National Response Coordination Staff

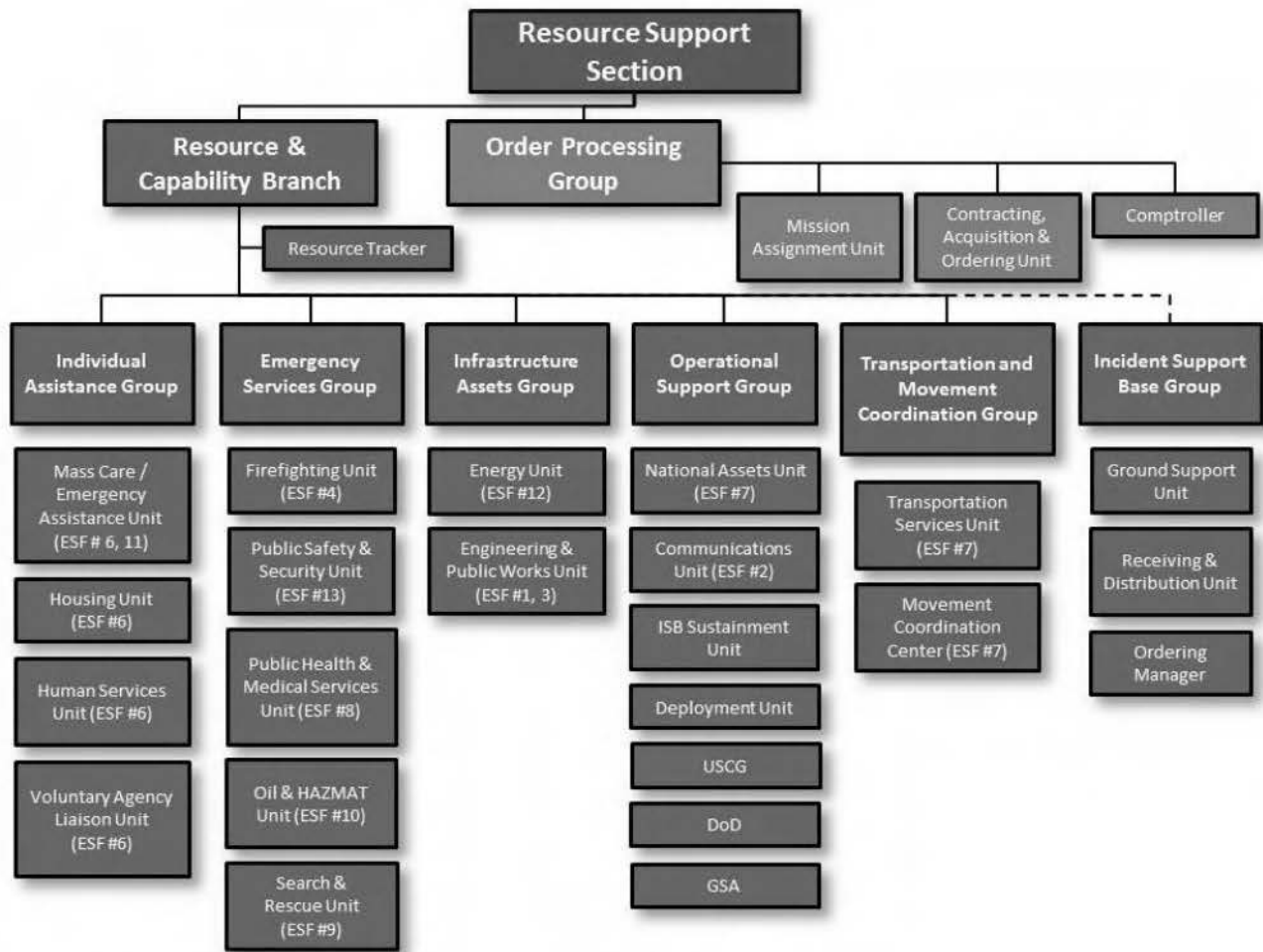# Resource Support Section

Resource Request Procedures

March 2015

The National Response Coordination Center (NRCC) coordinates FEMA's operations and resource support during incidents. The mission of the NRCC and RRCCs is to maintain situational awareness of ongoing operations and emerging events that have the potential to require federal resources. If federal support is required, the NRCC and RRCCs identify, mobilize, deploy, and coordinate these resources as needed to support the state governments or other federal agencies (OFAs). To carry out this mission the NRCC is comprised of the following sections: Situational Awareness, Planning Support, Resources Support, and Center & Staff Support.

The National Response Coordination Staff (NRCS) provides national-level support to incident management by directing and integrating Federal efforts to identify and deploy requested resources to support the affected region(s). The Resource Support Section (RSS), within the NRCS, performs resource management functions for Federal incident responses. The RSS ensures that emergency response personnel at the incident have the supplies, equipment, people, facilities, and services they need to respond to the incident effectively. The RSS is composed of the Resource and Capability Branch (RCB) and the Order Processing Group (OPG). The RSS provides Regional-level support to IM by directing and integrating Regional and National efforts to identify and deploy requested resources to support the affected incident(s).

By developing, and following, a centralized order processing and tracking system—detailed further below and based on the Single Point Order Tracking (SPOT) concept—the RSS works to address incident resource needs in a timely and efficient manner. During Federal disaster operations, numerous departments, agencies, and organizations are involved in the coordination and provisioning of critical resources. These resources may include: emergency teams or personnel; supplies in the form of predetermined Initial Response Resource packages and other interagency "push" packages; commodities; or equipment. Such resources may also include aiding in supplementary financial assistance. The RSS analyzes and anticipates resource requirements, coordinates the effective issuance of support, tracks items of support from origin to delivery, and streamlines the process for the provision of resources.

This guide outlines the procedures the RSS staff uses to request, approve, source, transport, track and deliver resources in support of disaster operations.

Figure 1: RSS Structure

- **RSS Chief (RSSC)**

  The Resource Support Section Chief ensures coordination with interagency representatives and partners and oversees and maintains accountability for the receipt, validation, and processing of resource requests. The RSSC reviews and approves resource request forms, mission assignments, task orders, contracts, purchase orders, and purchase cards and as appropriate delegates approval authority to other staff members. The RSSC also communicates resource management issues and status to the Chief of the NRCS or RRCS.

- **Resource and Capability Branch Director (RCBD)**

  The Resource and Capability Branch Director serves as the central point of contact for the Region, private sector and private nonprofits regarding the provision of resources. The RCBD manages, coordinates, and supports activities of assigned ESFs, resource providers, and sources to include mass care, operational support, emergency services, and infrastructure assets functions in support of the requirements. The RCBD also reviews requests and identifies sources to fill all validated requests and provides resources and capability requirements for support plans.

- **Group Supervisors**

  The Group Supervisors coordinate with each ESF agency in their group to provide assistance for communities and coordinate the development of statements of work for assigned requests. They serve as the primary point of coordination for: tasking; implementation of plans; decision support; priority management; and requirements gathering. They also advise the RSSC regarding requests for assistance and supervise the staff assigned to their group.

- **Individual Assistance Group**

  The Individual Assistance Group provides coordination of resources and develops sourcing approaches to provide life-sustaining services, including mass care, emergency assistance, housing and human services in support of incident requests. This group administers those items that fall under the purview of ESF 6 primary and support agencies (including mass care, emergency assistance, donations, human service's needs, and small business administration actions), as well as ESF 11 primary agencies (e.g., U.S. Department of Agriculture—specifically developing Regional approaches related to pet sheltering and evacuation or agricultural issues) and support agencies.

- **Emergency Services Group**

  The Emergency Services Group develops sourcing approaches to meet emergency services' needs (e.g., law enforcement, firefighting, search and rescue, medical, etc.) and Federal lifesaving and life-sustaining activities identified by the Region. In the development of the sourcing approaches, the Emergency Services Group coordinates the activities for agencies fulfilling emergency support function (ESF) 4, 8, 9, 10, and 13 roles. The Emergency Services Group also: manages priorities and coordinates Regional requirements and plans with each ESF primary and support agency in the Emergency Services Branch, reviews status reports, assists ESF primary and support agencies in preparing mission assignment (MA) documentation, and provides personnel to serve as project officers for MAs assigned to work with ESF primary and support agencies.

- **Infrastructure Assets Group**

  The Infrastructure Assets Group provides coordination of resources and develops sourcing approaches to meet infrastructure needs (public works, engineering support, etc.). This group addresses Regional requests for removal of debris to facilitate the entry of emergency workers and the evacuation and return of the public. In addition, this group addresses Regional requests for the restoration of public and private nonprofit facilities. The Infrastructure Assets Group coordinates activities of Regional ESF 1, 3, and 12 primary and support agencies to provide infrastructure assets and situational awareness as required by the incident.

- **Operational Support Group**

  The Operational Support Group provides coordination of resources and develops sourcing approaches to meet operational response needs (logistics, air assets, military support, communications support, etc.) identified by the Region. When developing sourcing approaches, the Operational Support Group coordinates with multiple agencies including: nongovernmental organizations (NGOs), the private sector, and other partners. The Operational Support Group provides support to incident-level disaster operations by coordinating with the Regional Administrator (RA), the Chief of the RRCS, Unified Command Group (UCG), and RSS to determine a State's needs. The Operational Support Group also: coordinates with agencies fulfilling an ESF 2 role to assist in restoring public communications; and coordinates with ESF 7 primary and support agencies and the General Services Administration (GSA) to provide logistics planning, management, and sustainment capabilities by developing Regional requirements in conjunction with State, tribal, and local emergency managers/planners.

- **Transportation and Movement Coordination Group (TMCG)**

  The TMCG coordinates and tracks the movement of commodities, equipment, teams, and personnel supporting incident management operations. The TMCG also synchronizes the utilization and scheduling of all transportation resources, so that those resources can continually provide maximum support to incident operations in the face of a dynamic environment, characterized by continuously changing conditions, needs, and priorities.

- **Incident Support Base (ISB) Group**

  The Incident Support Base Group is responsible for maintaining the status of resources in the ISB and providing material, services, and personnel support necessary to initiate and establish ISB operations. The ISB Group, through the use of existing automated and manual systems, maintains the status of resources in ISBs and Federal Staging Areas (FSAs) and reports the status of resources to the RCB for inclusion in NRCS situation reports and briefings. In addition, the ISB Group coordinates ISB/FSA support through the deployment of teams, services and equipment necessary to establish ISB or FSA operations during surge and response. Once the ISB is designated as an FSA, and when the RRCS or Joint Field Office (JFO) is capable of assuming the mission, the FSA support function will shift to the supporting Region or JFO.

- **Order Processing Group (OPG)**

  The OPG processes orders based on the sourcing method identified by the RCBD. The OPG accomplishes this by completing the paperwork necessary for the determined sourcing method and by acquiring the necessary approvals to execute the order. Various methods can be used to source an order including: mission assignment, outside contract, direct acquisition of resources, or by ordering available resources.

- **Comptroller**

  The Comptroller is part of the OPG. The Comptroller manages, monitors, and tracks all Federal costs relating to the incident and the functioning of the NRCC while adhering to all Federal laws, acts, and regulations. In addition, the Comptroller provides guidance to ensure that funds are provided expeditiously and that financial operations are conducted in accordance with established laws, regulations, and standards. The Comptroller also serves as the financial advisor to the Chief of the NRCS.

Watch Steady State

The National and Regional Watch Centers are responsible for maintaining situational awareness and ensuring that in the event of an incident, no notice or notice, the transition from a steady state to an NRCC or RRCC activation is properly executed.

Centralized Order Management and Tracking Process

When an event or incident occurs that requires FEMA support, FEMA uses a Centralized Order Management and Tracking Process to leverage a wide range of assets to support the incident quickly and effectively.

The NRCS and RRCS utilize a Centralized Order Management and Tracking Process to support incident management operations by identifying, acquiring, and deploying the necessary assets from across the Federal government, private sector, nongovernmental organizations, and other strategic partners. The complexity of this support process requires the NRCS and RRCS to closely coordinate with each other and ensure that resources are not duplicated. The Centralized Order Management and Tracking Process helps ensure that everyone involved has the same situational awareness on the status of resources being provided.

The Centralized Order Management and Tracking Process are composed of the WebEOC Crisis Management System (CMS) and the Logistics Supply Chain Management System (LSCMS) for ordering and tracking. WebEOC CMS provides transparency throughout the entire resource request process for all FEMA, Federal, State, Tribal, and strategic partners who have access to the CMS to regardless of location. Questions concerning the status of a request or resource can be quickly researched, verified and updated in WebEOC regardless of whether the request originated in WebEOC or LSCMS.
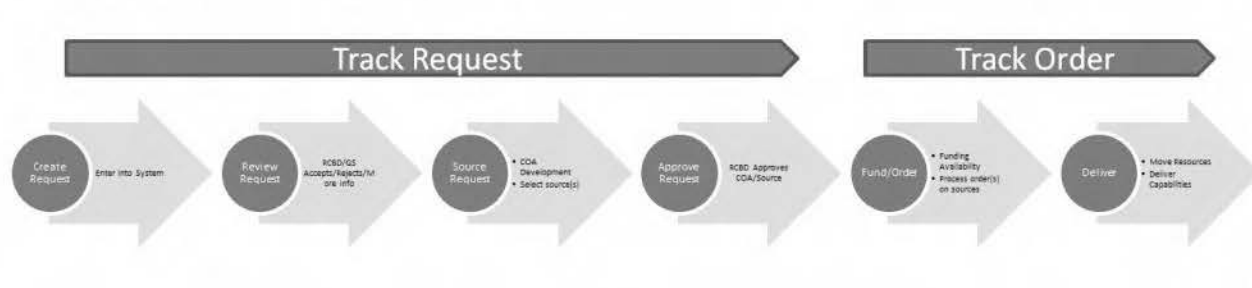
Figure 2: Centralized Order Management and Tracking Process

Although the WebEOC Crisis Management System (WebEOC CMS) is the current system of record used by FEMA for resource support, the backbone of the processes described in this guide are the interactions among the incident support and incident management personnel. Actions in WebEOC assist NRCC personnel in accomplishing their jobs, but confirmation of actions and requests must still be done person-to-person.
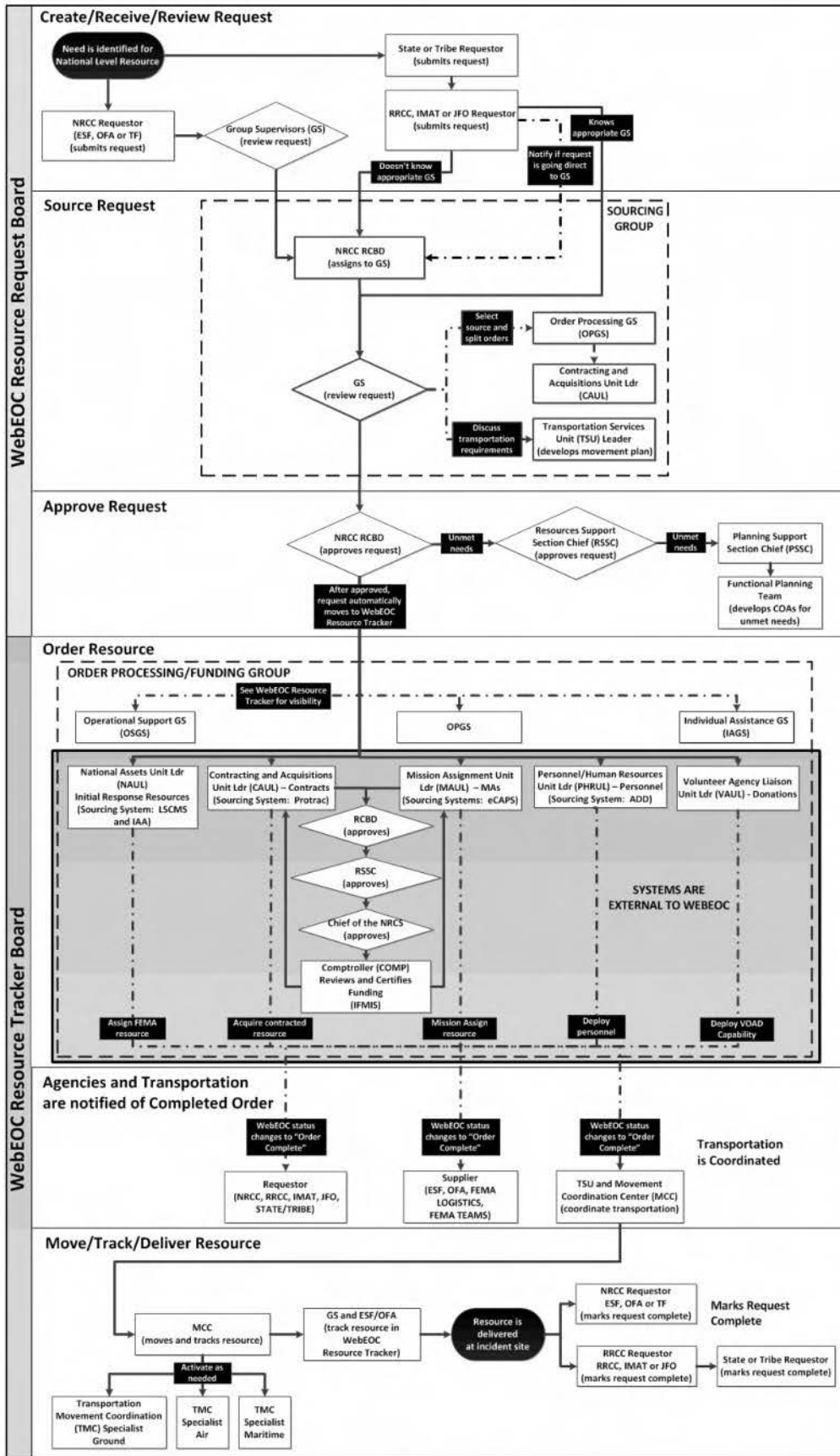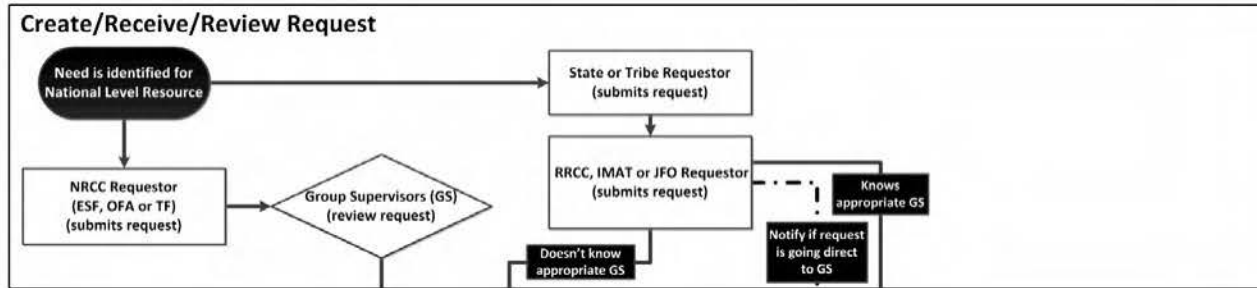
WebEOC Resource Request Board

Create/Receive/Review Request

- Need is identified for National Level Resource
- State or Tribe Requestor (submits request)
- NRCC Requestor (ESF, OFA or TF) (submits request)
- Group Supervisors (GS) (review request)
- RRCC, IMAT or JFO Requestor (submits request)
- Knows appropriate GS
- Doesn't know appropriate GS
- Notify if request is going direct to GS

Source Request

SOURCING GROUP

- NRCC RCBD (assigns to GS)
- Select source and split orders
- Order Processing GS (OPGS)
- GS (review request)
- Contracting and Acquisitions Unit Ldr (CAUL)
- Discuss transportation requirements
- Transportation Services Unit (TSU) Leader (develops movement plan)

Approve Request

- NRCC RCBD (approves request)
- Unmet needs
- Resources Support Section Chief (RSSC) (approves request)
- Unmet needs
- Planning Support Section Chief (PSSC)
- After approved, request automatically moves to WebEOC Resource Tracker
- Functional Planning Team (develops COAs for unmet needs)

WebEOC Resource Tracker Board

Order Resource

ORDER PROCESSING/FUNDING GROUP

- See WebEOC Resource Tracker for visibility
- Operational Support GS (OSGS)
- OPGS
- Individual Assistance GS (IAGS)

- National Assets Unit Ldr (NAUL) Initial Response Resources (Sourcing System: LSCMS and IAA)
- Contracting and Acquisitions Unit Ldr (CAUL) – Contracts (Sourcing System: Protrac)
- Mission Assignment Unit Ldr (MAUL) – MAs (Sourcing Systems: eCAPS)
- Personnel/Human Resources Unit Ldr (PHRUL) – Personnel (Sourcing System: ADD)
- Volunteer Agency Liaison Unit Ldr (VAUL) - Donations

- RCBD (approves)
- RSSC (approves)
- Chief of the NRCS (approves)
- Comptroller (COMP) Reviews and Certifies Funding (IFMIS)

SYSTEMS ARE EXTERNAL TO WEBEOC

- Assign FEMA resource
- Acquire contracted resource
- Mission Assign resource
- Deploy personnel
- Deploy VOAD Capability

Agencies and Transportation are notified of Completed Order

- WebEOC status changes to "Order Complete"
- WebEOC status changes to "Order Complete"
- WebEOC status changes to "Order Complete"
- Transportation is Coordinated

- Requestor (NRCC, RRCC, IMAT, JFO, STATE/TRIBE)
- Supplier (ESF, OFA, FEMA LOGISTICS, FEMA TEAMS)
- TSU and Movement Coordination Center (MCC) (coordinate transportation)

Move/Track/Deliver Resource

- MCC (moves and tracks resource)
- GS and ESF/OFA (track resource in WebEOC Resource Tracker)
- Resource is delivered at incident site
- NRCC Requestor ESF, OFA or TF (marks request complete)
- Marks Request Complete
- RRCC Requestor RRCC, IMAT or JFO (marks request complete)
- State or Tribe Requestor (marks request complete)

- Activate as needed
- Transportation Movement Coordination (TMC) Specialist Ground
- TMC Specialist Air
- TMC Specialist Maritime

Figure 3: Resource Request Process

Step 1: Create Request

Figure 4: Create/Receive/Review Request

Requests can be generated internally by the NRCS, Emergency Support Function (ESF) partners, Task Forces, or externally by the Regional Response Coordination Center (RRCC) and the Incident Management Assistance Team (IMAT) located at the Initial Operating Facility (IOF)/Joint Field Office (JFO). Internal and External requests are created in WebEOC using the Resource Request Tracker Board.

Requirements normally come through an RRF, LSCMS system-generated Customer Order (CO), or FEMA Form 143-0-2 (Request for Supplies, Equipment, Services, Personnel, and/or Teams). Verbal and e-mail requests may also be taken, but must be entered into a resource system of record to be processed.

All required fields on the RRF must be completed. If the request has a cost share requirement, it must be validated and signed by the state/tribal nation in coordination with the RRCC, or IOF/JFO. If the request does not have a cost share (Federal Operational Support), validation by the state/tribal nation is not required, but it must still be coordinated with IOF/JFO.

The appropriate Group Supervisor is responsible for ensuring all requirements are correctly entered into the Resource Request Tracker Board in WebEOC CMS, so all RSS and incident management elements have visibility over requirements.

Exceptions to the Normal Request Process

Verbal MAs are expedited, internal requests from FEMA, or NRCS leadership that are made directly with Other Federal Agencies (OFAs). These verbal MAs are followed up with a Memorandum for Record (MFR) of a Verbal MA; this serves as documentation of the request for the OFA, and is used to enter the request into the Resource Request and Tracker Board (RRTB) in WebEOC for tracking and processing.

Internal requests for NRCC activation of ESFs and other partners are considered validated and approved by the NRCC Operations Order but still require an RRF to track associated costs.

Step 2: Review Request

Internal Requests

Requests created within a group at the NRCC are routed to the Group Supervisor for review of completeness, validity and/or duplication. If the request is valid it is forwarded to the RCBD for further review and action. If the request is not valid or is a duplicate, the Group Supervisor can reject or cancel the request. In the event the Group Supervisor is not available to process the request the RCBD can at any time assume control of the request in order to take appropriate action.

The focus of the RCBD when reviewing requests is strategic. The RCBD monitors the request process and looks across the groups to consider best solutions for sourcing, transportation, and prioritization across all resource and capability requests. In some cases the best sourcing solutions may include splitting orders between sources, and using nontraditional resources such as volunteers, in lieu of mission assigning an agency or using contractual workers. Orders may be split between sources to meet a delivery date, or as a result of a shortage of resources from another source. Throughout the process, the RCBD also ensures proper inter-group coordination and that the request has been routed to the proper group(s) within the RSS. The Group Supervisor who has been assigned the order, also coordinates with other RSS groups for potential linkages, such as transportation, financial and contracting.

Exception

> NRCC created Task Forces may submit resource or capability requests through the associated group supervisor for the Task Force. Each Task Force will be paired with an RSS group for resource processing assistance and their requests will be processed the same way as internal ESF requests.

External Requests

Requests should not come directly from a state/tribal nation to the NRCS, but rather should flow through the RRCC or IOF/JFO in the form of an RRF. In the rare instance a state/tribal nation has a request and the RRCC and IOF/JFO is unavailable, the request will be processed by the NRCS RSS.

Requests made in LSCMS sent from outside the NRCC will not be reflected as an RRF, but rather continue through the LSCMS chain until approved by the field entity, usually the RRCC. Once approved, the requests will be entered into the WebEOC Resource Request Board (RRB) for tracking and visibility for all NRCC positions.

Step 3: Source Request
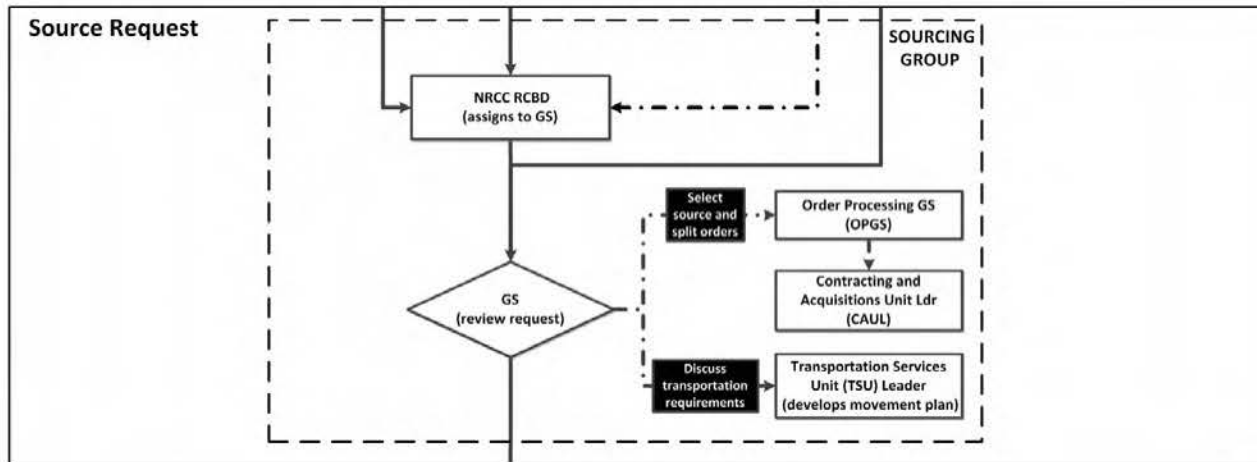
Figure 5: Source Request

The main tasks in this step include: analyzing sourcing options and developing a sourcing plan. The sourcing plan will identify the best available source using the factors of capability, capacity, timeliness and cost. Sources may be FEMA organic capabilities, an MA to other federal agencies or via an Interagency Agreement (IAA), contracting, FEMA personnel deployment and through volunteer sources.

FEMA Inventories/Resources

When the requirement can be fulfilled using FEMA inventories/resources, the sourcing RCB Group and supporting FEMA element, will process the request and update WebEOC. Many logistics requirements can be fulfilled through FEMA resources and are ordered directly through the Logistics Supply Chain Management System (LSCMS). When the requirement cannot be fulfilled using FEMA inventories/resources, the customer order is routed to the Order Processing Group (OPG) to be mission assigned (see section/appendix for mission assignment process) to the appropriate federal agency, to be procured through Acquisitions/Contracting or through the Individual Assistance Group (IAG) Voluntary Agency Liaison Unit Lead (VAUL). The Comptroller, OPG will ensure the funding, mission assignment and procurement status are updated in WebEOC CMS.

Non-Inventory Resources

For requirements that are not a part of FEMA inventories, the responsible Group Supervisor will take all necessary actions to identify, source, and ensure appropriate funding to fill requirements. This includes initiating mission assignments, eCAPS funding documents and as necessary, personnel deployment actions when teams, or personnel are involved. The Group Supervisor, if necessary, will coordinate with the OPG for order fulfillment and ensure the sourcing plan is updated in the WebEOC CMS resource tool.

- The OPG, including finance and acquisitions, will only accept requirements validated by the responsible Group Supervisor and/or RCBD, or the RSSC or RSS Deputy (RSSD)
- If OPG Acquisitions determines an OFA is the lead for a specific acquisition action, the OPG Mission Assignment Unit will initiate the MA, based on the validated requirement
- The responsible RSS Group will not initiate any acquisitions related actions, including those occurring under an IAA, unless written approval (hard copy or signed RRF) by OPG Acquisitions has been received

If due to capability, capacity or timeliness issues, the designated RSS Group cannot fill the requirement, the Group Supervisor will notify the RCBD. The RCBD will work to determine alternative internal, or external, sources and assign the requirement to the appropriate group. If the requirement cannot be met, the RCBD will advise the RSS Chief (RSSC), prior to submission to the Planning Support Section (PSS).

Transportation

All requests involve transportation of some form and a valid request must identify if transportation is required (i.e. sourced by the RSS Transportation Movement Coordination Group (TMCG) or will be provided through another source (i.e. ESF 8, Health and Human Services, securing the commercial air movement of Disaster Mortuary Operational Response Team (DMORT)/Disaster Medical Assistance Team (DMAT) teams).

The TMCG monitors the WebEOC Resource Request Tracker Board to coordinate, de-conflict, or simply track transportation requirements, while the owning Group Supervisor sources the resource request.

Tracking and Notification

The Resource Tracker within the Resource and Capability Branch (RCB) maintains visibility, and monitors the status of all resources ordered from source through delivery by the use of automated reports and by coordinating with all RSS Group Supervisors.

The RCBD will also, at their discretion, notify the RSSC of any request that warrants higher level attention or oversight.

If the RCBD cannot fill a need filled or in the requested timeframe, the RSSC/RSSD and PSS Chief (PSSC) will be notified to determine a course of action.

Step 4: Approve Request
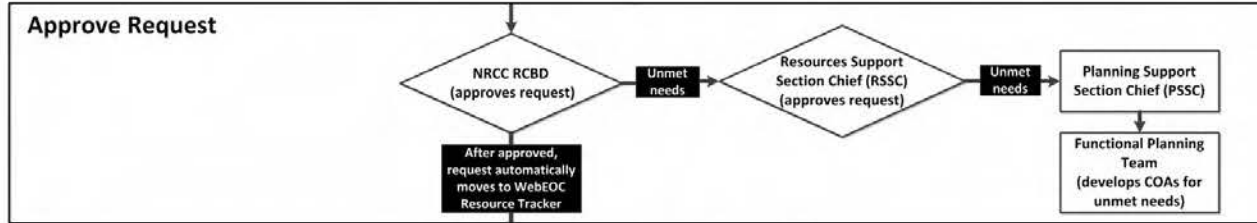
Figure 6: Approve Request

The fourth step of the process once the source for the request has been identified is approval by the RCBD. Once approved the request is automatically forwarded within WebEOC to the Resource Tracker board for funding, ordering and delivery tracking.

Step 5: Fund and Order Approved Resource
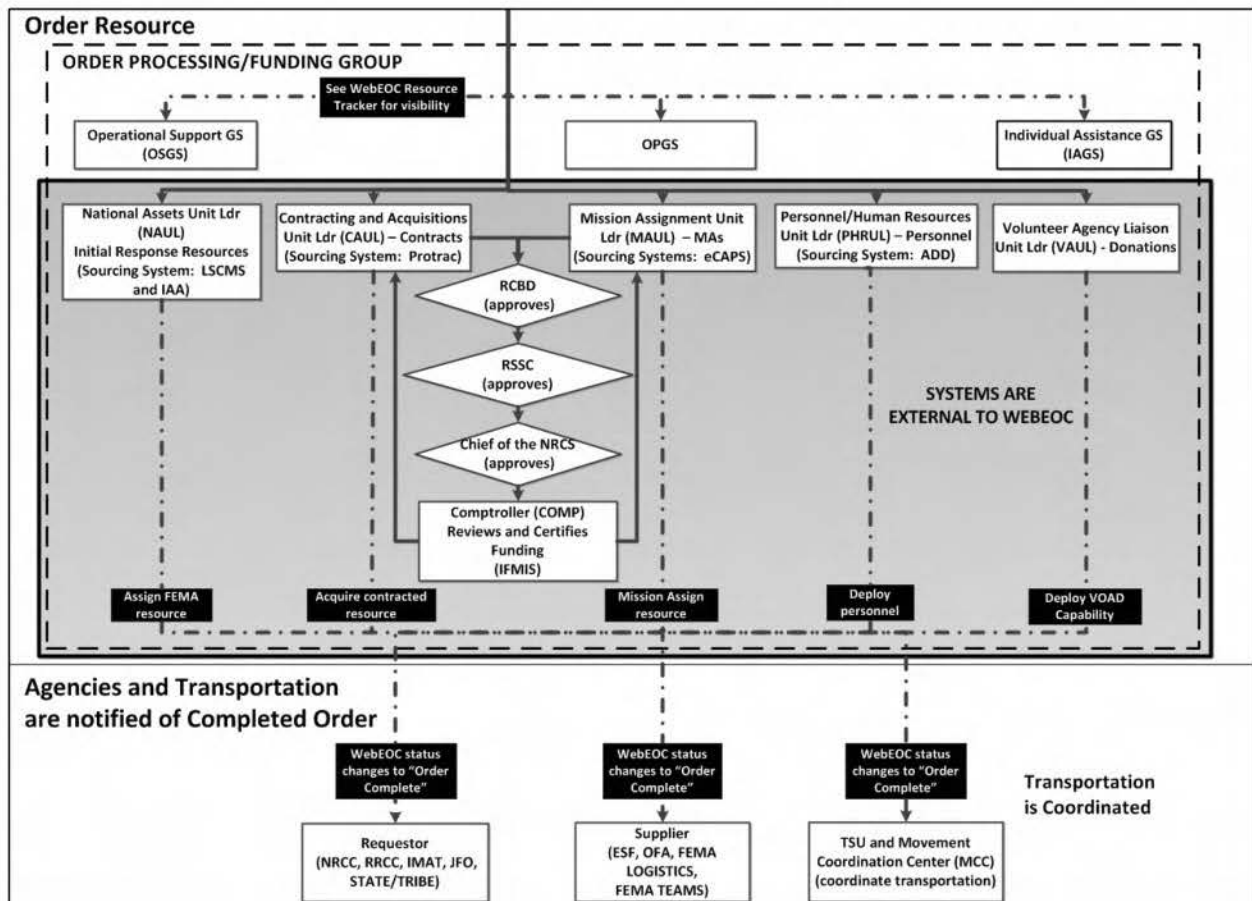
Figure 7: Order Resource

The OPG or other designated RSS group executes the orders after the appropriate approvals are obtained in FEMA's financial systems (e.g.: Enterprise Coordination and Approval Processing System (eCAPS)), and acquisition system (PROTRAC).

Within the RSS, the OPG, Operational Support Group (OSG) and IAG conduct national-level resource ordering and procurements.

The OPG is responsible for Acquisition/Contracting actions, oversight of Mission Assignment(s) to other federal agencies and FEMA Personnel deployments. After processing acquisition requirements and sending MAs and 146-0-2s to partner agencies, the OPG updates the WebEOC Resource Tracker and forwards the order to the appropriate Group Supervisor for action.

The IAG, through the VAUL, coordinates resource fulfillment with its volunteer partners.

The OSG, through the National Assets Unit Lead (NAUL), processes FEMA-owned commodities through LSCMS and coordinates the issuance of mission assignments to other federal partners.

For FEMA logistics resources, the OSG sends the distribution order and Advanced Shipment Notification (ASN) notification spreadsheet to partner agencies with instructions for the partner agency to complete the spreadsheet and return it to the TMCG within 4 hours of receipt.

The TMCG will track the ASN notification spreadsheets sent to partner agencies and ensure the spreadsheets are returned and uploaded into LSCMS. The TMCG schedules movement for LSCMS and some non-LSCMS requirements. The Resource Tracker uses LSCMS reports and other tracking tools in WebEOC CMS to ensure completion of the order fulfillment.

If due to capability, capacity or timeliness issues, the OPG or TMCG cannot process the order, they will notify the RCBD and annotate the status in WebEOC. The RCBD will work with the appropriate Group Supervisor to determine alternative solutions.

Order and Sourcing Sub Processes

Logistics Supply Chain Management System (LSCMS) Process

LSCMS Customer Orders (CO) are entered into the system by the requesting element and received by the National Asset Unit (NAU) in the Operations Support Group (OSG for approval, coordination, and sourcing. The National Asset Logistics Specialist (NALS) receives these requirements, reviews the CO for completeness, feasibility, and other key elements of information that may require additional coordination before approval. The NALS serves as the level 1 (initial) approver for the CO. Upon level 1 approval, the CO is automatically routed to the Asset Specialist for level 2 approval and sourcing. If the order is fulfilled completely through organic inventory at a FEMA Distribution Center (DC) or a Staging Area (ISB/FSA), the TMCG will plan and execute transportation requirements as defined by standard load configuration. A shipment will be tendered and accepted by a carrier. The DC or ISB/FSA will ship commodities in LSCMS after they have been picked up by the carrier. Shipments will be received in LSCMS by the ISB/FSA after they have arrived.

If a CO is sourced by the NAU through external sources such as partners and vendors, the process is the same except the TMCG will not move the resource.

Mission Assignment (MA) Process

The Mission Assignment Unit staff will primarily focus on the Resource Tracking Board in WebEOC for receipt and processing of approved and completed requests.

Initial Steps:

- The MA Staff will filter the RTB by "Source" to identify all "MA" requests to begin processing requests sourced as mission assignments. The MAUL/Mission Assignment Specialist (MASP) will initiate the MA process through eCAPS, by copy and paste method from WebEOC to eCAPS. After the mission assignment has been routed for approval and funds obligated in eCAPS and the Integrated Financial Management Information System (IFMIS), the MAUL/MASP will then upload the final obligated (IFMIS stamped or signed) mission assignment back into the appropriate request in the RTB and update information accordingly

- If an approved request, in the RTB is not completed or issues have been identified the MAUL will return the request back to the RCBD for more information by selecting the status of "Request Additional Information" in the RTB under the "Update Tracker" button and add supporting comments

MFR for Verbal Mission Assignments

- Group Supervisors/Branch Directors working with Agencies, submitting a MFR for a Verbal MA, will be expected to submit a request through the RRB and upload the approved MFR to the appropriate request for accountability
- The MAUL/MASP will create a new MA in eCAPS to generate an MA number to place on the MFR and follow standard MA processing procedures

Contracting

The Contracting and Acquisitions Unit Leader (CAUL) focuses on the RTB for receipt of requirements in need of their attention, i.e. items that need to be purchased from a commercial entity or an assisted acquisition from one of our partners via an Interagency Agreement. Once the requirement is received via the RTB, Acquisitions will inform the Order Processing Logistics Specialist (OPLS) to create the funding document (Form 40-1) and begin the sourcing or competition process that will identify which vendor will be able to support our requirement on or before the Requested Delivery Date (RDD). If a requirement is received by Acquisitions outside of WebEOC, the CAUL will reach out to the Order Processing Group Supervisor (OPGS) to ensure its validity and then consult with the proper Group Supervisor to ensure the request ends up on the RTB.

Deployment Tracking System (DTS)

Deployment of staffing resources takes place through DTS, which identifies and deploys available resources to fill positions required for an incident. The system automatically notifies responders and tracks them throughout their deployment experience.

Voluntary Organizations

The FEMA Voluntary Agency Liaison Unit Lead (VAUL) coordinates with the National Voluntary Organizations Active in Disaster (National VOAD) and through the Regional Voluntary Agency Liaison (VAL) and the State VOADs, to assist in identifying resource needs and shortfalls encountered in disaster affected areas. This information is usually obtained via State VOAD conference calls, put into the individual organizations' situation reports, then submitted to the RRCC/NRCC. The VAL or Mass Care Specialist at the RRCC may ask for support from the NRCC VAL or Mass Care counterparts for a Mission Assignment for the Corporation for National and Community Service to help augment capabilities with volunteer/donations management, shelter/feeding support, mucking/gutting, blue roofing, and other tasks. These requests are coordinated with the NRCC MAUL.

Step 6: Deliver Resource – "Order Complete" Notification Provided and Transportation is Coordinated
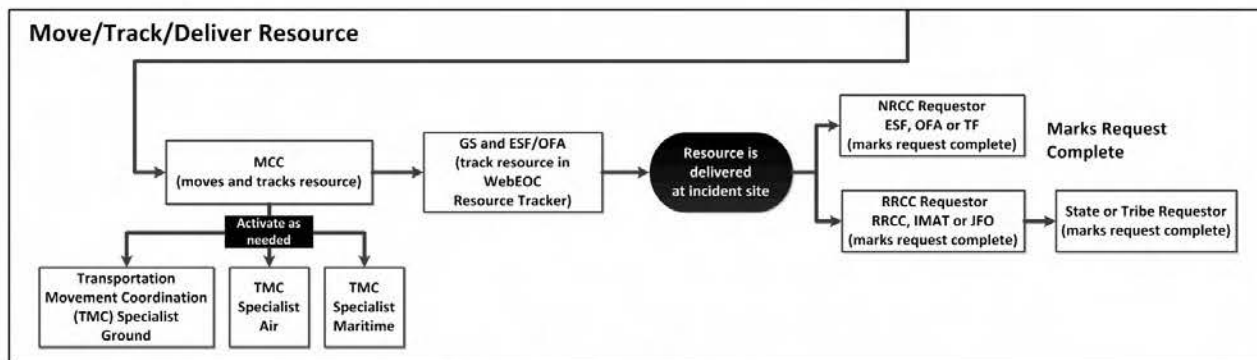
Figure 8: Deliver Resource

Step 6 is where everything comes together. The approved resource/capability request has been funded and transportation codified.

For FEMA commodities, LSCMS will send a system alert and notify the transportation specialists that a transportation action is needed.

For non-FEMA resources, the OPG will notify the TMCG via the WebEOC resource tool, or via e-mail that transportation is either required or not required.

The TMCG coordinates and tracks movement of commodities, equipment, teams, and personnel supporting incident management operations, until they are checked-in at an incident or as determined by the respective Group Supervisor. The TMCG monitors, and as required, synchronizes the utilization and scheduling of all incident support transportation. TMCG

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maintains close and continuous interaction between those who plan and execute incident management and incident support operations.

The TMCG determines transport infrastructure limitations via coordination with DOT and assesses resource receiving, processing, and throughput capabilities. The TMCG gathers and analyzes national-level transportation requirements. The TMCG coordinates and resolves national-level transportation issues through the national resource movement schedule in support of national priorities. In addition, the TMCG tracks and reports national-level movements; data Movement Coordination Center (MCC) personnel use to create, maintain, and monitor execution of a master movement schedule in close coordination with the rest of the RSS; Federal, State, tribal, and ESF partners; and non-governmental organizations.

Tracking Requirements in WebEOC

RRFs are tracked from request through fulfillment in the WebEOC RRTB. The requests are monitored by the RCBD, Group Supervisors, and Resource Tracker to ensure they are progressing through the process. An RRF is considered complete when the requested resource or capability is received by the requestor or IOF/JFO. From the initiation of the request through approval of the request by the RCBD, visibility of the request is maintained through the RRB. Until approval, the RRF is still a request and no commitment has been given. After the request is approved by the RCBD, it enters Step 4 and is posted to the RTB in WebEOC. The appropriate Group Supervisor and the resource provider are responsible for tracking the approved resource through delivery and confirming with the requestor that the request has been fulfilled before closing it out in the RTB.

ADD:	Automated Deployment Database
ASN:	Advanced Shipment Notification
CAUL:	Contracting and Acquisitions Unit Leader
CO:	Customer Order
DC:	Distribution Center
DMORT:	Disaster Mortuary Operational Response Team
DMAT:	Disaster Medical Assistance Team
DTS:	Deployment Tracking System
eCAPS:	Enterprise Coordination & Approval Processing System
ESG(S):	Emergency Services Group (Supervisor)
ESF:	Emergency Support Function
IAA:	Inter-Agency Agreement
IAG(S):	Individual Assistance Group (Supervisor)
IFMIS:	Integrated Financial Management Information System
IGS(S):	Infrastructure Assets Group (Supervisor)
IMAT:	Incident Management Assistance Team
IOF:	Initial or Interim Operating Facility
ISB:	Incident Support Base
JFO:	Joint Field Office
LSCMS:	Logistics Supply Chain Management System
MA:	Mission Assignment
MAUL:	Mission Assignment Unit Leader
MASP:	Mission Assignment Specialist
MCC:	Movement Coordination Center
MFR:	Memorandum for Record
NRCC:	National Response Coordination Center
NRCS:	National Response Coordination Staff
NALS:	National Asset Logistics Specialist
NAU(L):	National Asset Unit (Leader)
OFA:	Other Federal Agency

OPG(S):	Order Processing Group (Supervisor)
OPLS:	Order Processing Logistics Specialist
OSG(S):	Operational Support Group (Supervisor)
PSS(C):	Planning Support Section (Chief)
RCB(D):	Resource Capability Branch (Director)
RDD:	Requested Delivery Date
RRB:	Resource Request Board
RRCC:	Regional Response Coordination Center
RRF:	Resource Request Form
RRTB:	Resource Request – Tracker Board
RSS(C)(D):	Resource Support Section (Chief) (Deputy)
RTB:	Resource Tracker Board
SAS(C):	Situational Awareness Section (Chief)
SITREP:	Situational Report
TMCG(S):	Transportation and Movement Coordination Group (Supervisor)
VAL:	Voluntary Agency Liaison
VAUL:	Voluntary Agency Liaison Unit Leader
VOAD:	Voluntary Organizations Active in Disasters
WebEOC CMS:	WebEOC® Crisis Management System

APPENDIX 1-1: SAMPLE RESOURCE REQUEST FORM

DEPARTMENT OF HOMELAND SECURITY
Federal Emergency Management Agency
RESOURCE REQUEST FORM (RRF)

O.M.B. No. 1660-0002
Expires May 31, 2017

PAPERWORK BURDEN DISCLOSURE NOTICE

Public reporting burden for this form is estimated to average 20 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the needed data, and completing and submitting this form. This collection of information is required to obtain or retain benefits. You are not required to respond to this collection of information unless it displays a valid OMB control number. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing this burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472-3100, Paperwork Reduction Project (1660-0047). **NOTE: Do not send your completed form to this address.**

I. REQUESTING ASSISTANCE (To be completed by Requestor)

1. Requestor's Name (Please print)	2. Title	3. Phone No.
4. Requestor's Organization	5. Fax No.	6. E-Mail Address

II. REQUESTING ASSISTANCE (To be completed by Requestor)

1. Description of Requested Assistance:

2. Quantity	3. Priority ☐ Lifesaving ☐ Life Sustaining ☐ Normal ☐ High		4. Date and Time Needed
5. Delivery Site Location		6. Site Point of Contact (POC)	
		7. 24 Hour Phone No.	8. Fax No.
9. State Approving Official Signature		10. Date and Time	

III. SOURCING THE REQUEST - REVIEW/COORDINATION (Operations Section Only)

1.	2. Source:	3. Assigned to:
☐ OPS Review by: _____ ☐ LOG Review by: _____ ☐ Other Coordination: _____ ☐ Other Coordination: _____ ☐ Other Coordination: _____ 4. Immediate Action Required ☐ Yes ☐ No	☐ Donations ☐ Other (Explain) ☐ Requisitions ☐ Procurement ☐ Interagency Agreement ☐ Mission Assignment	ESF/OFA: _____ RSF/OFA: _____ Other: _____ Date/Time: _____

IV. STATEMENT OF WORK (Operations Section Only)

1. OFA Action Officer	2. 24 Hour Phone #	3. Fax #
4. FEMA Project Manager	5. 24 Hour Phone #	6. Fax #

7. Statement of Work   ☐ See Attached

8. Estimated Completion Date	9. Estimated Cost

V. ACTION TAKEN (Operations Section Only)

☐ Accepted	☐ Rejected	☐ Requestor Notified

Reason / Disposition

FEMA FORM 010-0-7   PREVIOUSLY FF 90-136   Page 1 of 2

RESOURCE REQUEST FORM (RRF)

TRACKING INFORMATION (FEMA Use Only)			
ECAPS/NEMIS Task ID:	Resource Request #	Program Code/Event #	☐ Originated as verbal
Received by (Name and Organization)	State	Date/Time Received	

INSTRUCTIONS

Items on the Resource Request form that are not specifically listed are self-explanatory. Indicate "see attached" in any field for which additional space or more information is required.

I. Who is requesting assistance? Completed by requestor.

II. What needs to be done? Completed by requestor.

Description of Requested Assistance: Detail of resource shortfalls, statement of deliverable, or simply state problem/need.

Priority: The requestor's priority, which may differ from the priority in BOX III.

Site POC: The person at the delivery site coordinating reception and utilization of the requested resources. 24-hour contact information required.

If for Direct Federal Assistance (DFA), State Approving Official: Signature certifies that:

    (1) State and local governments cannot perform, nor contract for the performance of the requested work;
    (2) Work is required as a result of the event, not a pre-existing condition; and
    (3) The State is providing the required assurances found in 44 CFR, Section 206.208.

III. Action Review/Coordination (OPS Section Use Only): Completed by the Operations Section Chief or Resource Capability Branch Director.

Accept/Reject: Operations Section Chief or Resource Capability Branch Director accepts or rejects the request; provide reason if rejection. If request accepted, coordinates with others, i.e., Branch Directors or Group Supervisors, begins to determine best means of fulfilling request. All involved in coordination should check appropriate box and initial or print their name.

Assigned to: Operations Section Chief or Resource Capability Branch Director assigns tasks origination, may indicate the OFA Action Officer. Operations Section Chief may also indicate the Action Officer if known, or tasked organization may make this assignment. This may be Emergency Support Function, internal FEMA Organization (i.e.; Logistics), or other organization.

Date/Time Assigned: Operations Section Chief or Resource Capability Branch Director provides date and time of when sourcing should begin.

IV. Statement of Work (OPS Section Use Only): Completed by the Operations Section Chief or Resource Capability Branch Director.

OFA Action Officer: Ops Section Chief obtains from OFA if request fulfilled by a MA; 24-hr phone/fax required. Information used in eCAPS.

FEMA Project Manager: Provided by Operations Section Chief; a Region PFT; 24-hr phone/fax required. Information used in eCAPS.

Statement of Work: Description of tasks to be performed. Could be to assess a problem and report back, or could be to proceed with a specific action. If 40-1 or MA, this goes in "justification" tab in eCAPS.

V. Action Taken (OPS Section Use Only): Completed by Operations Section Chief, Resource Capability Branch Director, MA Unit or Logistics.

Resource Request Results: Ops Section Chief, Resource Support Section Chief, MA Unit, or LOG should note what type of document the action resulted in by "checking" the appropriate box i.e., Mutual Aid, Donations, Requisition, Procurement, IA, MA, Other. If "Other" is selected write in appropriate response or state "see below" and give detail description in "Disposition" field. "Disposition" field should note steps taken to complete the Action, and personnel, sub-tasked agencies, contracts and other resources utilized.

TRACKING INFORMATION. Completed by Action Tracker. Required for all requests.

APPENDIX 1-2: SAMPLE FEMA FORM 143-0-1

	DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY REQUISITION FOR SUPPLIES, EQUIPMENT, SERVICES, PERSONNEL AND/OR TEAMS	DATE PREPARED

TYPE OR PRINT ALL ENTRIES LEGIBLY - See Instructions on Page 3   PAGE 1 OF

2. ITEM NO.	3. DESCRIPTION OF REQUEST (Include make, model, part/stock no., service, personnel/team, author/publisher, freight, etc. as applicable)	4. QUANTITY	5. UNIT OF MEASURE	6. ESTIMATED UNIT COST	7. TOTAL ESTIMATED COST

8. PRIORITY (Check One) ☐ LIFESAVING ☐ LIFE SUSTAINING ☐ HIGH ☐ NORMAL	7a. Sub-Total This Page	
9. ADDITIONAL INFORMATION (Enter additional information in "Other" below and/or attach mandatory requirements, SOW, sources, etc. - supplemental forms, bids/quotes.) Include contact information for potential vendor(s) and other pertinent information.	7b. Estimated Grand Total Including Continuation Pages: 1 7A+7A page 2	
☐ Additional Info Attached Potential Source(s) / Vendor(s)		
Other		

10. DETAILED JUSTIFICATION (Attach separate sheet if required)

11. Date Item/Service Required	12. Requested By	13. Phone #(s)	14. Section/Branch/Unit &/or Program Area

IN ACCORDANCE WITH FEMA MANUAL 119-7-1, ALL ITEMS CONSIDERED ACCOUNTABLE PROPERTY WILL BE PROCESSED BY THE LOCAL APO PRIOR TO ISSUANCE.

15. Deliver To	15a. Recipient's Name	15b. Recipient's Address and E-Mail Address	15c. Recipient's Phone No.

16. Supv./Branch Dir. Approval Date	17. Log Chief / Second Line Approval Date	18. Finance/Funds Approval Date
Signature	Signature	Signature
Print Name	Print Name	Print Name

FOR LOGISTICS/ORDERING UNIT USE ONLY

19. Date/Time 143-0-1 Received	20. Received By	21. Reference #s (ARF, MA, Deployment Unit, etc.)
22. Estimated Delivery Date / Time	23. Logistics Order Tracking Number (LOTN):	

FEMA Form 143-0-1 Sept 2010   (PREVIOUS EDITIONS OF FEMA Form 60-1 AND 143-0-1 ARE OBSOLETE - DO NOT USE)

APPENDIX 1-3:

SAMPLE FEMA FORM 146-0-2 (FORMERLY 40-1)

DEPARTMENT OF HOMELAND SECURITY
Federal Emergency Management Agency
REQUISITION AND COMMITMENT FOR SERVICES AND SUPPLIES

See Instructions on Reverse (Failure to complete/coordinate all items may result in processing delays)	Document Control No.:
	(Location) (Pro Trac)

1. Program Office (Office symbol, building and room no.):	2. Contracting Officers Technical Representative (Name and telephone no.):	3. Date of Request:

4. Estimated Period of Performance/Date Required:	5. Total Estimated Cost:

6. Deliver To: Name (office symbol, building no. - if different than item 1):	7. Suggested Source(s): (Name, address, contract, telephone no.):
☐ Ship to Personal Property & Management Services Section	☐ Attached

8. Project Title/Description of Supplies, Equipment and/or Service (For supplies indicate item/model/stock number, item name, quantity, unit price and amount - Attach an additional sheet, if necessary):

9. List of Attachments:

☐ Scope/Statement of Work	☐ Contract Security Classification Specification (DD Form 254)	☐ Government Property
☐ Proposal Evaluation Criteria	☐ Recommendation for other than Full and Open Competition	☐ Reports and Data
☐ Independent Government Cost Estimate	☐ Other (specify):	

10. References:

☐ Amendment/Modification To	☐ Procurement Planning Sheet (FEMA Form 40-19) Control No.	PD:
☐ Classified Documents	☐ Other (specify):	

11. Justification/Comments (Attach an additional sheet, if necessary):

12. References		13. Approvals - Administrative (Supplies and Equipment):	
Contracting Officer's Technical Representative	Date	Personal Property & Management Services Section	
		Date:	
Immediate Approval	Date	Contact:	
Program Head	Date	14. Funding:	
		Funds in the amount of:	
Other Coordination	Date	are hereby certified available and reserved.	
Other Coordination	Date	Certifying Officer	Date

15. Assignment

Contracting Assistant/Officer:	Telephone No.	Date PR Received:
Contract Specialist:	Telephone No.	Date PR Received:

FEMA FORM 146-0-2 (02/14) Page 1 of 2

APPENDIX 1-4: SAMPLE MISSION ASSIGNMENT

DEPARTMENT OF HOMELAND SECURITY
Federal Emergency Management Agency
MISSION ASSIGNMENT (MA)

O.M.B. No. 1660-0002
Expires May 31, 2017

PAPERWORK BURDEN DISCLOSURE NOTICE

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I. TRACKING INFORMATION (FEMA Use Only)

State	Resource Request Number

Program Code/Event Number	Date/Time Received

II. ASSISTANCE REQUIRED ☐ See Attached

Assistance Requested

Delivery Location	Internal Control Number	Date/Time Required

Initiator/Requestor Name	24 Hour Phone Number	Email Address	Date

Site POC Name	24 Hour Phone Number	Email Address	Date

III. INITIAL FEDERAL COORDINATION (Operations Section)

Action to: ☐ ESF # : _____ ☐ Other : _____ | Date/Time | Priority ☐ | 1. Lifesaving ☐ 3. High
☐ RSF: _____ | | ☐ | 2. Life sustaining ☐ 4. Normal

IV. DESCRIPTION (Assigned Agency Action Officer) ☐ See Attached

Statement of Work

Your agency must validate the unliquidated MA balance at least annually as stipulated by FEMA to maintain reimbursable authority. Accrual data must also be provided to FEMA no later than the third business day after fiscal quarter end close. Information can be submitted to FEMA-Disaster-MA-ULO@dhs.gov. For MA billing and reimbursement information, please visit http://www.fema.gov/federal-agencies-providing-disaster-assistance.

Assigned Agency	Projected Start Date	Estimated Projected End Date

☐ New or ☐ Amendment to MA # : _____	Total Cost Estimated	Total Required this Obligation Cycle

ESF/OFA/RSF Action Officer	Phone #	Email

V. COORDINATION (FEMA Use Only)

Type of MA:
Direct Federal Assistance ☐ State Cost Share (0%, 10%, 25%)
Federal Operations Support ☐ State Share (0%)

State Cost Share Percent _____ %
State Cost Share Amount: $ _____

Fund Citation: 20 _ _ -06- _ _ _ _ _ XXXX-250 -D
Appropriation code: 70X0702

Mission Assignment Manager (Preparer)	Date

**FEMA Project Manager/Branch Director (Program Approval)	Date

**Comptroller/Funds Control (Funds Review)	Date

FEMA FORM 010-0-8   PREVIOUSLY FF 90-129   Page 1 of 2

APPENDIX 1-5: SAMPLE TRAVEL AUTHORIZATION

OFFICIAL TDY TRAVEL AUTHORIZATION *(Note: See Privacy Act Statement on reverse)*	1. AUTHORIZATION NO.

2. TRAVELER *(first name, middle initial, last name)*	3. TITLE	4. SOCIAL SECURITY NO.
5. ADDRESS TO WHICH REIMBURSEMENT CHECK WILL BE MAILED:	6A. OFFICE/SERVICE AND DIVISION	6B. CORR. SYMBOL
	7. OFFICIAL DUTY STATION	8. OFFICE PHONE NO.

9. TYPE	10. CATEGORY
☐ ORIGINAL ☐ AMENDMENT	☐ SINGLE TRIP ☐ LOA (☐ COST ☐ NO COST)

11. TRAVEL PURPOSE *(Check one)*
☐ SITE VISIT ☐ INFORMATION MEETING ☐ TRAINING ATTENDANCE ☐ SPEECH OR PRESENTATION ☐ CONFERENCE ATTENDANCE ☐ ENTITLEMENT ☐ SPECIAL MISSION ☐ OTHER *(Specify)*

12. SPECIFIC TRAVEL PURPOSE

13. AUTHORIZED OFFICIAL ITINERARY

NOTE: DO NOT include any personal sidetrips or modes of transportation that are for personal convenience and/or preference.

DATE (a)	WEEK-DAY (b)	ITINERARY POINT (c) CITY	STATE	PER DIEM RATE M&IE RATE (d)	MAXIMUM LODGING (e)	TOTAL MAXIMUM (f)	ACTUAL EXPENSE RATE (g)	MODE OF TRANS. BETWEEN ITINERARY POINTS (h)	MODE OF LOCAL TRANSPORTATION (i)
		FROM:							
		TO:							
		TO:							
		TO:							

YES	NO	
		14. IS THE EMPLOYEE MAKING ANY DEVIATIONS FROM THE AUTHORIZED ITINERARY FOR PERSONAL CONVENIENCE, TAKING ANY ANNUAL LEAVE OR USING A DIFFERENT MODE OF TRANSPORTATION FOR PERSONAL CONVENIENCE? *(If "Yes", explain in Item 22, "REMARKS")* (Note: any deviations from the authorized itinerary requires a comparative cost statement on the SF 1012, Travel Voucher.)
		15. IF AIR TRANSPORTATION IS THE AUTHORIZED MODE OF TRAVEL BETWEEN ITINERARY POINTS, IS THE LOWEST PRICED CONTRACT CARRIER BEING USED BETWEEN ALL ITINERARY POINTS? *(If "NO", justify in Item 22)*
		16. IS EXTRA FARE AIR *(first class, business class, etc.)* OR RAIL *(Metroclub, pullman, etc.)* AUTHORIZED? *(If "YES", justify in Item 22.)*

17A. WILL POV BE USED FOR ANY TRAVEL BETWEEN ITINERARY POINTS? *(If "YES", check one box below and complete Item 17B)* ☐ USE OF POV IS ADVANTAGEOUS TO THE GOVERNMENT ☐ USE OF POV IS NOT ADVANTAGEOUS TO THE GOVERNMENT. USE OF POV HAS BEEN DETERMINED TO BE FOR PERSONAL CONVENIENCE AND REIMBURSEMENT LIMITED TO CONSTRUCTIVE COST OF COMMON CARRIER.	17B. MILEAGE RATE AUTHORIZED PER MILE 0.55

18. IS ACTUAL EXPENSE UNUSUAL CIRCUMSTANCES AUTHORIZED? *(If "YES", justify in Item 22)*
IF ACTUAL EXPENSE IS AUTHORIZED, THE FOLLOWING APPLY:
(1) EXPENSES MUST BE ITEMIZED EACH DAY
(2) RECEIPTS ARE REQUIRED FOR LODGING AND EACH MEAL OVER $25.00
(3) REIMBURSEMENT FOR MEALS AND MISCELLANEOUS SUBSISTENCE EXPENSE MAY NOT EXCEED 150% OF THE AMOUNT IN ITEM

19. TRAVELER IS *(Check one)* ☐ a. GOV'T CHARGE CARD HOLDER ☐ b. GOV'T CHARGE CARD DECLINEE ☐ c. INFREQUENT TRAVELER	20. METHOD OF OBTAINING COMMON CARRIER TICKETS *(Check one)* *(NOTE: If Item 19a was checked and you check 20b or c, explain in Item 22)* ☐ a. INDIVIDUAL GOVERNMENT CHARGE CARD ☐ b. BLANKET GOVERNMENT CHARGE CARD ☐ c. GOVERNMENT TRANSPORTATION REQUEST ☐ d. OTHER *(explain in Item 22)*	21. FUNDS OBLIGATED	A. INITIALS B. DATE

22. REMARKS	23. EST. COST TO GOVERNMENT	
	A. TOTAL COMMON CARRIER COST	$
	B. TOTAL PER DIEM AND OTHER	$
	C. TOTAL ESTIMATED COST	$

24. TRAVEL ADVANCE WILL BE OBTAINED BY *(Check one)* ☒ GOVERNMENT ISSUED CHARGE CARD ☐ SF 1038, ADVANCE OF FUNDS APPLICATION AND ACCOUNT	25. ADVANCE AUTHORIZED $

IMPORTANT: SAFETY BELT USE IS MANDATORY. DRIVE SAFELY
A SF 1012, TRAVEL VOUCHER MUST BE SUBMITTED TO THE VOUCHER APPROVING OFFICIAL WITHIN 5 WORKING DAYS OF COMPLETION OF TRIP

26. NEAR ACCOUNT CLASS.	FUND	ORGANIZATION	BUDGET ACTIVITY	OBJECT CLASS	FUNCTION	COST ELEMENT	PROJECT/ PROSPECTUS	COST CENTER A	WORK ITEM	COST CENTER B

27A. NAME AND TITLE OF AUTHORIZING OFFICIAL	27B. SIGNATURE *(PRESS FIRMLY, USE BALL POINT PEN)*	27C. DATE

GENERAL SERVICES ADMINISTRATION	1. EMPLOYEE COPY	**GSA** FORM 87 (REV. 8-86)

Federal Emergency Management Agency
Resource Support Section
Resource Request and Fulfillment Process Guide

February 2016

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FORWARD

In anticipation of, or response to, a federally declared emergency or disaster, Federal assistance is often needed to sustain life and to protect property. This Resource Request and Fulfillment Process (RR&FP) Guide outlines common processes that States, territories, tribal governments, other Federal agencies (OFAs) and FEMA Managers use to request, source, obtain, track, and provide Federal resource support.

It is through the RR&FP that FEMA works with State, tribal, and local governments; OFAs; non-governmental organizations (NGOs); and the private sector to fully utilize the nation's resources and take immediate actions to save lives, protect property, and meet basic needs in anticipation of and following declared major disasters and emergencies. The Resource Request Form (RRF), previously known as the Action Request Form (ARF), is the form used to request Federal assistance.

This RR&FP Guide consists of a base document that provides a process overview, common stakeholder responsibilities, and supporting appendices to aid FEMA RR&FP stakeholders in preparing for and executing their roles. These stakeholders include the following: State and tribal governments, OFA representatives, State/Territorial/Tribal Liaison Officers (LNOs), incoming Incident Management Assistance Team (IMAT) members, and the Regional Response Coordination Staff (RRCS).

This guide provides implementation detail in support of numerous national and regional documents including the National Incident Support Manual (NISM) and the Regional Incident Support Manual (RISM) and should not replace hands-on training on FEMA's RR&FP.

This is a work product of multiple FEMA Regions, completed in coordination with RR&FP stakeholders from both the RRCS and National Response Coordination Staff (NRCS). Questions, comments, and suggested improvements related to this document are encouraged. FEMA will revisit this guide as necessary to reflect changes in foundational doctrine and the use of WebEOC as the RR&FP matures. Inquiries, information, and requests for additional information should be directed in writing to (b)(6)   NRCC Manager, (b)(6)

(b)(6)

_____   12 February 2016

_____   _____
FEMA HQ Operations Division Director   Date

Table of Contents

Purpose

The purpose of this Resource Request and Fulfillment Process (RR&FP) Guide is to:

- Outline existing RR&FP processes at both the regional and national level.
- Document the RR&FP to standardize RRF processing and equip stakeholders in carrying out their responsibilities.
- Improve the effectiveness and efficiency of RRF fulfillment during incident support (IS).
- Provide information to enable untrained RR&FP stakeholders to effectively prepare for incidents and aid in developing, submitting, receiving, tracking, sourcing, and completing RRFs during an incident.

The target audience for this guide includes all FEMA Resource Support Section (RSS) staff and other RR&FP stakeholders. This guide does not provide an in-depth overview of incident management (IM) activities related to resource support; however, it does cover certain points regarding coordination between IS and IM. For additional information regarding processes mentioned in this document, please reference the foundational doctrine specified in the next section below.

Background

The RR&FP is a critical component of response operations and the provision of Federal assistance. As revealed by numerous after action reports, the combination of a documented process and a system to implement/automate that process are critical elements for success.

This RR&FP Guide provides FEMA RSS staff and appropriate stakeholders with a procedural document that serves as a common reference point, which provides details for the implementation of the following guiding national doctrine and policies related to the provision of Federal assistance:

- NISM (January 2013)
- RISM (January 2013)
- Incident Management Handbook (IMH)
- FEMA Mission Assignment Guide (January 2015 Operational Draft)
- NRCS RSS Resource Request Procedures (March 2015)

Mission

The RSS staff will respond to resource requests in a timely and effective manner and effectively provide capabilities to support States, territories, tribal governments, and federal partners in response and recovery.

Organization and Responsibilities

Local, State, territory, and tribal governments; OFAs; FEMA Regions; Headquarters; and IMATs all have roles and responsibilities in resource request and fulfillment. The severity of an incident and declarations status often indicate the level of government—local, State, or Federal—that fulfills the requests for assistance.

Local emergency management agencies (EMAs) receive requests first. After exhausting local resources and local mutual aid, they seek State-level assistance. When State, territorial, or tribal governments exhaust their resources, they seek Federal assistance.

Robert T. Stafford Disaster Relief and Emergency Assistance Act

The Stafford Act authorizes the programs and processes by which the Federal Government provides disaster and emergency assistance to State, local, territorial, and tribal governments, eligible nonprofit organizations, and individuals affected by a declared major disaster or emergency. The Stafford Act covers all hazards, including natural disasters and terrorist events, plus it authorizes FEMA to process RRFs and release resources. Under the Stafford Act, assistance for major disasters and emergencies is available only upon a disaster declaration by the President. However, Federal agencies may provide preemptive support in a notice event anticipating a Presidential Disaster Declaration. Lastly, the Sandy Recovery Improvement Act of 2013 amended the Stafford Act to provide federally recognized tribal governments the option to request an emergency or major disaster declaration independently of a State or territory. Tribal governments still have the choice to be considered part of a State's declaration request if they wish.

When incidents reach a level of severity that falls within the provisions of the Robert T. Stafford Act, this RR&FP Guide assists FEMA RSS staff and other stakeholders as they carry out assigned roles in the provision of Federal assistance.

Non-Stafford Act Events

Not all incidents reach the threshold to receive a Presidential Disaster Declaration under the Robert T. Stafford Act. Non-Stafford Act events include pre-event actions (under "surge" funding), such as search and rescue, flood protection, health and welfare, etc. Additionally, FEMA may be tasked with response activities for events that are not declared but that require FEMA's expertise in consequence management (e.g., National Special Security Events [NSSEs]), international incident response (e.g., 2010 Haiti earthquake humanitarian relief effort), or domestic response to a humanitarian situation (e.g., Unaccompanied Children (UAC) at the Southwest Border). FEMA may also participate in loan/lease agreements with OFAs and State/territorial/tribal governments as needed.

In other cases, another Federal agency—not FEMA—is appointed as the lead Federal agency and may impose a number of different acquisition processes and procedures. In these events, a "Request for Federal Support Non-Stafford Act" found in Appendix 2, may be used to seek Federal resources. The cost provisions for this support are determined by the conditions of the agreement. While this guide focuses on Stafford Act Declarations (e.g., Hurricane Sandy) and

FEMA's RR&FP, the process described in this document can be, and has been, used in Non-Stafford Act incidents.

Classification of Federal Support

When Stafford Act declarations are made, FEMA classifies its support to State, local, territorial, and tribal governments into two categories: **IM or IS**[1]:

FEMA IM is incident-level operation of the Federal role in emergency response, recovery, logistics, and mitigation. Responsibilities include: (1) the direct control and employment of Federal resources, (2) the management of incident offices and activities, and (3) the delivery of Federal assistance throughout all phases of emergency response, recovery, and mitigation. IM is conducted using the standard Incident Command System (ICS) organization and protocols. A Unified Command System (UCS), led by a Unified Coordination Group (UCG), accomplishes FEMA IM at the incident level. IM staffing examples include the following: State/Territorial/Tribal LNOs, FEMA IMATs, and OFAs. On occasion, the Regional Response Coordination Center (RRCC) or National Response Coordination Center (NRCC) assumes some IM functions (e.g., during an international response, supporting an OFA, or during a Level I incident prior to National IMAT deployment). For additional information regarding NRCC resource fulfillment, see Appendix 7.

FEMA IS is the coordination of Federal resources to support emergency response, recovery, and mitigation. Responsibilities include: (1) the deployment of Federal resources to support incident, regional, and national objectives; (2) the provision of policy assistance regarding disaster assistance programs; (3) the support of incident operations with expertise, information, and guidance; and (4) the building and maintenance of a common operating picture (COP). IS is accomplished using Multiagency Coordination System (MACS) principles and a MACS structure. IS staffing examples include the following: RRCS and the NRCS.

The FEMA RR&FP process remains predominantly the same for staff executing IM and IS roles in the Regional Offices or at FEMA Headquarters. Organizational levels may place emphasis on select roles and responsibilities within the process. For example, the IMAT or State/Territorial/Tribal LNO works with the impacted State or tribal government to develop requests and review its eligibility, the Region coordinates the fulfillment of the requests, and FEMA Headquarters provides national assets to support the Regions, if requested. Effective coordination between these organizational levels impact the quality and timeliness of the provision of Federal assistance to disaster survivors. An effective method of coordination between the NRCC and RRCC is through the sharing of the Regional Support Plan (RSP) and the RRCS Situation Report (SitRep) crafted by the RRCS Planning Support Section (PSS). The purpose of the RSP is to describe the mobilization of Federal resources to support the incident from the regional level as needed. The RRCS RSS also coordinates with the NRCS RSS to prevent deploying duplicate resources, especially during no-notice events when resource staging may occur, by providing the RSP to the NRCS.

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[1] FEMA Incident Management and Support Keystone, January 2011

Once an IMAT is operational (e.g., the Joint Field Office (JFO) is established), the RRCS begins supporting the IMAT. The IMAT provides support directly to the State through the JFO. The RRCC is responsible for assisting the IMAT to address any special resource requests it is unable to acquire for the State.

Regional RSS Overview

Each of FEMA's 10 regional offices maintains an RRCC. The RRCC, when activated, are 24/7 coordination centers that expand to an interagency facility staffed by Emergency Support Functions (ESFs) and the RRCS of which the RSS is a critical component. In anticipation of a serious incident in the FEMA Region or immediately following an incident, the FEMA Regional Administrator (RA) or designee will activate the RRCC in accordance with the appropriate FEMA disaster level[2] to coordinate Federal incident response efforts. Typically, prior to activation of the RRCC, FEMA's enhanced watch functions, described in detail below, will provide the RA with critical information about the incident prior to a State of Emergency declared by the governor of the impacted State/territory and/or a declaration by a tribal government.

The RSS within the RRCC is the entry point for all resource requests. The RSS also closely monitors the resource capabilities of the affected State/territory or tribal government and anticipates any resource shortfalls to ensure IM personnel have the resources, supplies, equipment, people, facilities, and services necessary to respond to the incident effectively. Close coordination between the FEMA RRCC and the designated State/Territorial/Tribal LNO is crucial to ensure FEMA maintains situational awareness of any impending resource shortfalls. Coordination between the FEMA Region and the State/Territorial/Tribal LNO would occur prior to the deployment of an IMAT, and before the Federal Coordinating Officer (FCO) assumes control of the incident.

Resource shortfalls may be anticipated well in advance due to FEMA's deliberate planning efforts, pre-developed execution schedules, and by closely coordinating with the State/Territorial/Tribal LNO prior to a formal request being developed. The State/Territorial/Tribal LNO is coordinating closely with State/territory/tribal officials who are in the best position to determine actual requirements. Federal resources may also be staged in advance of a request to shorten the time for resource availability.

The RSS validates, prioritizes, and sends resource requests to the appropriate branches and units with the section after coordinating with the ESFs and ultimately an IMAT, once deployed. Close coordination between the NRCS and RRCS is vitally important, and both entities should identify and work with their counterpart. Periodic logistics conference calls (also known as the RSS call) between the NRCS and RRCS also ensure the strategies to meet the resource needs of the State, territory or tribal government are coordinated and, by following a Centralized Order Management and Tracking Process discussed below, these organizations work together to address incident resource needs in a timely and efficient manner.

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[2] FEMA Regional Incident Support Manual, pg. 14

Ultimately, the RSS within the RRCS provides regional-level support to IM by directing and integrating regional efforts to identify and deploy requested resources to support incident response. The RSS within the RRCS is composed of the Resource and Capability Branch (RCB) and the Order Processing Group (OPG).

Figure 1: RRCC RSS Organizational Chart
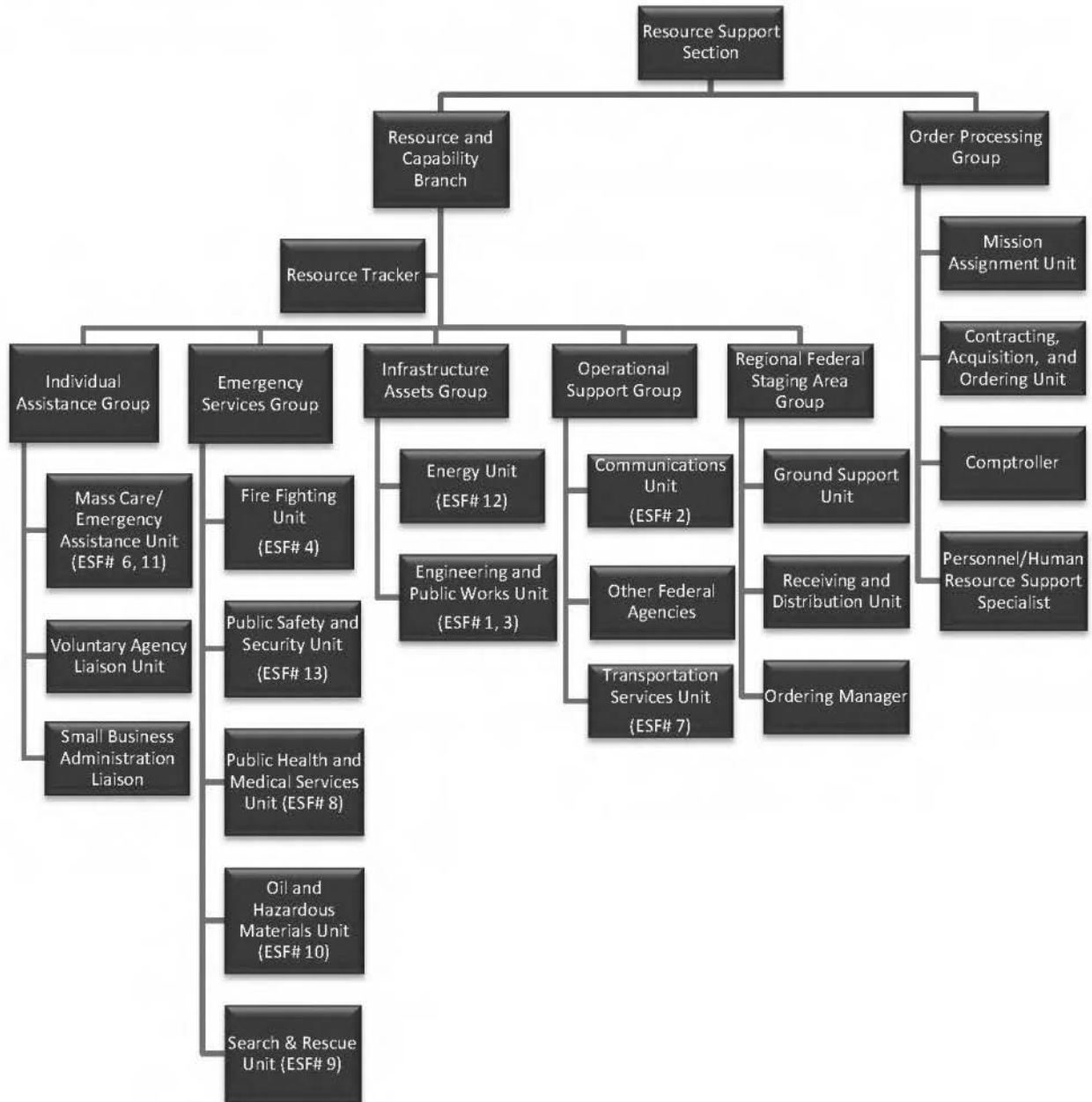
The role of the RRCC RSS is to:

■ Acquire and provide facilities for Federal resource staging and execute storage, staging, and deployment of resources by coordinating with the IMAT, ESFs, and other personnel.

■ Assist in meeting requests for Federal assistance by coordinating with the IMAT.

■ Anticipate and define potential requirements to support IM personnel by reading and reviewing the Incident Action Plan (IAP), when one is available.

■ Coordinate with the NRCS to prevent duplication of resources by providing the RSP to the NRCS.

■ Prepare and approve mission assignments (MAs) by determining the resources needed to accomplish the incident response and recovery mission.

What is a Resource?
A resource, as defined in the RISM, is all personnel and major items of equipment, supplies, and commodities that are available or potentially available for assignment, and on which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an Emergency Operations Center (EOC).

Examples of resources commonly provided by FEMA and requested by affected stakeholders may include (1) emergency teams or personnel, (2) supplies in the forms of predetermined Initial Response Resource (IRR) packages, (3) commodities, (4) equipment and (5) services. For additional information regarding FEMA commodities, personnel, and external resources, please refer to the RISM.[3]

Centralized Order Management and Tracking Process

FEMA uses a Centralized Order Management and Tracking Process to leverage a wide range of assets to support the State, territory or tribal government quickly and effectively. The Centralized Order Management and Tracking Process details how to conduct IS operations by identifying, acquiring, and deploying the necessary assets from across the Federal government, private sector, non-governmental organizations (NGOs), and other strategic partners.

In addition, the Centralized Order Management and Tracking Process helps ensure that everyone involved has the same situational awareness on the status of resources being provided. The Centralized Order Management and Tracking Process is composed of the WebEOC Crisis Management System (CMS) and the Logistics Supply Chain Management System (LSCMS). Both systems are used for requesting, tracking, and delivering resources in support of a response operation. WebEOC is the FEMA system of record for the entire RR&FP. All FEMA staff use FEMA's CMS—WebEOC—to receive, source, order, and track resource requests and their associated resources. WebEOC provides transparency throughout the entire resource request process for all FEMA, Federal, State, territorial, tribal, and strategic partners who have access to the CMS regardless of location. Questions concerning the status of a request or resource can be

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[3] FEMA Regional Incident Support Manual pg. 119

quickly researched, verified, and updated, regardless of whether the request originated in WebEOC or LSCMS.

This guide does not replace hands-on training with the WebEOC system; in-depth training on the system is outside of the scope of this document. Additionally, the backbone of the processes described in this guide are the interactions among the IS and IM personnel. Actions in WebEOC assist the NRCS and RRCS in accomplishing their jobs, but confirmation of actions and requests must still be done person-to-person.

Transition from Steady State to Activated State

During normal operations, FEMA's Mobile Emergency Response System (MERS) Operations Center (MOC) or a Regional Watch Center (RWC) monitors regional activity on a 24-hour basis that may require Federal support. In six Regions, the RWC is responsible for providing Watch functions; in the remaining four Regions, the MOC assumes these functions. The MOC and RWC are responsible for maintaining situational awareness and ensuring that, in the event of a no-notice or notice incident, the transition from a steady state to RRCC activation is properly executed.

Once an incident begins to escalate to a level which may result in a Presidential Disaster Declaration, the FEMA RA or designee activate the RRCC and other teams as necessary to preposition Federal resources for immediate response. The RSS, within the RRCC, performs these resource management functions for regional incident responses.

As the incident progresses, the State/Territorial/Tribal LNO and an IMAT, once deployed and operational, coordinate with the affected State(s), territory, tribal government, RRCC, and the NRCC to carry out the provision of Federal assistance through the RR&FP.

In a no-notice event, FEMA leadership in the Region will decide whether to "push" resources to the disaster in consultation with the State, territory or tribe pending IMAT arrival. Pre-positioned resources, provided ahead of a request will be delivered to a Federal Staging Area (FSA) until the affected jurisdiction is prepared to receive those resource(s). If the requestor is prepared to receive Federal assistance, those pushed resources are sent to the Incident Support Base (ISB) or Initial Operating Facility (IOF) for distribution or assignment. Push items depend on the nature and severity of the incident, recommendation of appropriate deliberate plans, and any needs conveyed from the requestor.

Incidents resulting in an Emergency or Major Disaster Declaration will transition from the RRCC to the JFO where the provision of Federal assistance continues using the RR&FP through closure of the incident response and recovery efforts.

Types of Federal Assistance
Depending on who is requesting assistance, and whether the assistance is for the direct support of the affected State, territory or tribal government, requests for Federal assistance fall into one of two categories:

Federal Operations Support (FOS) – FOS is 100% federally funded. They are requests submitted by FEMA leaders to prepare for or sustain the Federal response. They can also include requests submitted by Federal agencies to FEMA for actions in support of the Federal response. FOS examples include the activation of an OFA to staff the RRCC and pre-staging of resources in anticipation of an incident. FOS can be provided pre- or post-declaration.

Direct Federal Assistance (DFA) – Requests in direct support of a State, territory, tribal government, or local municipality are classified as DFA. The requestor must obtain the signature of an authorized representative (e.g. State Authorizing Official (SAO)) because DFA requests are subject to cost sharing provisions per the declaration and Federal Register Notices; this is typically a 75% Federal and 25% State cost share.

An RRF is the formal method by which a State, territory or tribal government requests assistance from the Federal Government. When an RRF is signed by the State Coordinating Officer (SCO) for example, and a FEMA contract is used to fulfill the request, this can serve as acceptance of the cost share provisions under the FEMA-State Agreement. If a Federal agency fills the requirement, then a MA is issued and presented to the requestor for signature. Once the MA is signed by the SCO or the Governor's Authorized Representative (GAR), the requestor has committed to accepting the cost share.

As a result of these cost sharing responsibilities, the State, territory or tribal government often manage the Federal RR&FP in their organizations at the command level, where FEMA manages this process at lower levels. Tribal government cost sharing provisions depend on their declaration and grantee/sub-grantee status. DFA examples include the following: Federally-provided debris clearance teams, shelf-stable meals, and water. DFA can only be provided following a Presidential Disaster Declaration that includes the authorization for DFA.

Coordination prior to RRF Submission
Federal teams (e.g., FEMA State/Territorial/Tribal LNO, IMAT, and OFAs) often assist requestors in developing requests for Federal assistance. Effectively scoping the problem helps to identify the issues needing resolution rather than identifying a specific resource — which may or may not be available — that is the perceived solution.

FEMA Region All-Hazards Plans, including Hazard Annexes and Threat Annexes, are used to inform pre-developed execution schedules for staging resources and applying response strategies. The FEMA Region establishes the initial strategic direction, which may include FSA and staging resources and teams based on the projected magnitude of impact and the capability of the areas to be affected. This resource staging jump starts the RR&FP by deploying resources in anticipation of resource requests.

It has proven useful for FEMA teams to access State, territory and tribal government Disaster Management Systems (e.g., E-Team or Disaster LAN) to anticipate and monitor local and State resource needs for identifying potential shortfalls which may result in requests for Federal assistance.

Federal partners tasked by FEMA to support a State, territorial or tribal government request for assistance coordinate their actions with Resource Capability Branch Director (RCBD) and/or the

IMAT Operations Section Chief (OSC). This coordination takes place through the respective Group Supervisor (GS) under the RCBD or Branch Director under the OSC; it is up to FEMA to keep the requestor apprised of the status of its request for assistance. If an urgent request for assistance cannot be fulfilled in time, the GS, in conjunction with their deployed IMAT counterparts, develop workaround plans to support the requestor's requirements.

Routinely, unofficial potential requests for Federal assistance are discussed. While these discussions are extremely important, unofficial "heads up" or "be prepared for" communications can create problems and generate unnecessary confusion. ***FEMA only acts upon official requests.*** It is important to articulate the difference between initial scoping discussions to identify potential courses of action (COAs) and official requests for assistance. An official request as outlined previously is the properly signed RRF in WebEOC; if the State, territory or tribal government does not use WebEOC, then the printed version of the form signed by the SCO or GAR is acceptable.

Pre-Positioning Assets

FEMA's deliberate planning and plans streamlines the development of requests for Federal assistance through pre-planned surge resource request deployment schedules such as the Time Phased Force Deployment Listings (TPFDL). Please see Appendix 4 for an example. These resource deployment schedules provide information about Region-specific resources that operators consider for deployment. Some Regions also develop pre-scripted RRFs or Pre-Scripted Mission Assignments (PSMAs) as a tool to support the execution of the deliberate plans. These tools help expedite the process of delivering Federal resources. By establishing COAs in advance of an incident, FEMA can reduce the time needed to fulfill a request for assistance. While PSMAs expedite the MA process by reducing the amount of input and research to complete an MA, all disaster-specific information (e.g., quantity of resources, timing, and location) must still be inserted.

Regional RSS RR&FP Procedures

The RR&FP contains the following steps:

- Step 1 – Create a Request
- Step 2 – Review a Request
- Step 3 – Source the Request
- Step 4 – Approve the Request
- Step 5 – Fund and Order Approved Resource
- Step 6 – Deliver Resource - "Order Complete" Notification Provided and Transportation is Coordinated

Step 1 – Create a Request

Requests for assistance may be made in anticipation of or response to an incident. The FEMA declaration may inform which requests are eligible for Federal assistance and fulfillment.

Requestor Responsibilities

Requestors should attempt to exhaust all possible support avenues prior to requesting assistance from FEMA. Potential avenues include the following: use of local or interstate mutual aid resources, private sector resources, voluntary agencies, and donations. It is only when these avenues have been exhausted or cannot address the needs of an incident that a requestor should make a request for Federal assistance.

Requests for resources can come from multiple requestors, including, States, territories, tribal governments, OFAs, FEMA staff (e.g., IMAT), and private sector entities, provided the request follows the appropriate request process and necessary approvals are obtained. Requests from local government entities (e.g., cities and counties) must be routed through the appropriate chain of command first (e.g. State EOC). If a resource shortfall remains, coordinate with the requestor to determine the ideal method of resource fulfillment, which may require the provision of Federal assets.

Creating an RRF

All requests for Federal assistance are documented on an RRF (FEMA Form 010-0-7). The requestor (FEMA or non-FEMA) describes a prioritized problem needing resolution and identifies key coordination contacts. (See Appendix 3 – RRF.)

In the event of an activation of the RRCC, the State/Territorial/Tribal LNO and RRCS provide the RRF and tools, such as this Guide, to educate users on the process and to ensure the process is successful.

Other Request Forms – Providing Additional Detail

FEMA internal fulfillment requests use a variety of forms including: FF 143 and Standard Deployment Order. These forms may be necessary, depending on the request and fulfillment mechanism that is identified to fulfill an RRF. In the RRCC, the Operations Support Group (OSG) and OPG coordinate with regional

requestors to complete the forms necessary to obtain needed resources.

Submitting an RRF

Once a requestor completes an RRF, it is then submitted to the RCB and the RCBD or the appropriate GS, who review the request for eligibility, accuracy and take the appropriate action. For example, the Emergency Services GS routes a request for Search and Rescue to ESF #9. The RCBD should also coordinate with the appropriate ESF if the resource request falls outside the scope of FEMA's authority. While this Guide states the preferred method of submission is through FEMA's WebEOC system, submission methods may sometimes include:

- Hard copy
- Email
- Fax
- Phone
- Radio transmission of verbal requests

At the beginning of an incident, it is important for the RRF submission method to be clearly identified by the requestor and FEMA to ensure requests are received, tracked, and completed in a timely manner. If a request is submitted outside of the WebEOC system, the RCBD or their designee is responsible for ensuring all requirements are correctly entered in the Resource Request Tracker Board in WebEOC, so all RSS elements have visibility of the requirements.

Any request for DFA must follow the local to State to Federal "chain of submission" to ensure the SAO or GAR approves the request and acknowledges acceptance of the applicable cost share.

Verbal Requests for Federal Assistance

There are extremely rare cases in which verbal requests for assistance are necessary. Verbal requests and direction to act are reserved for issues of the most urgent nature where immediate action is imperative or for when communication issues prevent use of normal submission methods. It is recommended that, at a minimum, a verbal request be submitted via email as soon as possible.

Verbal "requests" for Federal assistance are converted to a written RRF as soon as practicable and submitted to FEMA for entry into WebEOC by the RCBD, who may delegate this to the Mission Assignment Specialist (MASP). The RRF reflects the actual requestor's information in Section I: "Requesting Assistance," noting that the request originated as a verbal and who documented it in Section V. "Action Taken." Once the verbal request is documented, the RRF signature approval process is still required. Any supporting documentation (e.g., email, notes, and memos) is attached to the actual RRF request for historical purposes.

Step 2 – Review a Request

Prior to the arrival of a FCO, RRFs are prioritized for action based on the priority assigned by the State, territory or tribal government and the incident priorities as outlined by the RA. Upon

arriving to the State, territory or tribal government, the FCO and the SCO coordinate the incident priorities as part of the UCG.

When deployed to an EOC prior to the arrival of an IMAT, a top priority of the State/Territorial/Tribal LNO is to inform the governing jurisdiction about available Federal assistance, obtain awareness of potential requests for Federal assistance, and provide that information to the RRCC. If there has been a disaster declaration that includes DFA, the State/Territorial/Tribal LNO facilitate the RRF process by maintaining awareness of requests for Federal assistance, assisting with completing RRFs as necessary, reviewing RRFs for completeness, forwarding RRFs to the RRCC for processing, and providing the requestor with RRF status updates utilizing FEMA's WebEOC. The State/Territorial/Tribal LNO does not have the authority to approve RRFs or commit the Federal government to any actions. Immediately upon receipt, FEMA reviews RRFs and execute the RR&FP. This process may involve numerous individuals, agencies, and teams at multiple locations.

Initial Actions upon Receipt of RRF

Pending IMAT arrival and upon receipt of an RRF to the RCB, the RCBD or designee in the RRCC verifies that RRF Sections I and II, "Requested Assistance," are complete and the appropriate signatures are in place. The RCB does not question the request for validity nor does anyone in the RRCS change the request. The requestor may identify the priority of the request on the RRF, and the RCBD adjudicates the prioritization of the request to ensure the requestors' priorities align with the RA's. If the request is lacking critical details, which could impede timely processing, RCB personnel contact the requesting entity for further information. If the IMAT is operational and processing RRFs, it should still continue to forward the request to the RCBD for processing while obtaining any needed information. Once an IMAT is deployed and operational, the RRFs are sent to the RRCC if the IMAT does not have the necessary resources for fulfillment. If a deployed IMAT requires RRCC support and has specifications for fulfillment, enter a note into WebEOC, and/or the RRF comment field, or otherwise communicate the information to the RRCC.

Once the "who, what, when, where, why, and how" of the request is identified, the RCBD or designee confirms the RRF is in WebEOC. If not, the RCBD or GS enters it into the system. If the request has a cost share requirement, it must be validated and signed by the State, territory or tribal government in coordination with the RRCC. If the request does not have a cost share (e.g., FOS), validation by the State/tribe or territory is not required. If a lifesaving request is received, this request goes immediately to the RCBD for action. Simultaneously, the RCBD or designee inputs details of the RRF into WebEOC.

Tracking Requests for Federal Assistance – Updating the Request Status

RRFs are tracked from receipt through fulfillment of the request. The Branch Director (BD) or GS overseeing the OFA assignment is responsible for providing status and disposition updates in WebEOC.

Providing Request Status Updates

Prior to the arrival of an IMAT, the State/Territorial/Tribal LNO provides the requestor with an update regarding the status of a request. This individual also coordinates with the impacted State, territory or tribal government to determine the best mechanism and timing to provide resource

request status updates. FEMA informs the requestors of their request's status; determination of who makes the notification is discussed with the State, territory, or tribe. Often times the State, territorial, or tribal government update their CMS, which updates the local requestors.

Delegations of Authority

Standing Regional and Incident Specific Delegations of Authority identify positions and individuals with the authority to review eligibility of the request. These pre-incident delegations of authority are granted by the FEMA RA once an emergency or major disaster is declared and Disaster Recovery Manager (DRM) Authority is delegated by the FCO. These delegations may be based upon request complexities and projected dollar thresholds required for implementation.

Pending IMAT arrival, the RSSC can delegate his or her authority to review and approve RRFs. If the RSSC delegates this authority, it should be communicated in writing. Many times the delegated individual is the RCBD, with the IMAT assuming this function once operational.

Eligibility Criterion for DFA

The RCBD or designee completes an eligibility review of the request using the Public Assistance (PA) Program or Category A (Debris Removal) & B (Emergency Protective Services) eligibility rules. The Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) is the underlying document that authorizes the program. Regulations published in Title 44 of the Code of Federal Regulations (44 CFR) Part 206 implement the statute. These authorities govern the eligibility criteria through which FEMA provides assistance.

In general, to make an eligibility determination, the RCBD or IMAT must consider:

- Is the requestor eligible?
  - The request must be received through the appropriate chains (i.e., local to State, State to Federal).
- Is the work beyond the State/territorial/tribal government's capabilities?
  - A State/territorial/tribal Declaration of Emergency is in place and there are clear resource shortfalls.
- Is the work eligible?
  - The work is required as the result of a major disaster event, located within a designated disaster area, and is the legal responsibility of an eligible applicant. The work must also be Emergency Work — PA Categories A or B.

The requested action must be eligible under the Stafford Act. If necessary, the RCBD/IMAT may request Office of Chief Counsel (OCC) support in determining eligibility of a request. This, however, is not a requirement.

The requested action must be for temporary and not permanent or restorative work, and it is normally limited to 60 days after the President's Disaster Declaration. This timeframe relates to DFA only, and may be extended by the FEMA RA. This extension is documented by the DRM signature on an amendment to the MA extending the period of performance.

Processing an Ineligible Request

Prior to IMAT deployment, if the request does not meet eligibility requirements (e.g. the request is a duplicate request), the RCBD or their designee updates WebEOC to reflect a "Rejected" status designation and records an explanation in the RRF Section "V: Action Taken." If this determination is made by the RCBD, he/she informs the requestor that the request is ineligible through the submission channels. The requestor may modify and resubmit his/her request in a manner to meet eligibility requirements. If the request is resubmitted, the same RRF record in WebEOC is used to document the entire history of the RRF.

Transferring an Ineligible Request to an OFA with Statutory Authority

Occasionally, fulfillment of a request falls within an OFA's statutory authority and is the responsibility of the OFA. This determination is typically made at the section chief level or above, with the OCC if necessary, and in coordination with the OFA. A MA is not issued for actions within an OFA's statutory authority. The RCBD updates WebEOC and records an explanation in Section V: "Action Taken" that the request is within an OFA's statutory authority and was transferred to that agency for action, along with the date, time, and person from the OFA accepting the request. In addition, the requestor is notified that the action falls within an OFA's statutory authority. The RRF status is adjusted to "Rejected," as it does not meet eligibility criteria. The OFA, not FEMA, is responsible for tracking and reporting all actions taken.

Approving the RRF Eligibility

Once an RRF is deemed eligible for Federal assistance, it is electronically signed in WebEOC by the RCBD, RSSC, or the IMAT OSC if activated and deployed. If necessary, the RCBD or his/her designee may sign a paper RRF that is scanned and attached to the RRF record and have a designee complete the electronic signature and routing process on his/her behalf. This delegation of authority for signing RRFs must be communicated to those directly associated with FEMA's RR&FP. Next, the RRF WebEOC Status is updated to "Forwarded for Action" and routed to a BD/GS to determine a fulfillment mechanism.

Step 3 – Source the Request

Sourcing an Eligible Request

FEMA coordinates tasking of OFAs to fulfill eligible RRFs. This requires ongoing communication between FEMA's JFO, Region, and Headquarters offices as appropriate.

The table below provides a summary of the ESFs, as outlined in the National Response Framework (NRF), and the OFAs acting as the coordinating department and descriptions of their capabilities. This table is not an exhaustive list, as capabilities and available resources change on a daily basis, but it provides a starting point for identifying Federal capabilities to fill a request. FEMA is a part of this structure and routinely provides or contracts for the provision of response resources. OFA subject matter experts (SMEs) provide the best information on how they can support disaster response and recovery operations. Some of the best Federal assistance has been provided by FEMA and numerous OFAs working together to customize a solution to serve disaster survivors. For additional information on OFAs and their capabilities, reference Region-specific All-Hazards Plans.

Figure 2: ESFs and Coordinating Department and Activities

ESF	Coordinating Department	Activities
ESF #1 – Transportation	Department of Transportation	• Transportation modes management and control • Transportation safety • Stabilization and reestablishment of transportation infrastructure • Movement restrictions • Damage and impact assessment
ESF #2 – Communications	DHS (National Communications System)	• Coordination with telecommunications and information technology industries • Reestablishment and repair of telecommunications infrastructure • Protection, reestablishment, and sustainment of national cyber and information technology resources • Oversight of communications within the Federal response structures
ESF #3 – Public Works and Engineering	Department of Defense/U.S. Army Corps of Engineers (USACE)	• Infrastructure protection and emergency repair • Critical infrastructure reestablishment • Engineering services and construction management • Emergency contracting support for lifesaving and life-sustaining services
ESF #4 – Firefighting	USDA/U.S. Forest Service and DHS/FEMA/ U.S. Fire Administration	• Support Wild-land, rural, and urban firefighting operations
ESF #5 – Information and Planning	DHS/FEMA	• Incident action planning • Information collection, analysis, and dissemination
ESF #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services	DHS/FEMA	• Mass care • Emergency assistance • Disaster housing • Human services

ESF #7 – Logistics	General Services Administration and DHS/ FEMA	• Comprehensive, national incident logistics planning, management, and sustainment capability • Resource support (e.g., facility space, office equipment and supplies, contracting services)
ESF #8 – Public Health and Medical Services	Department of Health and Human Services	• Public health • Medical surge support including patient movement • Behavioral health services • Mass fatality management
ESF #9 – Search and Rescue	DHS/FEMA	• Structural Collapse (Urban) Search and Rescue • Maritime/Coastal/Waterborne Search and Rescue • Land Search and Rescue
ESF #10 – Oil and Hazardous Materials Response	EPA	• Environmental assessment of the nature and extent of oil and hazardous materials contamination • Environmental decontamination and clean up
ESF #11 – Agriculture and Natural Resources	Department of Agriculture	• Nutrition assistance • Animal and agricultural health issues response • Technical expertise, coordination, and support of animal and agricultural emergency management • Meat, poultry, and processed egg products safety and defense • Natural and cultural resources and historic properties protection
ESF #12 – Energy	Department of Energy	• Energy infrastructure assessment, repair, and reestablishment • Energy industry utilities coordination • Energy forecast
ESF #13 – Public Safety and Security	Department of Justice/ Bureau of Alcohol, Tobacco, Firearms, and Explosives	• Facility and resource security • Security planning and technical resource assistance • Public safety and security support • Support to access, traffic, and crowd control

ESF #14 – Long-Term Community Recovery	Superseded by National Disaster Recovery Framework (NDRF) & Recovery Support Functions (RSFs)	See NDRF and RSFs for more information.
ESF #15 – External Affairs	DHS	• Public affairs and the Joint Information Center • Intergovernmental (local, State, tribal, and territorial) affairs • Congressional affairs • Private sector outreach • Community relations

If an incident necessitates the transition from response to long-term recovery, the Recovery Support Functions as outlined in the National Disaster Recovery Framework is the Federal resource providers.

Identifying the Best Fulfillment Alternative

There are a number of ways to fulfill resource requests and "get the job done." One method is through the sourcing plan, which identifies the best available source by considering the factors of capability, capacity, timeliness, and cost. The PSS Current Planning Unit in the RRCC may also coordinate meetings with the Situational Awareness Section (SAS) and RSS as needed to review issues and provide guidance on potential COAs. It is in this flexibility that FEMA seeks to find the most efficient/effective fulfillment alternative. Taking into consideration timing, circumstance, and cost assists FEMA in providing the best solution to meet the needs of the disaster survivors. This can be more of an art than a science.

If the best fulfillment alternative is unknown, a BD/GS may assist the RCBD in determining multiple potential solutions and the most effective COA. The RRF may be fulfilled by FEMA internal resources, or through external resources such as an OFA, voluntary agency, or private sector organization. Before purchasing an item, coordination should occur with voluntary agencies to ensure the resource is not available from the volunteer community.

Often, communication with the actual requestor during the fulfillment process proves critical to identifying the right resource to resolve the unmet need. Those working to fulfill the request should coordinate with the requestor. If the RRCC is providing support, this coordination should include the IMAT and State (LNO) as well.

Fulfilling the Request with FEMA's Inventory

If there is an item in FEMA's inventory that meets the unmet need identified by the RRF, the resource is ordered via FEMA's internal ordering process using LSCMS.

Fulfilling a Request External to FEMA by utilizing OFAs

If an OFA is tasked to meet the request, the BD/GS coordinates with the MA Manager to issue an MA. A Project Manager, potentially the BD/GS, is assigned and has the responsibility for overseeing the work necessary to complete the request. The FEMA Project Manager develops the Mission Assignment Task Order (MATO), which spells out the specifics of the assignment; follows-up to ensure that tasks being performed meet the State's needs, and monitors the costs on a daily/weekly basis. The Project Manager advises the MA Manager when additional funds need to be obligated or de-obligated.

When necessary, contracts may also provide support to fulfill the request.

Complex Requests

One RRF may result in multiple resource orders and utilization of FEMA internal and OFA external resources and ordering processes. While the branch or group managing the fulfillment of the resource is responsible for updating the RRF statuses, summary statuses associated with the resource ordering process are updated in WebEOC by those implementing the ordering mechanism.

If the request cannot be filled as submitted, FEMA does not change the request, but coordinates with the requestor to fill (as best possible) and track the RRF through request fulfillment. This may or may not include splitting requests to ensure adequate tracking in WebEOC. For example, splitting requests among OFAs may occur and/or part of the request may be filled by a MA that is supplemented by a contract. This coordination and fulfillment is managed by the RCBD. Critical resource shortfalls are communicated to the RSSC. If there are unmet needs that cannot be sourced at the RRCC, the RRCS RSS sends a request for support to the NRCS RSS. Once the request is received, the NRCS RSS works to identify an available source or include its PSS to help fulfill the unmet need.

Step 4 – Approve the Request

Final Approval by the RCBD/RSSC

When the BD/GS determines the RRF fulfillment resource and mechanism, the completed RRF is updated to reflect the "Forward for Final Approval" status, and it is routed to the RCBD or RSSC for final review and approval. This final approval is often a result of complex requests and can be tied to financial thresholds. If this additional review is unnecessary, the RCBD or RSSC informs the BD/GS.

To provide final approval to the COA to fulfill an RRF, the RCBD selects the WebEOC "Approved Sent to Tracker" button to grant final approval and assign the RRF to the next responsible party. All BD/GSs are responsible for continuing to track RRFs assigned to their Branch/Group using WebEOC. The RCB should remain proactive about resource tracking to ensure success during the RSS process.

Step 5 – Fund and Order Approved Resource
Within the RSS, the OPG conducts the majority of the regional level resource ordering tasks. Once the RCB completes its analysis of available sources of supply and provides its sourcing recommendation(s) to the OPG, the OPG orders the required resources or services according to established procedure and processes. Once the Order Processing Manager in the OPG executes an order, he/she then provides the RCB with the order tracking information.
All paperwork processing should be completed in the OPG to ensure duplication of this effort is minimized. All orders must be coordinated with the Comptroller.

FEMA Project Managers must complete a variety of funding projections to ensure funds are available at the time of need. Early in an incident, FEMA operates under a "just in time" funding approach. As soon as FEMA Project Managers are aware of an upcoming expenditure, they should notify their Comptroller so funding requests can be made. Thirty days post-major disaster declarations, Disaster Projection Reports (DPRs) are due to Congress and the Office of Management and Budget (OMB). These DPRs forecast the level of Federal spending anticipated for the declaration. Spending plan reports are used and tied back to the DPR. The RRCC OPG and the IMAT Finance and Administration Section can assist with development of projections for these reports.

FEMA Resource Ordering Systems
FEMA uses the following resource ordering systems to obtain and provide resources. The status of the RRF fulfillment is documented in summary form and tracked in WebEOC.

FEMA Resource Ordering System	Purpose/Function
FEMA Deployment Tracking System (DTS)	Request and deploy FEMA staff to incidents
Electronic Coordination and Approvals Processing System (eCAPS)	Create and approve FF 146-0-2 (formerly 40-1s) and MAs
Integrated Financial Management System (IFMIS)	Obligate funding
Logistics Supply Chain Management System (LSCMS)	A suite of programs used to order, deploy, transport, and track response commodities
Protrac	Manage contracts
Network Inventory and Optimization Solution (NIOS)	Order telecommunications services and information technology items from FEMA's network inventory
Individually held/various SharePoints	Store interagency agreements (IAAs)

Contracting
FEMA contracts for a number of response resources and commodities using local purchases and the GSA Schedule.

Mission Assignment (MA) Issuance
Once the decision is made to task an OFA to fulfill an RRF, an MA is needed to direct and fund that action. An MA is a "work order" that FEMA issues to an OFA directing the other agency to complete a specified task and set forth funding, other managerial controls, and guidance.

Reference the FEMA Mission Assignment Guide (Operational Draft), for additional information on MA issuance, verbal MAs, the development of Statements or Scopes of Work, and MATOs,

National Assets
A national asset is a resource controlled or held at the national level that is necessary to fulfill an RRF from FEMA Headquarters. LSCMS or non-LSCMS methods provide the resources. FEMA team members make the determination and take action. For LSCMS requests—items in FEMA's inventory—the ordering mechanism is an LSCMS Headquarters to Region support customer order. The RRF is provided to the NRCC via WebEOC from the requesting entity with a follow-up coordination call to the NRCC RCBD.

Step 6 – Deliver Resource - "Order Complete" Notification Provided and Transportation is Coordinated
Tracking through fulfillment needs to be documented and assigned to someone within RSS: either the GS, REST, or the RCBD. All requests must identify if transportation is required or if it will be provided by another source. Transportation of resources may be included in the MA as part of the sourcing strategy.

If transportation is necessary to fulfill a resource request, initially the Movement Coordination Center (MCC) determines the appropriate method of transportation and coordinate all modes of transportation including government or commercially provided ground, maritime, or air transportation. If the transportation requirement is beyond the capability of the RRCC, the NRCC supports the Region and provides the needed capabilities. LSCMS is used to track this information, and updates are fed into WebEOC by the appropriate personnel.

Numerous systems (FEMA and non-FEMA) are used in Step 6. WebEOC is designated as FEMA's Resource Tracking System where summary information from these other systems is fed to provide a COP. Status designations are updated throughout the fulfillment cycle to update FEMA leaders and requestors on the status of resource requests.

If partial shipments arrive that do not fulfill the request, the fulfillment entity coordinates with the requestor to communicate if further Federal assistance is required.

Providing Resource Status Updates
The designated GS should closely coordinate with the REST who maintains the status of all resources ordered by managing the appropriate resource requests and orders database. The REST may also provide updates on the status of resource requests as instructed by the RCBD or RSSC. All status updates are tracked in WebEOC to document the most current resource tracking status on any given RRF. The responsibility for updating resource statuses resides with the person responsible for directly managing the action. The REST may assist in updating WebEOC, but it is not expected to contain the most current request or resource status information.

In addition, RRFs must be tracked through completion. Completion is NOT to be confused with "assigned for action." For an RRF to be considered "Complete" the BD/GS must verify with the requestor that the goods and/or services are received and the unmet need is fulfilled. If multiple actions result from an RRF, each of those actions must be tracked through completion.

Further, the resource ordering and resource tracking is documented in the RSP and IMAT Planning Section Resource Unit. While WebEOC serves as the source of all information, the REST in the RRCC provides the RRCC Situational Awareness Section (SAS) with all RRF and Resource Status Reports. The IMAT or JFO MASP provide the same reports to PSS.

As previously emphasized, providing status updates is essential! RR&FP Step 2 emphasizes the need to provide *request* status updates, and here the emphasis is on providing *resource* status updates as related to a request. The person supporting the State, territory, or tribal government is responsible (typically the IMAT or State/Territorial/Tribal LNO) to inform the requestor of the status through the request chain of submission.

Resource status updates are added to the requests status that are already being provided by the MASP to the RRCC/IMAT. These reports have to be manually created as FEMA's WebEOC has no reporting functionality.

It is in Step 6 of the RR&FP that the RRF actually provides the resource to address the unmet need of the requestor.

Resource Demobilization and Request Close-Out

As requests are filled and resources are no longer needed, they may be returned to staging for replenishment and re-assignment or demobilized from the incident. This is reflected in status updates on the Resource Tracker Board (RTB) in WebEOC. Perishables or other resources with limited shelf life may not be demobilized.

Once the unmet need identified on the RRF is fulfilled, and the resource is accounted for by FEMA (e.g., in staging or demobilized) and received by the requestor, WebEOC is updated to reflect the "Complete" status.

For an RRF to be considered "complete," the BD/GS must verify with the requestor that the goods and/or services requested have been received and the unmet need has been filled. Requests with a rejected or cancelled status do not require further tracking.

The RCBD ensures the REST coordinates with numerous FEMA staff members to document these actions. Furthermore, relevant documentation is uploaded to WebEOC for use in the billing, reimbursement, and close-out activities following the disaster.

External Affairs

Information inquiries from the media regarding requests for Federal assistance and their fulfillment status are provided by the FCO through External Affairs, as they may have additional information regarding a request and fulfillment actions.

Appendix

Appendix 1: Acronyms

ARF	Action Request Form[4]
BD	Branch Director
CMS	Crisis Management System
COA	Courses of Action
COP	Common Operating Picture
DFA	Direct Federal Assistance
DPR	Disaster Projection Reports
DRM	Disaster Recovery Manager
DTS	Deployment Tracking System
eCAPS	Electronic Coordination and Approvals Processing System
EMA	Emergency Management Agency
EMAC	Emergency Management Assistance Compact
EOC	Emergency Operations Center
ESF	Emergency Support Function
FCO	Federal Coordinating Officer
FOS	Federal Operations Support
FRCI	Federal Response Capability Inventory
FSA	Federal Staging Area
GAR	Governors Authorized Representative
GS	Group Supervisor
IAA	Interagency Agreements
IAP	Incident Action Plan
ICS	Incident Command System
IFMIS	Integrated Financial Management System
IM	Incident Management
IMAT	Incident Management Assistance Team
IMH	Incident Management Handbook
IOF	Initial Operating Facility
IS	Incident Support
ISB	Incident Support Base
JFO	Joint Field Office
LNO	Liaison Officer
LSCMS	Logistics Supply Chain Management System
MA	Mission Assignment
MACS	Multiagency Coordination System
MASP	Mission Assignment Specialist
MATO	Mission Assignment Task Order
MCC	Movement Coordination Center

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[4] The ARF form has since been replaced by the RRF

MERS	Mobile Emergency Response System
MOC	MERS Operations Center
NDRF	National Disaster Recovery Framework
NGO	Non-governmental Organization
NIOS	Network Inventory and Optimization Solution
NISM	National Incident Support Manual
NRCC	National Response Coordination Center
NRCS	National Response Coordination Staff
NRF	National Response Framework
NSSE	National Special Security Events
OCC	Office of Chief Counsel
OFA	Other Federal Agency
OMB	Office of Management and Budget
OPG	Order Processing Group
OSC	Operations Section Chief
OSG	Operations Support Group
PA	Public Assistance
PSMA	Pre-Scripted Mission Assignments
PSS	Planning Support Section
RA	Regional Administrator
RCB	Resource Capability Branch
RCBD	Resource Capability Branch Director
REST	Resource Tracker
RISM	Regional Incident Support Manual
RR&FP	Resource Request and Fulfillment Process
RRCC	Regional Response Coordination Center
RRCS	Regional Response Coordination Staff
RRF	Resource Request Form
RSF	Recovery Support Functions
RSP	Regional Support Plan
RSS	Resource Support Section
RTB	Resource Tracker Board
RWC	Regional Watch Center
SAO	State Authorizing Official
SAS	Situational Awareness Section
SCO	State Coordinating Officer
SitRep	Situation Report
SME	Subject Matter Expert
SOP	Standard Operating Procedure
TPFDL	Time Phased Force Deployment Listings
UAC	Unaccompanied Children
UCG	Unified Coordination Group
UCS	Unified Command System
USACE	U.S. Army Corps of Engineers

Appendix 2: Request for Federal Support (Non-Stafford Act)

Request for Federal Support
(Non-Stafford Act)

I. Tracking Information (Requesting Agency Only):		
Resource Request #	Inicident Name	Date Received

II. Parties:			
Requesting Agency		Supporting Agency	
Contact Name	Phone	Contact Name	Phone
Email		Email	
Street Address		Street Address	
City / State / Zip		City / State / Zip	

III. Duration:	
Projected Start Date:	Projected End Date:

IV. Requested Support:

Brief description of requested support and basis for determining cost:

◯ New Request

◯ Amendment to Resource Request #

(Attach additional sheet for continuation of explanation, if necessary.)

ESF (if applicable)	Quantity	Delivery Location	*Total Estimated Cost	Related Task Force

V. Authority for Request:

Cite authority for request if not Economy Act:	Determination and Finding (if Economy Act)

VI. Funding:

Agency Location Code	Appropriation Code	**Funds Citation	Available Funding: ◯ Yes ◯ No
			If no, propose solution (excluding supplemental)

Requesting Agency Program Approval		Funds Certification Approval	
Signature	Date	Signature	Date

Provide description of program(s) significantly impacted by anticipated internal reallocation, proposed reprogramming, etc., and associated performance impact" based on executing/funding task

VII. Approvals:	
Approved for Requesting Agency:	**Approved for Supporting Agency:**
Organization	Organization
Signature / Date	Signature / Date
Print Name/Title	Print Name/Title

Additional Information:

Conditions of Agreement

1. Financing:

The charges for services shall include both direct and indirect costs applicable to the agreement. Advance payments, if authorized, are made on an estimated cost basis. If the estimated advance is different from the actual costs, proper adjustment (refund or additional billing) on the basis of the actual costs incurred shall be made upon completion of the work. (The frequency of billing, such as monthly, quarterly, etc., must be stated in the narrative portion of the form.)

2. Other Provisions:

a) All assisted acquisitions enter into by either party to this agreement shall be executed in accordance with the Federal Acquisition Regulation (FAR), 48 CFR Subpart 17.5, and in compliance with the Economy Act or other statutory authority identified in Section V of this agreement.

b) Administration: The [Requesting/Supporting] agency shall administer the [contract/order] including monitoring progress and providing updates as necessary and providing notification when a task is completed or requires additional time to complete.

c) Records: The parties to this agreement shall use generally accepted Federal financial principles, policies, regulations, and management controls to ensure proper accountability of their respective funds and maintain sufficient documentation to support requests for reimbursement and ensure adequate audit in accordance with FAR 17. 502-1(b)(1)(ii).

d) Reimbursement: The Supporting agency shall submit timely requests for reimbursement, if applicable. In submitting a request for reimbursement, the Supporting agency certifies that the costs claimed are eligible, reasonable and supported by proper documentation.

e) Disputes: Should disputes arise as to the interpretation of the provisions of this IAA that cannot be resolved between the representatives identified in this agreement; the dispute(s) will be documented in writing by each agency and raised to the next management level in accordance with each agency's procedures for final resolution.

*Cost Breakdown

Task Force	Resource Request #	Description	Quantity	Cost	Total Estimated Cost

For budget related costs identified on taskers, ensure estimates are broken out/tied back to the four task force areas (1.CBP Holding Facility; 2.Transportation; 3.Shelter, Facilities and Services; 4.Child Release)

** The tasked agency may be different from the funding agency

Note: Funding entities are responsible for timely reporting to the NRCC on any cost estimate revisions, complete tasks, and requirements for reporting actuals when requested

2

Appendix 3: Resource Request Form (RRF)

PAPERWORK BURDEN DISCLOSURE NOTICE

Public reporting burden for this form is estimated to average 20 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the needed data, and completing and submitting this form. This collection of information is required to obtain or retain benefits. You are not required to respond to this collection of information unless it displays a valid OMB control number. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing this burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472-3100, Paperwork Reduction Project (1660-0047). **NOTE: Do not send your completed form to this address.**

I. REQUESTING ASSISTANCE (To be completed by Requestor)

1. Requestor's Name (Please print)	2. Title	3. Phone No.
4. Requestor's Organization	5. Fax No.	6. E-Mail Address

II. REQUESTING ASSISTANCE (To be completed by Requestor)

1. Description of Requested Assistance:

2. Quantity	3. Priority ☐ Lifesaving ☐ Life Sustaining ☐ Normal ☐ High	4. Date and Time Needed

5. Delivery Site Location	6. Site Point of Contact (POC)
	7. 24 Hour Phone No.	8. Fax No.

9. State Approving Official Signature	10. Date and Time

III. SOURCING THE REQUEST - REVIEW/COORDINATION (Operations Section Only)

1.	2. Source:	3. Assigned to:
☐ OPS Review by:_____ ☐ LOG Review by: _____ ☐ Other Coordination: _____ ☐ Other Coordination: _____ ☐ Other Coordination: _____	☐ Donations ☐ Other (Explain) ☐ Requisitions ☐ Procurement ☐ Interagency Agreement ☐ Mission Assignment	ESF/OFA: _____ RSF/OFA: _____ Other: _____ Date/Time: _____
4. Immediate Action Required ☐ Yes ☐ No		

IV. STATEMENT OF WORK (Operations Section Only)

1. OFA Action Officer	2. 24 Hour Phone #	3. Fax #
4. FEMA Project Manager	5. 24 Hour Phone #	6. Fax #

7. Statement of Work ☐ See Attached

8. Estimated Completion Date	9. Estimated Cost

V. ACTION TAKEN (Operations Section Only)

☐ Accepted	☐ Rejected	☐ Requestor Notified

Reason / Disposition

FEMA FORM 010-0-7	PREVIOUSLY FF 90-136	Page 1 of 2

RESOURCE REQUEST FORM (RRF)

TRACKING INFORMATION (FEMA Use Only)			
ECAPS/NEMIS Task ID:	Resource Request #	Program Code/Event #	☐ Originated as verbal
Received by (Name and Organization)	State	Date/Time Received	

INSTRUCTIONS

Items on the Resource Request form that are not specifically listed are self-explanatory. Indicate "see attached" in any field for which additional space or more information is required.

I. Who is requesting assistance?   Completed by requestor.

II. What needs to be done? Completed by requestor.

Description of Requested Assistance: Detail of resource shortfalls, statement of deliverable, or simply state problem/need.

Priority: The requestor's priority, which may differ from the priority in BOX III.

Site POC: The person at the delivery site coordinating reception and utilization of the requested resources. 24-hour contact information required.

If for Direct Federal Assistance (DFA), State Approving Official: Signature certifies that:

    (1) State and local governments cannot perform, nor contract for the performance of the requested work;
    (2) Work is required as a result of the event, not a pre-existing condition; and
    (3) The State is providing the required assurances found in 44 CFR, Section 206.208.

III. Action Review/Coordination (OPS Section Use Only): Completed by the Operations Section Chief or Resource Capability Branch Director.

Accept/Reject: Operations Section Chief or Resource Capability Branch Director accepts or rejects the request; provide reason if rejection. If request accepted, coordinates with others, i.e., Branch Directors or Group Supervisors, begins to determine best means of fulfilling request. All involved in coordination should check appropriate box and initial or print their name.

Assigned to: Operations Section Chief or Resource Capability Branch Director assigns tasks origination, may indicate the OFA Action Officer. Operations Section Chief may also indicate the Action Officer if known, or tasked organization may make this assignment. This may be Emergency Support Function, internal FEMA Organization (i.e.; Logistics), or other organization.

Date/Time Assigned: Operations Section Chief or Resource Capability Branch Director provides date and time of when sourcing should begin.

IV. Statement of Work (OPS Section Use Only): Completed by the Operations Section Chief or Resource Capability Branch Director.

OFA Action Officer: Ops Section Chief obtains from OFA if request fulfilled by a MA; 24-hr phone/fax required. Information used in eCAPS.

FEMA Project Manager: Provided by Operations Section Chief; a Region PFT; 24-hr phone/fax required. Information used in eCAPS.

Statement of Work: Description of tasks to be performed. Could be to assess a problem and report back, or could be to proceed with a specific action. If 40-1 or MA, this goes in "justification" tab in eCAPS.

V. Action Taken (OPS Section Use Only): Completed by Operations Section Chief, Resource Capability Branch Director, MA Unit or Logistics.

Resource Request Results: Ops Section Chief, Resource Support Section Chief, MA Unit, or LOG should note what type of document the action resulted in by "checking" the appropriate box i.e., Mutual Aid, Donations, Requisition, Procurement, IA, MA, Other. If "Other" is selected write in appropriate response or state "see below" and give detail description in "Disposition" field. "Disposition" field should note steps taken to complete the Action, and personnel, sub-tasked agencies, contracts and other resources utilized.

TRACKING INFORMATION. Completed by Action Tracker. Required for all requests.

Appendix 4 to Annex D – Logistics: Region I Improvised Nuclear Device Time Phased Force Deployment List

D.4.1 Situation

The Region I Improvised Nuclear Device Time Phased Force Deployment List (R1 IND TPFDL) provides a comprehensive plan for the sequentially pre-staging national resources, including commodities and teams, required to respond to an IND detonation in Boston. While it must be adjusted to the actual circumstances, e.g. actual availability of Ports of Debarkation, Staging Areas, and available resources, it is meant to be executed automatically following a detonation and before a Common Operational Picture has been created.

The goal of the R1 IND TPFDL is provide the IMAT and other Incident Management elements with the resources required for response including a clear forecast of what resources will be available and when they will be available for response assignment. The R1 IND TPFDL deploys resources to staging; the IMAT assigns those resources to response. As a common operational picture is attained, operational coordination is achieved, and as the incident is stabilized, follow-on resources will be ordered as dictated by Incident Action Planning. Since in an IND, the National Response Coordination Staff (NRCS), or other Regional Response Coordination Staff (RRCS) will assume Incident Support responsibilities, it is the operational decision of the Unified Coordination Group (UCG) as to whether to assume control of Federal Staging Areas (FSAs) managed by the UCG or to consider them Incident Support Bases (ISBs) managed by the NRCS.

While the R1 IND TPFDL should be executed automatically, its execution requires standard resource requisitioning procedures including issuing of Mission Assignments, activating contracts, and dispatching and deploying FEMA controlled commodities or teams.

To ensure that the R1 IND TPFDL is fully synchronized with Incident Support activities, key R1 IND TPFDL items are also included in Appendeix X-03 – Execution Checklist. The Capabilities Inventory of the Region I All Hazards Plan provides information on weight, cube, footprint, and personnel for many of the R1 IND TPFDL items and should be considered in the implementation of this document.

D.4.2 Total Initial Resource Requirements

Line Item Reference	Mission Objective	Order Time = Hours After Detonation	ETA = Hours After Detonation	Resource	Quantity	Unit	Comment	If not done at NRCS, IMAT Requestor	Responsible Agency/ESF	PSMA ID	Transport	Log Support	Port of Debarkation	Staging (PMC)	Berthing (RSC)	Checklist Line #	Core Capability	Phase
15	2.1	6	12	Deploy Aerial Measuring System (AMS)	1	Each	Initial response within 4 hours of authorization for all airframes except the P-3 which is available as soon as practicable, usually within 10-12 hours. *Note: Hanscom might be unavailable, Mansfield alternate*	NNSA	DOE			F	BED, LWM	BED, LWM			SA	2a
16	2.1	6	12	Deploy Airborne Spectral Photometric Environmental Collection Technology (ASPECT)	1	Each	N+1 wheels up, staged in Kansas. Order time will be as soon as possible. *Note: Hanscom might be unavailable, Mansfield alternate*	NIRT	EPA			F	BED, LWM	BED, LWM			SA	2a
41	1.3	6	12	Request deployment of **N-IMAT and 3 additional IMATs**	4	Team	Massachusetts division 24/hour operations	OSC	NRCS			F	BDL	MEMA, FRC	F		OCD	2a
39	2.2	6	24	Request deployment **FRMAC CMRT II**	1	Team	If not already deployed. ETD 12 hours.	NIRT	NNSA	264	F, D	F	MHT, CEF	Che	W		SA	2a

Appendix 5: Submitting a Resource Request Form (RRF) Requestor's Job Aid (Region 1 Sample)

The quality of content in an RRF directly impacts FEMA's ability to respond to and fulfill the identified unmet need in a timely manner. The purpose of this job aid is to assist the requestor in making complete requests to expedite federal assistance.

The RRF (FEMA Form 010-0-7) is used to document all requests for FEMA assistance. (This includes support that the FEMA IMAT may request of a Region or FEMA HQ.) It may be found on Https://www.fema.gov by searching the form number.

The following instructions are arranged in the same numerical format as the RRF and should be used as a guide for filling out the form.

SECTION I: REQUESTING ASSISTANCE (To be completed by Requestor)

1. - 6. Who is requesting assistance? A person's name should be provided. (Not the name of a county/parish or agency.) This person's title and organization should be included in the appropriate boxes. It is imperative the contact numbers listed are accurate, and backup contact information is provided if available. If questions arise about the request, the requestor <u>should be</u> the individual best suited to answer them. Anyone can request anything as long as the request is routed through the appropriate approval channels, namely: Local, State, and Federal.

SECTION II: REQUESTED ASSISTANCE (To be completed by Requestor)

1. What is being requested?

> **<u>Focus on the problem that needs resolution rather than a specific asset or team believed to be the solution.</u>**
>
> What are the functions of the requested items/services? Are there any special or specific requirements or skills required to meet the need? If the request is for a service, how many people are being serviced? How long is it needed? Is maintenance or refueling required for the service? If the request is for an item, is there a specific type required (i.e. a specific size, brand required for compatibility). Is the request associated with hazardous materials or other hazards? For generators, identify the function/purpose of the facility requiring power, the facility name, address or nearby landmark, site accessibility, previous United States Army Corps of Engineers (USACE) assessments (if known), generator size and voltage, existence of functioning backup generator(s) and their output(s). Attach additional detail if needed.

2. If appropriate, identify how much or how many? For example,____people need water for __ days in____location. With respect to transportation, identify the number of persons needing to be transported. These figures can be converted to the correct number of buses, etc. depending on the type of

transportation chosen.

3. **What is the priority?** Requests are worked and tracked according to priority. If they are all the same priority, they work in the order received. Priorities include: Life Saving, Life Sustaining, High, and Normal and are set by the requestor.

4. **When does the request need to be filled?** Is the request critical? Does it support a lifesaving need? Include the date and time the resource or service is required. (ASAP does not answer the question; put down the date and time needed.)

5. **Where is the request for assistance needed?** A physical street address is required and/or nearby landmarks if a street address is unavailable. P.O. Boxes are not acceptable. Multiple locations should be cited, and attached, if applicable.

6. - 8. **Who is the Site Point of Contact?** One or more onsite points of contact with 24-hour availability (and working phone numbers) should be designated for each location the State is requesting delivery of assistance.

9. **Is the request signed?** A State Approving Official (SAO) Signature is required on all requests to provide Direct Federal Assistance (DFA) to a state before FEMA Operations process the request. FEMA maintains documentation of those with delegated signature authority. This signature turns the RRF into an official state request in which a cost share may be applicable for the assistance provided. Requests submitted to FEMA from OFAs for Federal Operations Support (FOS) do not require a signature in this block.

10. **What is the date?** Provide the date and time assistance was requested.

Unless a tribe has received its own disaster declaration, ALL requests for Direct Federal Assistance (DFA) must come to FEMA through the state.

Prioritized Mechanisms for Requesting Federal Assistance:
1. Enter RRFs directly into FEMA's WebEOC System (https://femacms.webeoc.us/eoc7/)
   Access may be granted to Non-FEMA Requestors
2. Provide RRFs to FEMA State/Territorial/Tribal LNO or IMAT (hard copy or via email)
3. Provide RRFs to FEMA Region 1 RRCC
   - Email: R01-RRCC-REST@fema.dhs.gov
   - E-Fax: 540-504-2688

- Fax: 978-461-5634
- Hard copy

State's Tracking of RRFs Submitted to FEMA

States utilize different systems to track and submit requests (e.g. WebEOC or Disaster LAN). It is important that a unique State number be associated with each request to ensure efficient coordination when identifying and meeting the request. This state tracking number is either generated from the state's request system or manually assigned by the state. This State number is cross referenced with a FEMA assigned tracking number upon receipt of the request in the tracking information section of the RRF. This numbering cross reference improves efficiency and effectiveness in communicating request statuses and associated details.

How to Amend or Cancel an RRF

The response environment changes rapidly and may necessitate a change in or cancel the need for requested assistance. If this occurs, a requestor may modify requests in coordination with the FEMA State/Territorial/Tribal LNO or the FEMA Operations Section. If this is a request for Direct Federal Assistance, any changes are discussed with the state prior to implementation. Documentation and comments are placed in WebEOC, FEMA's Crisis Management System, as to who requested the modification, when it was requested, and what the modification entailed.

How to Obtain a Status Update on an RRF

The most efficient manner to obtain a status update on an RRF is to access Web EOC via: Https://femacms.webeoc.us/eoc7/. If the requestor does not have access to FEMA Region I Web EOC, they may get updates from the MASP in the JFO or the REST in the RRCC. This is a very quick process if the requestor can reference a State assigned tracking number or the FEMA assigned tracking number.

Please note: submitting multiple requests for the same unmet need or commodity do not speed up the delivery timeframe. Requests should be made for that which is needed: nothing more; nothing less.

Appendix 6: WebEOC Resources

Appendix 7: RSS Process Flowcharts

National RSS Process Flowchart

Regional RSS Process Flow Chart

Regional Resource Request and Fulfillment Process

FEMA's WebEOC System
Resource Request and Fulfillment
Process Boards

Resource Request Board

Resource Tracking Board

5. Fund and Order Approved Resource

Order Processing Group Supervisor (OPGS)/Ordering Manager (ORMG)	LSCMS
Contracting and Acquisitions Unit Lead (CAUL)/Contracting	eCAPS/IFMIS
Human Resources Unit Lead (HRUL)/Personnel	PROTRAC
Voluntary Agency Unit Lead (VAUL)/ Donations	DTS
Mission Assignment Unit Lead/ Manager/Specialist (MAUL/ MAMG/MASP)	NIOS
NRCC RCBD	

Updates are made on the Resource Tracking Board.

Approved requests manually entered into these systems

Comptroller (COMP)
Reviews and certifies funds availability

1. Create the Request

Requestor Submits Request

2. Review the Request

Resource Capability Branch Director(RCBD)/ Operations Section Chief (OSC) Accepts/Rejects/More info

3. Source the Request
4. Approve the Request

Group Supervisor (GS)/Branch Director (BD) SOW/Cost Estimate

RCBD/OSC Approves and Assigns

OR

Other Federal Agency (OFA) SOW/Cost Estimate

Resource Support Section Chief (RSSC) Approves and Assigns

Work together to create SOW/Cost Estimate

Who approves is based off of Signatory Authority

6. Deliver Resource – "Order Complete" - Track through Request Fulfillment and Close-out Request