

PLEASANTS COUNTY EMERGENCY OPERATIONS PLAN

ANNEX H: RESOURCE MANAGEMENT

Related Federal ESFs	ESF #7: Logistics Management and Resource Support Volunteer and Donations Management Support Annex
Related State Annexes	Annex Q: Resource Management Annex GG: Donations Management
Purpose	This annex outlines guidelines, which are based on the National Incident Management System, for the procurement and deployment of external resources in order to effectively respond to an emergency/disaster.
Primary Agencies	Pleasants County Office of Emergency Services (PCOES)
Support Agencies	WV Emergency Management Division. (WVEMD) US Department of Homeland Security (USDHS) US General Services Administration (GSA) Voluntary Organizations Active in Disaster (VOAD)
Authorities	WV Code, Chapter 15, Article 5
References	<ul style="list-style-type: none"> • <i>West Virginia Emergency Operations Plan</i>, WVEMD, as amended. • Emergency Management Assistance Compact (EMAC). • <i>National Response Plan</i>, USDHS, as amended. • <i>National Incident Management System Resource Definitions: 120 Resources</i>, FEMA National Mutual Aid and Resource Management Initiative, 2004.

I. SITUATION AND ASSUMPTIONS

A. Situation

1. Considering the demands placed on local government in response to a major disaster, detailed identification and effective utilization of limited available resources is important.
2. Essential services, supplies, materials, and equipment likely to be needed in emergency operations will vary with the type and size of the disaster, location, time of year, and any number of variables.
3. Resource planning should be able to take all factors into consideration, developing a capability for the worst-case scenario.

B. Assumptions

1. Local government does not possess the necessary resources to handle a major disaster; thus, resource management can become one of the limiting factors in the effective response by local agencies.
2. No degree of planning, training, and exercising can result in successful operations if essential resources are not available at the time and place required.
3. State and local codes provide for the procurement of essential resources via emergency allocations, appropriations, etc. during times of *declared* emergencies.
4. Essential supplies, personnel, materials, and equipment are available from other governmental resources, private businesses and industries (Non-Governmental Organizations [NGOs]), and volunteer agencies.
5. The private sector has the capability through its day-to-day economic pursuits to provide expertise for continued handling and distribution of their respective resources in times of emergency.
6. Resources acquired and/or used by a jurisdiction during an emergency may require payment upon termination of the emergency activity.

II. CONCEPT OF OPERATIONS

A. General

1. Local government is responsible for commanding all, or any part necessary, of its available resources to protect lives and property and to relieve suffering

and hardship in its jurisdiction.

2. In the event that all local resources have been expended or committed, assistance can be sought from outside the jurisdiction. The Pleasants County Office of Emergency Services (PCOES) Director, as the Emergency Operations Center (EOC) Manager, should coordinate first with neighboring county jurisdictions for the procurement of resources or donations management.
3. The PCOES maintains a resource list that includes the quantity of and access considerations for resources that are available locally.
 - a. Governmental agencies are tasked with maintaining resources on a daily, routine basis. It is assumed that these resources can be ready for deployment (if they are available) when requested during emergency operations.
 - b. Private sector organizations, such as utility companies, general contractors, equipment rental companies, etc. may be contacted to fill resource needs that are not available at the local/county government level.
 - c. Data collection sheets for several categories of resources are listed in Appendix 2 of this annex. These sheets may be used to ensure a standard method of collecting resource data from potential public and private sector resource providers.
4. All departments/agencies should maintain records of resources used during an emergency or disaster.

B. Resource Inventorying

1. Resource inventorying includes categorizing available resources by NIMS types, when applicable (i.e. many resources have corresponding NIMS categories while some do not).
 - a. The PCOES resource list is categorized according to NIMS types and definitions, where possible.
 - b. The manual also contains specifications for the equipment that does not have a corresponding NIMS type so that emergency managers can accurately procure those resources when necessary.
2. A key component of resource inventorying is deciding whether a particular

resource should be stocked and warehoused or simply procured at the time it is needed.

3. Resources should be denoted as either expendable or non-expendable. In basic terms, non-expendable resources can be re-used while expendable resources cannot.
4. Another component of inventorying resources is the certifying and credentialing of personnel resources.
5. Credentialing includes the training and certifications that responders have.

C. Identifying and Ordering Resources

1. The PCOES should identify and inventory available resources during pre-disaster periods.
2. Requests for items that can be filled locally may be requested directly by the Incident Commander (IC) if the EOC is not activated. If the EOC is activated, all resource requests should be channeled through the EOC.
3. Requests for resources that cannot be filled locally should be made known to the EOC. **All external requests should come from the EOC.**
 - a. The resources of Pleasants County departments should first be fully committed.
 - b. Secondly, the county EOC may request resources from neighboring jurisdictions.
 - c. Thirdly, state assistance should be requested if all local and regional resources are committed or unavailable. For state assistance to be rendered, a local “state of emergency” must be declared. See Appendix 1 of the Basic Plan for more information on declaring a “state of emergency”.
 - d. State authorities will likely coordinate requests for federal resources. Determining if federal resources are necessary should be a joint decision made by local and state representatives.
4. All resource requests may be tracked on form ICS 259-3 to ensure a standard record is kept. The form also provides an organized means of simultaneously managing multiple resource requests. See Appendix 3 for a sample of the form.
5. All requests for resources from higher levels of government should be made

in accordance with NIMS types and categories, where applicable.

D. Tracking and Reporting Expended Resources

1. EOC is responsible for tracking the status of those resources.
2. Incident command personnel should keep a record of the resources that are requested by the command post.
3. The EOC should maintain records of resources that were ordered and deployed, including any fees associated with the deployed resources. As stated above, form ICS 259-3 may be utilized.
4. All resource tracking and reporting information should be made available to the PCOES Director following the completion of emergency and recovery operations for inclusion into reimbursement requests, where possible.

E. Donations Management

1. The PCOES should direct the county Public Information Officer (PIO) to disseminate instructions for those members of the public wishing to make donations, including cash contributions.
2. On a sporadic basis, non-emergency basis, those wishing to provide donations may be directed to the PCOES Director. During emergencies, public instructions should direct all donations and inquiries to the EOC.
3. The PCOES Director may establish a “Donations Management Person” within the EOC’s Resources Section if the number of donations becomes too numerous for the PCOES Director to manage.
 - a. The need may also arise to establish donations coordination centers throughout the county to effectively receive and manage donations. If necessary, the PCOES Director can coordinate their opening with church groups, the Salvation Army, and other volunteers and Voluntary Organizations Active in Disaster (VOAD), as available.
 - i. Donations coordination centers should establish individual guidelines for collecting, sorting, and managing donations as the designated center leader sees fit.
 - ii. These guidelines should be conveyed to emergency management personnel at the time the donations are collected for distribution.
4. During times of emergency, many individuals may offer volunteer assistance.

However, because those assisting with emergency operations must be certified and properly credentialed, the widespread use of volunteers during tactical emergency operations is not anticipated. Volunteers may be effectively used to staff donations coordination centers, mass care support facilities, etc. Volunteers should be managed by the head of the station/facility/area to which they are sent.

- a. Such organizations as the Salvation Army or American Red Cross (ARC) may establish volunteer registration centers. Those organizations are responsible for coordinating volunteer assistance with on-scene command and EOC personnel.
 - b. Personnel at volunteer registration centers should credential all persons wishing to volunteer, to place them in appropriate positions.
 - c. Organizations such as VOAD may use volunteers to assist them in assisting with the disaster.
5. Federal support may be available from the US Department of Homeland Security (USDHS) under the Volunteer and Donations Management Support Annex of the National Response Framework (NRF). Federal support for the management of donations and/or volunteers should not be requested until all local or regional support is exhausted.
- a. Requests for federal assistance are channeled through the PCOES Director, which should relay them to the State EOC (SEOC).
 - b. Support may include establishing volunteer and donations coordination centers (including hotlines), managing large corporate offers or large collection drives, expedited training of volunteers, etc.
- F. State and Federal Capabilities
1. State
 - a. Resource management at the state level is primarily the responsibility of the WV Emergency Management Division (WVEMD).
 - b. Under Annex Q: Resource Management of the *West Virginia Emergency Operations Plan*, the WVEMD can:
 - i. Receive resource requests from local jurisdictions,
 - ii. Distribute and manage resources,
 - iii. Coordinate resources for disaster victims,

- iv. Identify resource distribution centers,
 - v. Coordinate resource requests with local governments, and
 - vi. Document records of services and resources utilized during an emergency.
- c. Under Annex GG: Donations Management of the WVEOP, the WVEMD can request assistance via the Emergency Management Assistance Compact (EMAC).
2. Federal
- a. In general, federal support is requested by state authorities. State authorities determine what resources are needed by requests from local officials (or state agencies that are in response to the incident).
 - b. Federal support resources are detailed in other annexes of this plan based on the functional area under which they are organized.
 - c. Emergency Support Function (ESF) #7 of the NRF provides resource support that is not described by other portions of the NRF. ESF #7 support includes the use of federal property for emergency purposes (staging, office space for administrative tasks, etc.), office equipment, telecommunications support, contracting services, security services, and personnel.
 - d. All ESF #7 support is coordinated by the General Services Administration (GSA).
 - e. The determination of resource needs is made at the federal Regional Response Coordination Center (RRCC) level, with input from representatives at the Joint Field Office (JFO).
 - i. The JFO makes its resource determinations based on coordination with state representatives (i.e. state-made resource requests).
 - ii. State representatives make resource determinations based on coordination with local representatives (i.e. local resource requests).

III. ROLES AND RESPONSIBILITIES

A. General

- 1. During an emergency, local government, the EOC, should coordinate and identify essential resources to be rendered to on-scene response personnel and emergency/disaster victims.

2. The aim of this resource management annex is to use resources and trained personnel to carry out each assignment effectively.

B. Assignment of Responsibilities

1. Pleasants County Office of Emergency Services
 - a. Assure that a resource list is developed and properly categorized, and that overall resource management takes place.
 - b. Retain the resource list in the EOC with other pertinent information in case the EOC is activated.
 - c. Determine resource needs based on preliminary information, damage assessments, and past experience.
 - d. Coordinate with emergency response organizations, Non-Governmental Organizations (NGOs), and VOADs for the development of Operating Guidelines (OGs) that detail how resources are ordered and deployed.
 - e. Request additional resources through the emergency managers of neighboring counties and higher levels of government.
 - f. WebEOC will be utilized to request resources from the State.
 - g. If necessary, resources may be requested by phone or E-mail.
 - h. Manage donations or delegate associated tasks to other EOC staff and/or volunteer groups.
2. Pleasants County Schools Maintenance Facility and Personnel
 - a. Provide storage of emergency supplies during a declared emergency, disaster, or pandemic i.e., food, water, medical supplies).
 - b. Unload and handle the above emergency supplies.
3. WV Emergency Management Division (WVEMD)
 - a. Receives resource requests from the county EOC (WebEOC)
 - b. Coordinates resource requests to other state agencies and puts appropriate state resources in touch with local officials.
 - c. Requests resources from the federal government, if necessary.
4. US Department of Homeland Security
 - a. Receives resource requests from state authorities.
 - b. Provides volunteer and donations management assistance, if requested.
5. US General Services Administration
 - a. Coordinates ESF #7 resource support

6. Voluntary Organizations Active in Disaster (VOAD)
 - a. Provides services during emergency operations at the direction of local leaders in the EOC.
 - b. Staff's donations centers at the direction of the county EOC.
7. Pleasants County Volunteer Coordinator
 - a. Register and credentialing all non-affiliated volunteers.
 - b. Coordinate with organizations providing assistance as to placement of volunteers.
 - c. Tracks donations and volunteers.

IV. DIRECTION AND CONTROL

- A. The major responsibility of resource management is to identify available sources from which needed resources can be obtained during an emergency/disaster situation.
 1. The county's resource list contains a listing of resource availability.
 2. The resource list is properly typed and categorized according to NIMS standards.
- B. An Incident Commander (IC) may designate a Logistics Officer of the command staff to manage resources.
- C. The county commissioners are responsible for coordinating resources within the county during an emergency/disaster (including making county-owned resources available as well as approving emergency resource expenditures). This is done through the EOC as the Executive Section.
- D. Municipal Chief Executive Officials (CEOs) are responsible for coordinating the resources of their jurisdiction with on-scene command staff and/or officials in the county EOC.

V. CONTINUITY OF GOVERNMENT

- A. The PCOES Director designates individuals to fill staff positions as volunteers are available.

VI. ADMINISTRATION AND LOGISTICS

A. Administration

1. Mutual aid agreements and/or emergency procurement guidelines should be negotiated during pre-disaster periods to ensure efficient delivery during an emergency situation.
2. EOC staff may utilize form ICS 259-3 to ensure that records of resources are kept and standardized.
3. Detailed reports listing the amounts of resources expended during a response should be maintained by the individual response agencies involved and submitted to the PCOES within 10 days of the conclusion of operations for inclusion into reimbursement requests.
 - a. The EOC maintains records on those resources that are deployed to an emergency scene.
 - b. The individual agencies that ultimately utilize the deployed resources must keep records on the amounts of resources expended.

B. Logistics

1. Communications
 - a. The resource management network of communications is a responsibility of the PCOES and the EOC (if activated) and should be effectively functional during an emergency/disaster situation.
 - b. Amateur radio operators can serve as additional communications resources during emergency situations.
 - c. Refer to Annex B: Communications for more detailed information.
2. Resources
 - a. A list of suppliers of materials and equipment is located in the Pleasants County Resource list. Assistance may be requested by activating mutual aid agreements with neighboring jurisdictions, NGOs, and VOADs.
 - i. Examples of resources in the resource list include heavy equipment, emergency services equipment (fire and EMS apparatus), sheltering capabilities, and medical equipment/facilities.
 - b. Each department of county and municipal governments are responsible for specifying guidelines for the inventory, storage, maintenance, and replacement of administrative and logistical support items during

emergency conditions.

- c. Requests for resources from governmental and NGOs in neighboring counties should be made through the PCOES (specifically the EOC). State and federal assistance is available when local and regional resources are exhausted or when such assistance is mandatory to protect the lives and welfare of the population. A local “State of Emergency” must be declared before requesting state/federal resources. These requests should be made to and managed by the WVEMD.

VII. PLAN DEVELOPMENT AND MAINTENANCE

- A. The PCOES Director is responsible for updating this annex based on deficiencies identified through exercises or responses and changes in government structure and emergency organizations.

VIII. LIST OF APPENDICES

Appendix 1: Resource Definitions – 120 Resources (FEMA National Mutual Aid and Resource Management Initiative Document)

Appendix 2: Data Collection Sheets

Appendix 3: ICS-FORMS

ICS-210	RESOURCE STATUS CHANGE
ICS-211	INCIDENT CHECK-IN LIST
ICS218	SUPPORT VEHICLE/ EQUIPMENT INVENTORY
ICS-219	RESOURCE STATUS CARD
ICS-221	DEMOBILIZATION CHECK-OUT
ICS 259-3	RESOURCE ORDERING FORM