

Credentialing FAQs

How do I find out what my current duty titles are in ADD?

If you are looking for your permanent Job Titles in ADD (those titles that were assigned to you by your organization), please contact your Cadre Manager. The Cadre Manager can work with the Regional Staffing Point of Contact to provide the information. If you are deployed and want to confirm the Job Titles assigned to you while on deployment, please contact the JFO Staffing Point of Contact.

How do I get a copy of my deployment history report?

Please contact your Cadre Manager. They can work with the Regional Staffing Point of Contact to provide the information.

My deployment history shows that I was deployed in one position title but I was actually working two or three different jobs. How do I get credit for those other positions I was working?

Unless you have a supporting documentation that shows multiple duty title responsibilities you will not be able “get credit” for any positions that you served in other than those listed on the ADD report. However, during migration of the current workforce to the cadre specific plans proficiency levels the cadre manager (for trainee to Basically Qualified advancement) or the Credentialing Review Board (for Fully Qualified or Expert advancement) will determine, from reviewing your portfolio, your deployment experience.

Once credentialing becomes operational how do I get credit for doing more than one position title duties in ADD?

While on deployment, you should work with your assigned supervisor regarding your job title assignments. The Supervisor should work with the JFO Staffing Point of Contact (SPOC) to make any appropriate corrections.

How do I correct errors in my deployment history?

To correct errors in previous deployment records, please contact your Cadre Manager. The Cadre Manager can work with the Regional Staffing Point of Contact to make any appropriate corrections. You may need to provide supporting documentation.

Can you change career ladders if your portfolio has been focused toward your current position? Can you cross train to a different Cadre?

DRWD will allow, during migration, for a Reservist to compare their qualifications against 5 separate position titles within one assigned Cadre. If after migration a Reservist believes they can credential in more position titles then that will be possible. The question of cross training in different cadres is not determined and will be discussed and vetted through the Program Offices for final approval.

What are the requirements to move from one proficiency level to the next?

Each cadre specific credentialing plan (CSP) outlines what training and experience requirements are needed for advancement from one proficiency level to another. All approved CSPs will be posted on the DRWD internal portal website.

What cadres have CSPs completed and are they in effect now?

Once the Program Offices have approved the CSPs these plans will be posted on the DRWD internal portal. We will advertise through FEMA.gov which plans are completed and can be reviewed. While several plans are complete as of May 2009, none are approved. We project to have Security, Logistics, Information Technology, and Disaster Field Training Office approved and posted on the web page no later than end of June 2009.

How often and who will review my record for advancement from one proficiency level to the next?

Your Cadre Manager or the DRWD staff will review your record at least semi-annually to determine if you should be advanced from your current proficiency level to the next. You will be notified when your record is reviewed to allow you time to provide any missing documentation. If you are currently a trainee, your CM will determine if you meet all the qualifications to move to basically qualified. CRB will meet and make advancement decisions for Fully Qualified & Expert proficiency levels.

How can we get access to new training required to maintain present job position when it is not available through DFTO or the Cadre Manager doesn't have the budget to send us to training?

One critical focus of credentialing the workforce is on pre-disaster training. The future of credentialing will lead to more available training opportunities supported by a budget designed for training the workforce to a fully qualified standard. Details will be forthcoming as the credentialing plans are approved and a proper training gap analysis can be completed on each plan.

What is the website for DRWD, Disaster Reserve Workforce Division?

<http://online.fema.net/management/reserve.shtm>

How do I get a user name and password for the internal portal of the DRWD website?

Send an e-mail to FEMA-DRWD-Program@dhs.gov, requesting a user name and password for the internal portal.

How will my migration data get to me?

If you are deployed at the time the DRWD sends out the reports, you will receive an e-mail to your .dhs account. If you are not deployed, it will be sent to your home of record as displayed in ADD.

How do I know what is going on with credentialing?

Visit the DRWD website for updates or get yourself on the DRWD personal e-mailing list. To receive updates on Reservist news, send your personal e-mail address to FEMA-DRWD-Program@fema.gov and request to be added to our latest communication tool for Reservists

My Cadre Manager never answers my e-mails or telephone calls? What can I do?

You can contact your Regional liaison who is assigned to the Regional office to assist you in any matter where you have not gotten a satisfactory response, or with any matter needing further attention. Your DRWD Regional liaison can assist you by acting as a conduit between the Region and HQ to get you answers to your questions and concerns in a timely manner. You may also send questions to FEMA-DRWD-Program@dhs.gov.

Who are the Regional Liaison and how do I contact them?

REGION I	Michael Brown	MichaelA.Brown@dhs.gov
REGION II	Pershette Wakefield	Pershette.Wakefield@dhs.gov
REGION III	Anna Steinbacher	Anna.B.Steinbacher@dhs.gov
REGION IV	Faith Hannah	Faith.Hannah@dhs.gov
REGION V	Sharon Sanders	Sharon.Sanders@dhs.gov
REGION VI	Roland Jackson	Roland.W.Jackson@dhs.gov
REGION VII	Anne Hogan	Anne.Hogan@dhs.gov
REGION VIII	Marsha Bicanovsky	Marsha.Bicanovsky@dhs.gov
REGION IX	Janine Bellavia	Janine.Bellavia@dhs.gov
REGION X	Michael Kundu	Amitava.M.Kundu@dhs.gov

What is the Cadre Manager's role in credentialing?

Cadre Managers will be the final approving authority for advancing a reservist from trainee to basically qualified. Additionally, they will serve as a resource for information on the credentialing plans, task books, deployment policies and employment applications. They will continue to serve as the Reservists first avenue for answering questions.

How is credentialing different from the other times that FEMA tried this?

Congress has mandated that credentialing be implemented. The Senior FEMA leadership endorses and Office of Management and Budget (OMB) is providing the financial support which up to that point was absent during the other attempts at credentialing.

Who was or is going to be involved in putting together the cadre specific credentialing plans?

The National Cadre Manager for each cadre is contacted and asked to assemble 3 (three) Subject Matter Experts (SME) for a week long planning session that credentials five-eight position titles. To date, more than 90% of the SME are Reservists.

Who decides who is qualified to sit on the CRB and ECC?

The Program Head will determine the composition of the CRB. The ECC is a current board that consists of Senior FEMA leadership (Program Heads) who are either SES or GS 15's who have a direct impact on the programs and the credentialing plans. DRWD coordinated the selection of the ECC between the different Program Heads at FEMA.

What types of checks and balances are available if we are stifled at any level of proficiency?

There is a petition process available and the steps are:

1. Reservist disputes decision and initiates the petition process
2. Appropriate governance body reviews petition (CRB or ECC)
3. Governance body recommends remediation or advancement
4. Reservists accepts remediation or advances to the next proficiency level

Will credentialing eliminate name requests?

Credentialing hopes to foster confidence in the standard deployment procedure as disaster job titles and proficiency levels will be standardized and professionalized. For example, a standard request is made for a Fully Qualified Logistics Section Chief. The FCO will be aware through the Cadre-Specific Credentialing Plan what that individual will bring to the JFO. Name requests will not be eliminated but we hope by fostering this confidence they will be used as the exception.

How will selections be made for deployments? Will experts always be selected first?

Deployments will be made based on a standard request for personnel. Standard requests indicate proficiency level and job title needed at the JFO. Experts will only be selected first if the request is for an Expert in a certain disaster job title.

What happens if we are deployed in a specific position, but once we arrive we are told that we need to serve in another position?

It is your responsibility to ensure a request is made from the Disaster Supervisor to the HR Unit to change your duty assignment in ADD. It is also important to use the correct Task Book if your job title changes during deployment.

Has anyone looked at the ERO issues that this process could cause?

We are working with the ERO office to ensure that the process is compliant.

What role do evaluations play in credentialing?

Evaluations are just one component in the credentialing process. In addition to evaluations, your portfolio will include your training transcripts, credentialing checklist, and task books assessments.

Will there be new evaluation processes after the credentialing initiative is fully implemented?

The DRWD is working with the Human Capital Division to investigate the possibility of improving the evaluation process to gain a better understanding of an employee's performance.

Will the Generalist Cadre be credentialed?

Yes, the Generalist cadre is tentatively scheduled to complete their cadre-specific plan in early 2010.

How will the credentialing initiative affect new hires?

Once the Cadre-Specific Credentialing Plan is finalized, new Reservists will be hired according to the CSP's criteria.

Who is putting the data into the migration software tool?

DRWD is pulling data on each Reservist from ADD and TIAS to be imported into a software tool that compares this data to the CSP.

How will a computer evaluate my field experience?

A computer will not evaluate field experience. Reservists will be asked to submit a two page Summary of Qualifications and Experience (SQE) to outline what they have done during their tenure in FEMA as it relates to the credentialing plan. Decisions will be made by comparing the SQE against the CSP.

What is the formal mentoring program? Who will mentor me when I'm out at the JFO, AFO, etc?

The CSPs outline the need for those in a higher proficiency level or supervisory position to also serve as a mentor. Mentors may not be the same as one's disaster supervisor. Mentors will act as a resource of information for Reservists when deployed. They will be available to listen to the Reservist and provide advice on professional development, work relationships, and other concerns.