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# Comprehensive Resource Management and Credentialing System

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Credentialing Policy

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Kansas Division of Emergency  
Management

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# Comprehensive Resource Management and Credentialing System

Resource Manager Web Credentialing Policy

v30Jan2012

**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.**

**Drafted: 19 Aug 2011**

**Finalized:**

**Revised:**

**Revised:**

**Revised:**

**Revised**

## **Resource Manager Web Privacy Agreement:**

**ATTENTION: Resource Manager Web (RMW) 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, social security numbers, telephone numbers, or personal medical information outside of Resource Manager Web (RMW) 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 (email [Richelle.stewart@us.army.mil](mailto:Richelle.stewart@us.army.mil)) or telephone (785-274-1890). Any violation of this policy may subject you to the loss of use of this system.**

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### Policy Outline

The Comprehensive Resource Management and Credentialing System (CRMCS) is a new resource management tool developed by the Kansas Division of Emergency Management. This tool will allow county emergency managers / responders the ability to credential personnel, provide information on availability of assets and personnel during an emergency, the ability to track those assets on scene, and complete incident visibility via the internet. The resource information will be housed in the web based Resource Management Web (RMW) / InterTrax Exchange system.

This credentialing policy outlines the set up and intended use of the credentials that will be stored within the CRMCS and printed on the credential cards.

The CRMCS was built to compliment the efforts outlined in the following Kansas Statutes: **48-907, 48-925(c) (2), 48-926, 48-927, and 48-928**. It works in line with National Fire Protection Association (NFPA) **1500 8.3** and **1561** as well.

The CRMCS will also provide a means to accomplish 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 will also support the Kansas Response Plan (KRP) by enhancing the ESF 7 response during an incident. It provides accountability for personnel and resources on-scene at an incident using the InterTrax exchange system. It will shorten the timeline for response and will improve situational awareness of state resources.

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### 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 Credential Cards for persons in specific positions to be deployed for interstate 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 ensures and 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 trust 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, and 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 agency / organization that issue the card.

**G.** Requests for changes to be made to this document can be sent to [Richelle.stewart@us.army.mil](mailto:Richelle.stewart@us.army.mil). This document will be reviewed and revised annually by the CRMCS project charter group.

## II. Procedure

### A. Identification

Identity vetting shall be conducted utilizing the standard established by the Kansas Department of Revenue, in that, the State issued Drivers License or ID number will be used as the “personnel ID” unique identifier for personnel in the Resource Manager Web (RMW) system.

### B. Identification Cards / Badge Positions

Authorized agencies shall issue one credential based on the positions within one of these eight discipline areas:

1. “F” cards shall be utilized for those individuals to be credentialed in Fire Fighting positions
2. “L” cards shall be utilized for individuals to be credentialed in Law Enforcement Positions ([See Attachment 1: Law Enforcement card definitions](#))
3. “M” cards shall be utilized for those Kansas System for the Early Registration of Volunteers (KSERV) verified individuals to be credentialed in Medical position. ([See Attachment 2: Health Discipline Application](#))
4. “EM” cards shall be utilized for individuals to be credentialed in Emergency Management positions
5. “V” cards shall be utilized for individuals to be credentialed as Volunteers
6. “G” cards shall be utilized for Government positions
7. “P” cards shall be utilized for those individuals to be credentialed as Private Industry
8. “MIL” cards shall be utilized by those individuals to be credentialed as Military members as determined by the Kansas National Guard.

### C. Identification Card / Badge Appearance

#### 1. Front of Card

##### a) Picture

The ID card shall not be valid unless a picture is included on the card. Only pictures with a minimum of 300 dots per inch (dpi) resolution shall be used. Photos should include head and shoulders. It is encouraged that departments and / or agencies use uniform clothing and a white background whenever possible. This is to achieve as close to FIPS201 standards as possible. Instructions on how to crop photos is listed on the [www.kansasresponder.com](http://www.kansasresponder.com) website.

##### b) Agency Logo

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

- (1) Agency/Department specific Logo
- (2) City or County Logo (if applicable)
- (3) Nationally recognized logo (Fire, Public Health, EMS, Etc.)

##### c) Affiliation/ Title (“Rank” in “Resource Manager” software)

This field will be designated for position titles. Some options will be preloaded into the system. See the link below for NIMS job titles. If the NIMS job title is appropriate it should be listed here.

<http://www.fema.gov/emergency/nims/ResourceMngmnt.shtm#item3>

##### d) Agency/ Department (“Organization Name” in “Resource Manager” software)

If the agency or department is affiliated with a county, city or regional group, that affiliation must be noted in this field. The Agency / Department field should have the name of the organization if it is a private group. This field is limited to no more than 25 characters (including spaces). It is recommended that abbreviations are only

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used if they are commonly accepted. 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. (See Attachment 3: Organization Name Template)

### e) Issue Date

The Issue Date is to be set on the day the card is printed whether it is an original or reprint card.

### f) Expire Date

The Expire Date is to be set on the day of printing, and shall not exceed 4 years from the print 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. (See Attachment 2) This does NOT include card re-prints for lost, stolen, or damaged cards. If a reprint card is to be issued for the same individual, it must contain the original expire date. At the end of the 4-year (or shorter) period, credentials and qualifications must be reviewed and re-vetted. Only then can a new card be printed with a re-set Expire Date.

### g) Color Coding (unchangeable)

Card color scheme is set by each card design. These colors are not changeable. Schemes will be as follows:

Color	Discipline	Organization examples
Red	Fire	City Fire, County Fire, Volunteer Fire Services
Blue	Law Enforcement	Police, Sheriff, Patrolman *See Attachment 1: Law Enforcement Definitions
Green	Medical	KSERV verified medical personnel *See Attachment 2: Health Discipline Application
Yellow	Emergency Management	Designated EM offices, Recognized IMT groups
White	Volunteer	Red Cross, CERT, MRC, Salvation Army, etc.
Gray	Government Officials and employees	Governor, Senator, Representative, County Commissioner, County Clerk, Dispatcher, (any government employee not included in other discipline)
Brown	Pre- Identified Private Industry Responders	Aggreko
Black	Military	National Guard members

### **h) Text classification (unchangeable)**

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 follows:

<b>Color</b>	<b>Discipline</b>	<b>Text Classification</b>
Red	Fire	F
Blue	Law Enforcement	L
Green	Health & Medical	M
Yellow	Emergency Management	EM
White	Volunteer	V
Gray	Government Official and employees	G
Brown	Private Industry	P
Black	Military	MIL

### **i) Personnel Barcode (unchangeable)**

The PDF-417 Barcode on the front of the card is automatically generated in Resource Manager. (See [The Resource Manager Web User Guide for more information on what is included in each item in the barcode](#)) It contains:

- (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

### **j) Radio Number**

The Radio Number is assigned in the software as an optional field. This is used for specific individuals who have a designated radio number.

### **k) Lamination**

The credential card will not be valid without the First Responder / Authorized Personnel hologram laminate. This laminate provides an additional level of security for the card. It also enhances the durability of the card.

### **l) Footer (unchangeable)**

The Footer along the bottom of the card will read "Kansas". This will be used to assist in identification when responders are called to cross jurisdictional boundaries and / or state lines for aid and assistance.

## 2. Back of Card

### **a) Qualification Field**

The qualification field contains **qualifications** as identified by both the card holder, and the card holder's agency of affiliation.

(1) State, local and regional qualifications are set by various defined groups. State qualifications will be defined and outlined through any state organization, such as: KDEM, Kansas Department of Health and Environment (KDHE) or Kansas Highway Patrol (KHP).

(2) The qualification field also includes local, regional and state memberships. These include but are not limited to: local, regional or state response groups, regional IMT groups, and volunteer organizations with official memberships.

(3) It should be noted that all qualifications can have a deadline of membership, or expiration date put into RMW, however, these qualifications will remain active on the ID Badge until the card itself expires. It is the agency'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.

### b) Medical Barcode (unchangeable)

The PDF-417 Barcode is automatically generated from the “Resource Manager” software. (See [The Resource Manager 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

### D. Qualification

1. Personnel qualifications are typically position specific. Determining essential functions, levels of training, experience levels, required licensure and certifications, and physical and medical fitness for a position should be part of a job-task analysis. This analysis normally incorporates, as appropriate, input from job incumbents, managers, industry organizations and others with knowledge of the position requirements. Departments, agencies and authorities having jurisdiction over positions are responsible for determining position requirements through a job-task analysis process.

2. NIMS guidance on credentialing refers to the identification and qualification information a person will present to the requesting jurisdiction. 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.

3. 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.

#### **E. Certifying**

Certifying 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 sign off on personnel qualifications.

- [http://www.fema.gov/pdf/emergency/nims/NIMS\\_core.pdf](http://www.fema.gov/pdf/emergency/nims/NIMS_core.pdf)

#### **F. Other Important Activities**

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 credentials 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 in the event of a disaster.

#### **G. 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.

#### **H. 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.

### **I. Revocation**

A critical component of identity and qualifications is revocation. Departments, agencies, and jurisdictions 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 agency / organization that issued that card's responsibility to get the card back and destroy it using the guidelines listed below in paragraph J. Likewise, if an individual's qualifications change, their credentialing information should also be updated in the affected databases or records within 30 days.

### **J. 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.



### Attachment 1: Law Enforcement Card Definitions



## Kansas Law Enforcement Resources Working Group

*Commission on Emergency Planning and Response*

During the April 2011 meeting of the Kansas Law Enforcement Resources Working Group (KLERWG) there was discussion about law enforcement credentialing standards.

As a result of this discussion, the KLERWG developed the following standards:

- In order to have a blue “law enforcement” background badge- the holder must be a sworn or certified law enforcement officer fitting into one of the three law enforcement officer (LEO) “types” adopted by the KLERWG. Credentials issued will serve as commissioning cards and are required to have the following language on the back; “THE HOLDER OF THIS CARD IS A COMMISSIONED LAW ENFORCEMENT OFFICER AND HAS STATUTORY POWERS OF ARREST AND IS AUTHORIZED TO CARRY A FIREARM”
- The three “types” adopted are:
  - Full Time Law Enforcement Officer- Includes those officers who are certified by Kansas Commission on Police Officer Standards and Training (KCPOST) as full-time law enforcement officers and those officers who are serving as full time law enforcement officers under a provisional certification pending completion of a basic training course.
  - Part Time Law Enforcement Officer- Includes those officers who have completed part-time certification as a law enforcement officer through KCPOST and perform less than 1,000 hours of law enforcement related work per year. Also included in this category are those officers who have been granted a provisional certification as a part-time officer pending completion of a part-time officer training course.
  - Auxiliary Officer- Includes all other sworn personnel that may respond to an incident such as uncertified reserve or auxiliary law enforcement officers, correctional officers, special deputies, process servers and other personnel who serve a sworn law enforcement support role but are not certified by KCPOST.
- Support personnel who are members of law enforcement agencies (e.g. non- sworn jailers, administration, dispatchers, etc) who are not sworn officers should be credentialed with badges displaying the grey “Government” background.
- Private security personnel, even if contractors for public entities, should be credentialed with the brown “Private Industry” background. Private security should not be confused with law enforcement.

**Attachment 2: CRMCS Health Discipline Application**

This attachment has been temporarily removed at the request of KDHE. It is being revised and will be reattached by the end of February 2012.

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### Attachment 3: 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

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### List of acronyms:

CIKR – Critical Infrastructure, Key Resource

CRMCS – Comprehensive Resource Management and Credentialing System

ESF – Emergency Support Function

ICS – Incident Command System

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

RMW – Resource Manager Web

### Website Information:

Resource Manager Web – [www.kansasresponder.com](http://www.kansasresponder.com)

Kansas-MAP - <https://maps.kansastag.gov/Kansas-MAPv2>

Emergency Management Portals - [www.Ksready.gov](http://www.Ksready.gov) and [www.kansastag.gov/kdem\\_default.asp](http://www.kansastag.gov/kdem_default.asp)

K-SERV - [www.kdheks.gov/it\\_systems/k-serve.htm](http://www.kdheks.gov/it_systems/k-serve.htm)

webEOC – [www.kansasready.org](http://www.kansasready.org)

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