

---

# STAKEHOLDER REPORT

*Industry Insights for  
Commission on Professional Credentialing  
Technical Competencies Update Project*

**JULY 2021**



Center for  
Public Safety  
Excellence®



# Stakeholder Report:

## *Industry Insights for CPC Technical Competencies Update Project*

### STAKEHOLDER FEEDBACK SESSION OVERVIEW

As part of the Center for Public Safety Excellence's (CPSE) comprehensive and inclusive process to review the technical competencies included in the designations offered by the Commission on Professional Credentialing (CPC), several organizations were invited to send representatives to a virtual feedback session. CPC offers five distinct designations covering the various levels and specialties of fire officers.

Held on Tuesday June 29<sup>th</sup>, 2021, 22 experts representing 17 organizations convened and provided critical input that will serve as a foundation for the CPC Technical Competencies Update Project. The work of these experts was facilitated by CPSE CEO Preet Bassi, CPSE COO Debbie Sobotka, and CPC Program Manager Rick Mason. As the global organization dedicated to collaboratively improving health, wellness, and safety outcomes in all communities, CPSE was committed to beginning this project with key industry stakeholder feedback.

Attendee Name	Attendee Title	Representing
Allan Graves	Liaison to Fire Service Organizations, National Fallen Firefighters Foundation	National Fallen Firefighters Foundation
Amy Valdez	District Chief, Virginia Beach (Virginia) Fire Department	Center for Public Safety Excellence
Barry J. Shughart, CFO, CEMSO	Fire Chief, Fire & Emergency Services, DLA Installation Management Susquehanna	Department of Defense Fire and Emergency Services
Craig Hannan	Director of Fire Protection Publications, IFSTA	International Fire Service Training Association
Demond Simmons	Captain, Oakland (California) Fire Department	International Association of Fire Chiefs Company Officers Section
Derek Bergsten, CFO, CEMSO, CTO	Fire Chief, Poudre Fire Authority (Colorado)	Center for Public Safety Excellence
Eriks Gabliks	Superintendent, National Fire Academy	National Fire Academy
Greg Rogers, CFO, FM	Division Chief of Fire Prevention, Spokane Valley (Washington) Fire Department	Center for Public Safety Excellence
Dr. Hezedeane Smith, CFO, CEMSO	Fire Chief, Charlottesville (Virginia) Fire Department	National EMS Management Association
Lance Dahl, FM	Assistant Fire Marshal, Spokane (Washington) Fire Department	International Association of Fire Chiefs Fire and Life Safety Section
Jason Catrambone, CFO	Fire Chief, Williston (North Dakota) Fire Department	International Association of Fire Chiefs Volunteer & Combination Officers Section
Ken Willette	Executive Director, National Association of Fire Training Directors	North America Fire Training Directors
Michael Boynton	Town Manager, Medway, Massachusetts	International City/County Management Association
Mike McEvoy	EMS Coordinator, Saratoga County, New York	International Association of Fire Chiefs Emergency Medical Services Section
Mike Richardson	Division Chief of Training & Safety, St Matthews (Kentucky) Fire Department	International Society of Fire Service Instructors
Nathan Trauernicht, CFO, CEMSO, CTO	Fire Chief, UC Davis (California) Fire Department	Institution of Fire Engineers USA Branch
Reid Vaughan	Fire Chief, Cuba (Alabama) Fire Department	National Volunteer Fire Council
Rick Dunn	Chair 1021, Digital Content Manager, South Carolina State Firefighters' Association	National Fire Protection Association ProQual Correlating Committee
Stephanie Julazadeh, CFO	Deputy Chief of Professional Standards, North Charleston (South Carolina) Fire Department	Center for Public Safety Excellence
Thomas Breyer	Assistant to General President - Technical Assistance and Information Resources, IAFF	International Association of Fire Fighters
Todd Canale, CFO	Chief, Fire Emergency Services, Davis-Monthan Air Force Base (Arizona)	Center for Public Safety Excellence
William Hyde, CFO, CEMSO	Deputy Fire Chief, Rogers (Arkansas) Fire Department	Center for Public Safety Excellence

# Stakeholder Report:

## *Industry Insights for CPC Technical Competencies Update Project*

### WHAT MATTERS TODAY

Session attendees were divided into five breakout rooms and were asked to discuss “What are the current professional challenges faced by your organization’s constituents?” Three categories of current professional challenges emerged from the breakout room discussions.

## CURRENT PROFESSIONAL CHALLENGES



#### PROFESSIONAL DEVELOPMENT

- Bringing academic concepts and technical training into practical application
- Becoming well-rounded and not only focusing on explicit recruitment requirements



#### ISSUE AREAS

- Understanding community/organizational/individual risk
- Recognizing and addressing increasing mental and behavioral health concerns
- Adapting to new science, research, technologies, and increased demand for data analytics

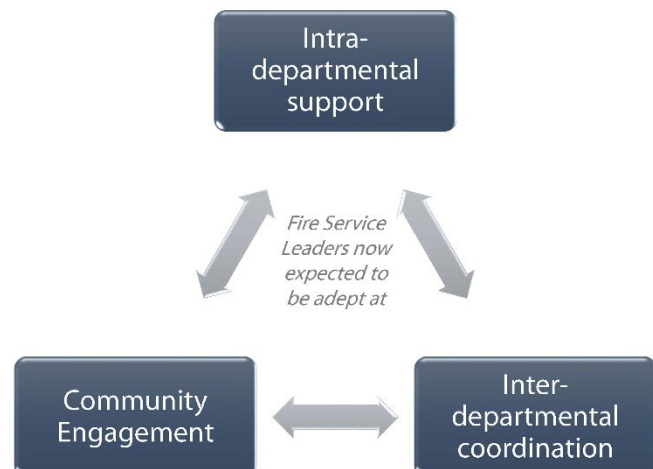


#### EXTERNAL INFLUENCES

- Navigating increased political unrest
- Financial constraints and expectations for alternate service delivery models
- Achieving greater diversity and inclusion within the fire service

Reflecting on professional development challenges, one group shared “Education without application is merely entertainment.” Another group shared that “everyone else in the whole world has other types of outside credentialing and the fire service does not always have that.”

An overarching theme among all groups was the changing expectations for leaders. One group shared that the fire chief is expected to be the “CEO of the fire department” moving seamlessly between internal and external stakeholders needs and wants.



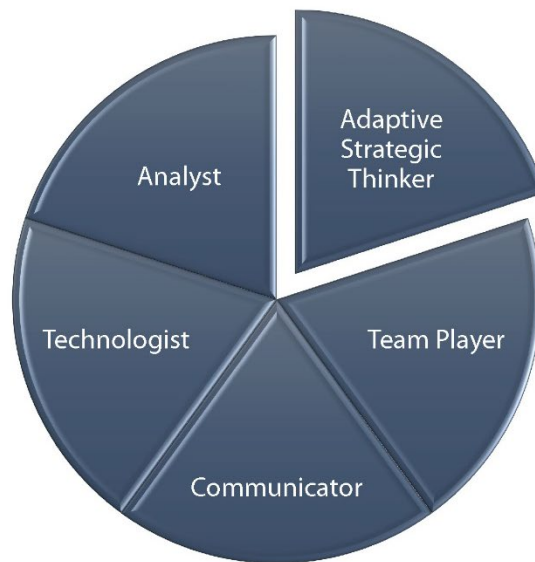
# Stakeholder Report:

## *Industry Insights for CPC Technical Competencies Update Project*

### WHAT MATTERS TOMORROW

Session attendees were once again divided into five breakout rooms and were asked to discuss “What skill sets will company and chief officers need in the future?” As the groups reported out, this image of a multi-faceted officer with five key traits emerged. Associated with these key traits were a specific set of skills to be effective in the future.

## TOMORROW’S COMPANY AND CHIEF OFFICER



## FUTURE SKILLS

Adaptive Strategic Thinker	Given the rate of change, a focus on time management, administrative management, and, most importantly, change management will be essential.
Team Player	Whether within in the department or the governing entity, or throughout the community, team player skills will be paramount. Keen awareness of community needs and the ability to effectively mentor and coach will build out this role.
Communicator	Regardless of format, venue, or method, communication skills will need to be honed. A specific focus on technical writing and public speaking will also be needed.
Technologist	Comfort with the use of technology and how it can be leveraged for greater efficiency/effectiveness will be expected of future leaders. The ability to balance enhanced use of technology while retaining a personal and customized approach to service delivery/interactions will be essential.
Analyst	Comfort in collecting and analyzing data and information to understand trends and predict scenarios will be the expected norm for future leaders. Rather than making data-based decisions, the most effective leaders will make data-informed decisions.

# Stakeholder Report:

## *Industry Insights for CPC Technical Competencies Update Project*

### NEXT STEPS

Throughout 2021, CPSE will review the current technical competencies for Chief Fire Officer (CFO), Chief EMS Officer (CEMSO), Chief Training Officer (CTO), Fire Marshal (FM), and Fire Officer (FO) and with the support of current CPC peer reviewers develop recommended changes. These changes will be approved by the Commission on Professional Credentialing. Once approved, all related program materials will be updated and an implementation period for applicants seeking to become credentialing will go into effect.





Center for Public Safety Excellence, Inc.  
4501 Singer Court, Suite 180,  
Chantilly, VA 20151  
[www.cpse.org](http://www.cpse.org)