

## Training Recommendations State Health Operations Center (SHOC)

The Division of Public Health has training requirements for employees who have a support role with the State Health Operations Center (SHOC). This requirement includes completing the Incident Command System (ICS) courses. The National Incident Management System (NIMS) is the framework used when the SHOC is activated. The ICS courses establish a uniform set of processes and procedures that emergency responders at all levels of government will use to conduct response operations. Many of the trainings are offered online and identified as Independent study (IS) through the DE-TRAIN website: <https://de.train.org> or through the Federal Emergency Management Agency (FEMA) website: <http://training.fema.gov/IS/crslist.asp>. In addition to the trainings listed in this document, you may be assigned additional trainings to meet the training requirements of your specific role.

\* Indicates a required course for DPH Employees.

### Level 1 Training – NIMS

All SHOC positions require this basic level of training.

Check Completed	Course	Course Title	Course Description	Prerequisites courses
<input type="checkbox"/>	SHOC 101*	State Health Operations Center	This course is an introduction & overview to the Division of Public Health's State Health Operations Center.	None
<input type="checkbox"/>	IS-700.a*	NIMS: An Introduction	This course describes key concepts and principles describing National Incident Management System (NIMS). <b>(This course should be taken first).</b>	
<input type="checkbox"/>	IS-100.b*	Introduction to Incident Command System (ICS)	This course describes basis ICS features, command structure, and six basic facilities utilized by ICS, bringing key concepts and principles describing NIMS.	
<input type="checkbox"/>	IS-701.a	NIMS: Multi-agency Coordination System	This course will allow the student to improve the overall coordination with and support for incident management.	

### Level 2 Training – NIMS

Provides additional knowledge of the ICS. All Chiefs, Officers, Supervisors, Public Information Officers (PIO) and Unit Leaders with SHOC roles are examples of SHOC positions that require NIMS Level 2 Training.

Check Completed	Course	Course Title	Course Description	Prerequisites courses
<input type="checkbox"/>	IS-200.b	ICS for Single Resources and Initial Action Incidents	This course provides training for personnel who are likely to assume a supervisory position within the ICS.	IS-100.b IS-700.a IS-701.a
<input type="checkbox"/>	IS-702.a	NIMS Public Information Systems	This course provides the tools to effectively manage public information at an incident.	
<input type="checkbox"/>	IS-703.a	Resource Management	This course includes examples of best practices to guide participants in resource management.	
<input type="checkbox"/>	IS-704	NIMS Communication and Information Management	This course provides a consistent nationwide template to allow organizations to achieve effective communications and information management.	

### Level 3 Training – NIMS

This level includes personnel who require in depth working knowledge of ICS principles. Examples of SHOC positions required to take this training are all Chiefs, Planning Leaders, Supervisors, and Public Information Officer (PIO) Leaders.

Check Completed	Course	Course Title	Course Description	Prerequisites courses
<input type="checkbox"/>	ICS-800.b	National Response Framework (NRF), An Introduction	This course provides the student with concepts and principles of the National Response Framework (NRF) enabling response partners to provide a Unified Command. This course must be completed prior to attending ICS-300 training.	IS-100.b IS-200.b IS-700.a IS-701.a IS-702.a IS-703.a IS-704
<input type="checkbox"/>	ICS-300	Intermediate ICS for Expanding Incidents	This course expands upon the information covered in IS 100.b and IS 200.b courses. This training is for personnel who require advanced application of the ICS.	

Important additional course requirement: ICS-800.b.

**Level 4 Training – NIMS**

This level is reserved for Command and general staff, as well as select department heads. SHOC positions at this level include Incident Command Leaders and all Chiefs.

Check Completed	Course	Course Title	Course Description	Prerequisites courses
<input type="checkbox"/>	ICS-400	Advanced Incident Command System	This course includes information on Advanced Incident Command System (ICS) structure, complex incidents, and command and general staff.	IS-100.b IS-200.b ICS-300 IS-700.a IS-701.a IS-702.a IS-703.a IS-704 IS-800.b

Once you have completed your training, please send a copy of your certificate to:

**Office of Preparedness  
Emergency Medical Services and Preparedness Section  
Attention: Administrative Specialist  
100 Sunnyside Road  
Smyrna, DE 19977  
State Mail Code: N470**

Phone Number: 302-223-1720

Fax: 302-223-1724

Or via email attachment: [dhss\\_dph\\_shoctraining@state.de.us](mailto:dhss_dph_shoctraining@state.de.us)