TITLE: Vermont SEOC Training Requirements

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It is the policy of the Vermont Division of Emergency Management that all individuals working within the State Emergency Operations Center (SEOC) will be qualified to fill the position for which they are assigned. "Qualification" is the result of completing the required training courses, gaining the required prior experience, and meeting any other identified requirements.

Individuals can serve within the SEOC in many different capacities. SEOC Partners and Section Staff work within the Mission and Resources Support (MARS) Section and represent various departments and agencies of State Government, while SEOC Section Staff work within the Planning, Situational Awareness, and Center Support Sections of the SEOC. Section Chiefs manage the SEOC Sections.

Qualification Levels

Any individual that would like to serve in the State Emergency Operations Center must first receive approval from their supervisor. Once that approval is received, the individual must complete and submit the State of Vermont WebEOC Account Request Form available here: https://eoc.vermont.gov When filling out this form, individuals must select whether they are filling the role of SEOC Partner, SEOC Section Staff, or SEOC Section Chief.

SEOC Partner

Before participating in the SEOC, any individual filling an SEOC Partner role is required to complete:

- Incident Command System 100
- State Emergency Operations Center Orientation
- WebEOC State User training
- SEOC Partner training

Upon successful completion of those courses, individuals will be authorized to staff the SEOC, will be registered for VT-Alert (to receive notification about SEOC activations), and WebEOC (the state's incident management software). Effective March 31, 2023, individuals filling as SEOC Partner role are required to complete

- Incident Command System 200

SEOC Section Staff

Before participating in the SEOC, any individual filling an SEOC Section Staff role is required to complete:

- Incident Command System 100
- State Emergency Operations Center Orientation
- WebEOC State User training
- Vermont SEOC Section Training (for the section they will be staffing)

Upon successful completion of those courses, individuals will be authorized to staff the SEOC, will be registered for VT-Alert (to receive notification about SEOC activations), and WebEOC (the state's incident management software). Effective March 31, 2023, individuals filling as SEOC Section Staff role are required to complete:

- Incident Command System 200

SEOC Section Chief

Any individual filling an SEOC Section Chief role is required to complete:

- Incident Command System 100
- State Emergency Operations Center Orientation
- WebEOC State User training
- Vermont SEOC Section Training (for the section they will be staffing)
- IS 700 National Incident Management System Introduction
- IS 800 National Response Framework Introduction
- Incident Command System 200
- G0191: Incident Command System/Emergency Operations Center Interface
- Incident Command System 300
- Served as Deputy Section Chief or shadowed a Section Chief during 1 exercise or real event

SEOC Manager

Any individual filling the SEOC Manager role is required to:

- Qualify as a Situational Awareness Section Chief, Planning Section Chief, Mission and Resource Support Section Chief, or Center Support Section Chief
- Attend all four SEOC Section Specific Trainings
- Serve as SEOC Deputy Manager during 1 exercise or real event
- Be included on the Department of Public Safety Signature Authority list.

Positions Requiring Additional Training

The following positions require special or unique qualifications, in addition to normal SEOC staff training, as listed. The people eligible to serve in them are listed below.

a. Public Information Officer (Demonstrated knowledge of Public Information best practices)
b. Call Taker – Virtual or in-person (Call Taker training, DPS Laptop, Open VPN, Avaya Software)
c. Call Taker – In-person only (Call Taker training)

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d. Information Analysis Unit Leader (Demonstrates ability to use Microsoft Excel to aggregate, organize, and report on data)
e. Mapping and Display Specialist (Demonstrates ability to use GIS [Graphical Information System] in WebEOC environment)
f. External Resources Unit (Current State A-Team member)
g. Finance and Admin Unit: (State position in finance and/or HR)
h. Facilities Unit (Demonstrated knowledge of SEOC building access, and support processes; demonstrated knowledge of state processes for ordering food, booking hotels, and acquiring supplies; DPS Employee)
i. IT Support Unit, Phone Support (administrator permissions for DPS phone system)
j. IT Support Unit, WebEOC Admin (administrator permissions for WebEOC)
k. Recovery Unit (Demonstrated knowledge of Recovery Practices and Programs, Demonstrated familiarity with FEMA Public Assistance Program)
l. Center Support Section Chief: DPS Employee, state Purchase Card holder

Continued education

Once qualified to serve in the SEOC, individuals are required to retake the partner/SEOC Section training or participate in an SEOC exercise or real-world event, every 2 years to stay current.

Temporary Assignments

During an SEOC activation, the SEOC Manager may temporarily assign a non-qualified individual to an SEOC position as required and needed, when a qualified individual is not available, to address life-safety issues, protect infrastructure and the environment, and/or meet the objectives of the incident.

EMAC Requests for Individuals to Work in the SEOC

When requesting individuals via EMAC to fill an SEOC position, the request issued by Vermont should designate that the preferred candidate will be certified and/or appropriately qualified for that position per the offering agency's standards.

Monitoring of SEOC Training Curriculum

Individuals enrolled in the SEOC Training Curriculum will be notified of their progress towards completing the curriculum on a quarterly basis. Agency heads will be notified of the progress of their staff in completing the SEOC Training Curriculum twice annually. For positions requiring additional training, the VEM Section Proponent will notify the State Training Administrator as individuals nominated to be eligible for that position.

Updating this SEOC Training Policy

This SEOC Training Policy will be reviewed and updated annually by the VEM Engagement Section Chief. Any changes to the SEOC Training Policy should be reflected in the SEOC Onboarding Procedure and Position Job Aids.