilities Personnel Credentialing
- Attachment M: ESF # 13 Law Enforcement Personnel Credentialing
- Attachment N: ESF # 14 Long-Term Community Recovery Personnel Credentialing
- Attachment O: ESF # 15 Public Information and External Communications Personnel Credentialing

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