

Procedural Reference 3: Resource Request Generation, Sourcing, and Federal Resource Coordination

This procedure establishes the process for generating, validating, sourcing, tracking, and fulfilling resource requests through the Maine Emergency Management Agency State Emergency Operations Center.

Resource Request Validation

Upon receipt of a resource request, the Logistics Section shall:

1. Confirm with the requesting jurisdiction that local and county as well as regional county resources have been exhausted or are unavailable.
2. If the county needs assistance locating resources Logistics will refer them to the SEOC Liaison for their county/region.
3. Verify that all required information has been provided, including:
 - Requesting County
 - Resource Name
 - Detailed Description
 - Coordinating instructions (to include operational support requirements for the resource)
 - Primary contact
 - Contact telephone number (to include state area code)
 - Delivery address location
4. Determine whether the requested resource requires specialized support or installation.

Generator Requests

For generator deployments, confirm that a qualified electrician is available to install and connect the generator unless installation support is included with the deployment.

Cot Requests

1. Ensure the receiving agency has reviewed and signed the cot agreement form.
2. Ensure the receiving agency understands all terms and conditions associated with the agreement.

3. Provide cleaning and return instructions included with the agreement.
4. Inform the receiving agency that all cots will be inspected upon return.
5. Inform the receiving agency that it is responsible for replacement costs associated with damaged, lost, or unusable cots.

Existing Resource Requests

If a resource request already exists in WebEOC:

1. Coordinate with the Operations Section to review and approve the request.
2. Assign the request to the Logistics Section in WebEOC.
3. If approved for sourcing, pursue resources in the following order:

State Resources

1. Utilize the Maine Emergency Resource document housed here: MEMA State of Maine Team Site (internal SharePoint) > Shared Documents > MEMA Resources Maine Emergency Resources.xlsx to determine whether the resource is available within Maine Emergency Management Agency inventories.
2. Contact appropriate state agencies and Emergency Response Team members to identify available resources.
3. Assign verified requests for assistance to the appropriate Emergency Response Team or Departmental Response Team representatives.

Mutual Aid and Agreements

1. Utilize existing memorandums of understanding (MOU's) when appropriate. MOU's can be found here: MEMA State of Maine Team Site (internal SharePoint) > Shared Documents > MOU's MEMA State of Maine Team Site - Documents - MOU's - All Documents
2. Consider interstate mutual aid through the Emergency Management Assistance Compact.
3. Consider international and Region 1 States mutual aid through the International Emergency Management Assistance Compact when applicable.

Contracted Resources

1. Coordinate with the Finance Section to determine whether contracted resources may be utilized.
2. Verify vendor availability, delivery timelines, and associated costs.

Emergency Purchases

1. Coordinate with the Finance Section regarding emergency purchasing procedures.
2. Work with administrative staff, when available, to identify and procure required resources.
3. Follow all applicable emergency purchasing authorities and procedures.

Funding Verification

Prior to committing funds for contracted or purchased resources, confirm funding availability with the Finance Section Chief.

Documentation

Throughout the sourcing process:

1. Update the resource request status in WebEOC.
2. Document all actions taken.
3. Ensure all required information remains accurate and current.
4. Record all communications, approvals, sourcing efforts, and delivery updates.

Creating A New Resource Request in WebEOC

County Resource Requests

Whenever possible, county emergency management agencies should enter their own resource requests into WebEOC to maintain visibility and status tracking.

Data Entry Requirements

When a resource request does not already exist:

1. Navigate to the Resource Request Board in WebEOC.
2. Select the green + New Record.
3. Complete all required fields marked with red asterisk.

4. Enter a detailed description including:
 - The resource requested
 - Intended use
 - Operational need
 - Actions taken to source the resource
5. Enter coordinating instructions including:
 - On-site receiving coordinator
 - Operational support requirements for the resource
6. Enter Contact Information
 - Twenty-four-hour primary contact name
 - Primary telephone number with state area code
 - Primary contact email
 - Secondary contact name
 - Secondary contact Phone
 - Secondary contact email
7. Set the status to “New Request”

Resource Actions

Once a request is submitted

1. Assign the request to the appropriate entity within the dropdown.
2. Notify the assigned individual through email, Microsoft Teams, telephone, or direct verbal communication.
3. Confirm receipt of the assignment.
4. Assign a priority status
5. Update status to “In Progress”

Status Maintenance

Maintain the request in an active status and provide updates until the resource request is completed, cancelled, or demobilized.

Federal Resource Support

When state resources, mutual aid, and contracted resources are insufficient to meet requirements, federal assistance may be requested.

Resource Request Assignment

1. Assign the WebEOC resource request to the Federal Emergency Management Agency Liaison Officer.
2. Follow up directly with the Liaison Officer through email, Microsoft Teams, telephone, or in-person communication.

Resource Request Form Development

Work with the Federal Emergency Management Agency Liaison Officer to complete the Resource Request Form.

Description of Requested Assistance

When developing the description:

1. Focus on the capability gap rather than a specific commodity.
2. Describe the operational need and anticipated duration.
3. Allow flexibility for the Federal Emergency Management Agency to identify the most appropriate resource solution.

Example:

- Preferred: "Potable water required to support 200 individuals for 15 days."
- Not Preferred: "Five pallets of bottled water."

Signature Requirements

The Federal Emergency Management Agency Liaison Officer will normally provide a completed Resource Request Form requiring State Approving Official approval.

Approved State Approving Officials include:

- Director
- Deputy Director
- Operations and Response Division Director

- Mitigation and Recovery Division Director
- Preparedness and Homeland Security Division Director
- Business Office Director

Electronic or handwritten signatures are acceptable.

Resource Request Form Completion Without a Federal Emergency Management Agency Liaison Officer

If a Federal Emergency Management Agency Liaison Officer is unavailable:

1. Complete Sections I and II of the Resource Request Form.
2. Develop the Description of Requested Assistance using capability-based language.
3. Contact the Regional Response Coordination Center for assistance if necessary.

Incident Priority Classification

Select the appropriate incident priority level.

Priority 1: Resources that stabilize a Red Lifeline (e.g., providing a generator to a hospital without power).

Priority 2: Resources that prevent a Yellow Lifeline from turning Red (e.g., providing sandbags to a water treatment plant that is threatened but still operational).

Priority 3: Resources for routine operations or Green Lifelines.

Lifesaving

Lifesaving operations are urgent actions necessary to prevent immediate loss of life.

Examples include:

- Search and rescue operations
- Emergency medical treatment
- Field hospital operations
- Emergency evacuation operations
- Mitigation of imminent hazardous situations
- Distribution of medical countermeasures

Life Sustaining

Life sustaining operations support populations throughout the incident and prevent further loss of life.

Examples include:

- Water distribution
- Food distribution
- Shelter operations
- Medical support services
- Hazard mitigation activities
- Public information and warning activities

Submission to the Regional Response Coordination Center

Submit the completed Resource Request Form using one of the following methods:

Preferred Method

Email the completed form to the Regional Response Coordination Center Resource Request Form inbox.

Alternate Methods

- Telephone coordination with the Regional Response Coordination Center Operations Section Chief or Logistics Section Chief.
- Facsimile transmission.
- Designated emergency communications systems, as available.

Request Status Follow-Up

For status updates on federal resource requests:

1. Contact the assigned Federal Emergency Management Agency Liaison Officer.
2. If a Liaison Officer is unavailable, contact the Regional Response Coordination Center directly.
3. Document all status inquiries and responses in WebEOC.
4. Update the resource request record with all significant actions and communications.

Records Management

All resource request documentation shall be maintained within WebEOC and archived in accordance with Maine Emergency Management Agency records retention requirements.

Documentation should include:

- Resource request records
- Assignment records
- Approval documentation
- Vendor communications
- Mutual aid requests
- Resource Request Forms
- Delivery confirmations
- Demobilization records
- Final disposition information