OpsCenter Resource Request Resources & Guides
Submitter Resources

Standard Operating Guidelines:

OpsCenter – How to Create a Request for Resources

July 18, 2022

This document may be revised at any time to reflect improvements and clarifications as necessary.

Introduction

This Standard Operating Guideline outlines the procedures in which the Department of Emergency Management (OEM) provides guidance on how to submit a new request for resources, personnel or equipment in OpsCenter. Based off the nature of the request, OEM urges submitters to read through these guidelines on the most comprehensive procedures to submit and ensure a request is thoroughly filled out.

Depending on the request type, you may need to prepare a fillable form to go along with the request. These forms can be found under the Requests for Assistance subsection and must be attached once you are ready to submit your resource request.

Procedures Overview

1. Go to the **Requests for Assistance** subsection on the navigation on the left side of OpsCenter.

2. Click on **Requests All**, this opens the requests status board. This board shows requests in order by status, with all open statuses at the top.
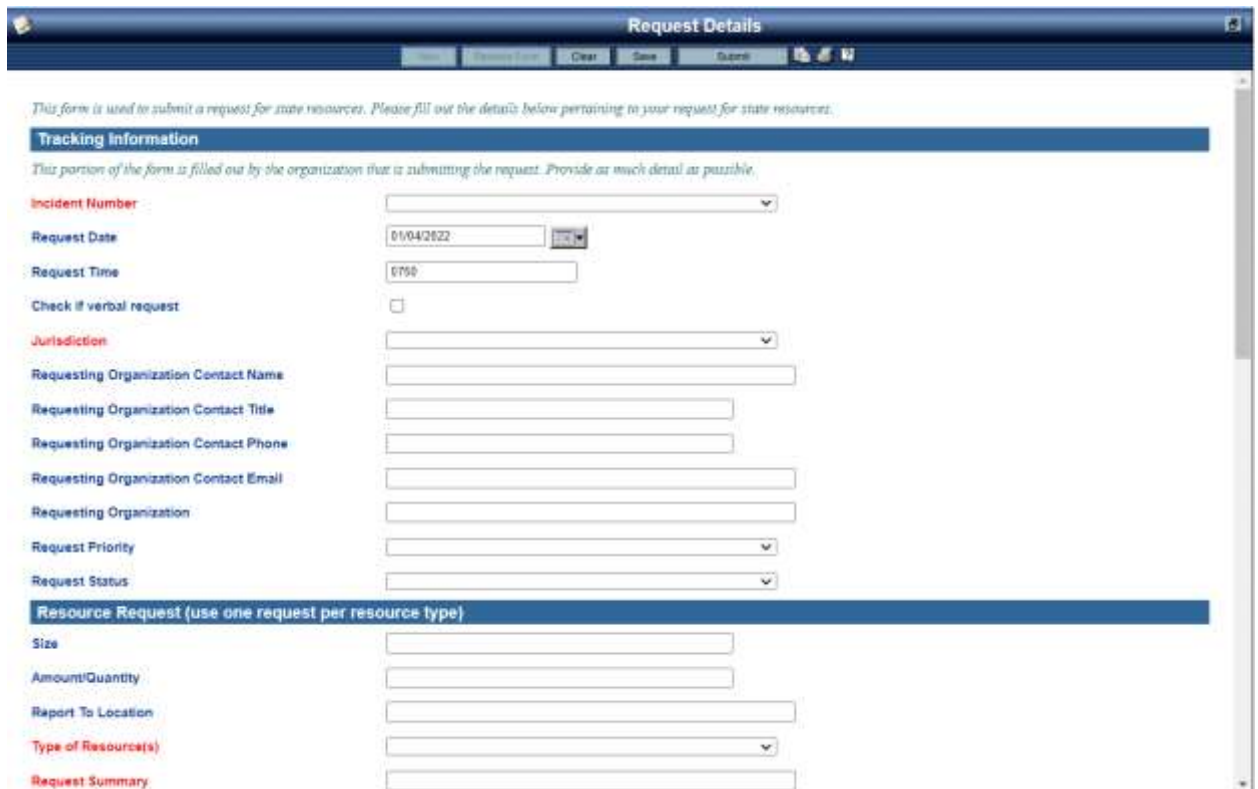
Requests for Assistance
🖉 Actions (My Organization)
🖉 Actions All
🖉 ORCAA Requests
   ORCAA Resources
🖉 Requests (My Role)
🖉 Requests All ◄

3. Click on the "+" to create/submit a new request.

Request Summary	Request Type	Incident	Request Priority	Request Date	
Levee Risk Evaluation	Assistance	Multnomah February Winter Storm	2 Urgent	03/22/2017	M C
ESF-3: Sandbagging Equipment	Equipment	Harney County Flooding	2 Urgent	03/16/2017	H

Requests All
N ◀ 1 - 33 of 33 ▶ ▶|

4. This displays the request entry form.

Request Details

This form is used to submit a request for state resources. Please fill out the details below pertaining to your request for state resources.

Tracking Information

This portion of the form is filled out by the organization that is submitting the request. Provide as much detail as possible.

Incident Number	
Request Date	01/04/2022
Request Time	0750
Check if verbal request	☐
Jurisdiction	
Requesting Organization Contact Name	
Requesting Organization Contact Title	
Requesting Organization Contact Phone	
Requesting Organization Contact Email	
Requesting Organization	
Request Priority	
Request Status	

Resource Request (use one request per resource type)

Size	
Amount/Quantity	
Report To Location	
Type of Resource(s)	
Request Summary	

5. Enter in the proper incident number. Please scroll through the listing and make sure to select the proper local jurisdiction incident. Selecting the correct one will ensure that the request is assigned and addressed within the appropriate timeframe.
6. Enter in the request date. If this field is not modified, it will show today's date. Provide the date of when the request is needed by so that we can address requests accurately.
7. Enter in the request time in military time (e.g. 5:00 pm is 1700). If it is not modified, it will show the current time of the submission.
8. Enter in the proper jurisdiction (who the request is for). This will let us know who you are submitting this request on behalf of.
9. Enter in the requestor name (who is asking for the resource) and relevant contact details for the requestor.
10. Enter in the requesting organization (which organization are you filling this request on behalf of).
11. Enter in the request priority. Options include life safety (highest priority), urgent, and routine (lowest priority). All requests will be addressed within at least a 48-hour timeframe so please try to ensure that when filling it out, you aren't submitting every request as life safety.
    a. Definitions of Request Priorities:
        i.   **Life Safety:** potential for loss of life without assistance and immediate assistance is needed
        ii. **Urgent:** no immediate life/safety threats, lack of assistance could escalate to life safety priority
        iii. **Routine:** not urgent and no life/safety threats
12. Enter in the relevant resource details pertaining to the request, such as size and amount/quantity.
13. Enter in the report to location (where this resource should go to).
    a. Note: If you don't have the resource location, provide where the site is going to be or an initial location for reference.
14. Enter in the request type. Options include the following:
    a. Assistance – requesting technical assistance, advice on how to do something, used also for teams that include personnel and equipment.
    b. Declaration – request for a state declaration (not commonly used).
    c. Equipment – requesting equipment, when request is completed, these return to the state (or who the state contracted from).
    d. Facility – requesting a warehouse for a staging area, place to move an operations center into, shelter for moving displaced individuals.
    e. Information – requesting information for fact sheets or other documentation.
    f. Personnel – requesting personnel to assist with any identified needs.
    g. Supply – requesting supplies or expendable items (things you won't give back to the state).
15. Enter in the summary of the request – be specific on what you are asking for. This should be a concise overview of the request.
    a. Indicate in the summary the region, the event, and the request. Remember, you can only submit one item per request. This will ensure that we fulfill each item by request and have not missed an action.
    b. For example, *Portland: 5 Vaccinators at the Vaccination Clinic*
    c. If you require more support at the event, put in two requests:
        i.   *Portland: 5 Vaccinators at the Vaccination Clinic*
        ii. *Portland: 1000 Needles & Syringes at the Vaccination Clinic*

16. Enter in the report to point of contact (POC) (who this resource will be delivered to).
17. Enter in the POC's contact information.
    a. Please make sure this is filled out in case we need to reach out to the POC.
18. Enter in the date and time required at the site. The time should be in military time (e.g. 5:00 pm is 1700).
19. Enter in any special instructions for how to get the resource there. This includes specific logistical information about the facility/site upon arrival/delivery of resources.
20. Click "Submit" at the top of the form to submit the request.

Finding Your OpsCenter Incident and
Submitting Requests for Assistance

- Each county, tribe and state agency must submit their requests using their respective OERS incident number. State agencies would use the overarching state incident (i.e.: 2022 Statewide Fires).

- **Need an Incident Number:**
- Contact OERS (503-378-6377 or 800-452-0311) to request one. **Ask the OERS staff member to "escalate" your incident**, this will transfer your incident to the "Incidents (My County/Tribe)" status board so you may submit a request. If the incident is not escalated you will be unable to enter requests for assistance for the incident.

Incident Information	
Number	2023-0094
Type (OERS)	NH
Taken By	Kendall, Sierra
Escalate	☑

- **Find and Name the Incident:**
- Go to the "Incidents (My County/Tribe)") status board. The incident will say "new" and be red highlighted. If you do a sort on "incident number" it should show up as the first incident:

▼ Incident Number	▲ Incident Status
2022-2879	New
2022-2872	Closed
2022-2790	Open

- Follow the procedures below to update an incident in the "Incidents (My County/Tribe)" status board:
  - Click on "Incidents (My County/Tribe)" status board
  - Select the appropriate incident from the list of incidents

December 2022

- o   Click on the "Edit Form" button
- o   Enter in the appropriate incident name (i.e.: Liberty County Flood 2022)
- o   Select the appropriate incident type from the dropdown (i.e.: NH = Flood)
- o   Change incident status to "open"
- o   Update any other information in the incident as necessary
- o   Click on the "Save" button, then click on the "Release Form" button
- You may now enter requests for assistance for your county/tribal jurisdiction.

- **PDF all attachments**. If OEM is unable to open the attachment (which typically happens when submitting a non-PDF'd document), your request cannot be processed until a useable form is submitted.

- **If you need assistance, please send an email to: OEM_ECCOpsChief@oem.oregon.gov Assigned OEM staff will respond to assist you.**

Asking for help from the State ECC

This list is not all inclusive, rather it identifies some of the typical requests for assistance received from governmental entities. This is some of the information needed in order to process a request for assistance.

The Resource Request form in OpsCenter is set up along the acronym:

> **C** – Capability needed
> **S** – Size needed
> **A** – Amount needed
> **L** – Location needed
> **T** – Type needed
> **T** – Time needed

☐ Capability/Asset **NOT AVAILABLE** to rent, purchase or via mutual aid
(*this means a credible attempt has been made by the jurisdiction to get the assistance from elsewhere before asking the state*)

☐ ***What needs to be accomplished (what is the mission to be done)?***

- o Debris removal
- o Evacuation assistance
- o Power generation for emergency power
- o Food and/or water
- o Medical support
- o Portable sanitation (e.g.: Porta-potties)
- o Establish and maintain traffic control points
- o Snow removal
- o Flood-fighting (e.g.: sandbags, sandbag machine, etc.)
- o Firefighting assistance (urban or rural?)
- o Aerial reconnaissance
- o Communications support
- o Incident management overhead support (e.g.: IMTs, EOC staff, etc.)
- o Mass care/sheltering services

- *Equipment specifics:*

  - Fuel: Gas/Diesel/JP/Av Gas needed or provided
  - Refueling capability: needed or provided
  - Installation: Electrician needed or provided
  - Qualified/certified operator: needed or provided
  - Fixed or mobile; towed or motorized

- *Size/Amount:*

  - Generator: Kw or building dimensions
  - Medical supplies: Needle gauge
  - Tanker capacity (e.g.: 2,000 gals potable water)
  - Storage containers for distribution needed/provided

- *Potable Water:*

  - Stationary location for dispensing
  - Roving vehicular dispensing
  - Local ability to refill dispenser
  - Staff needed for stationary location

- *Personnel specifics:*

  - Arrest authority needed
  - ICS specific position (e.g.: Section Chief, PIO, GIS specialist, etc.)
  - Medical licensure
  - Specialty team (e.g.: USAR, HazMat)
  - Skill or fitness levels needed (e.g.: Red Card for wildland firefighting)

- *Other Important Basics:*

  - Number needed?
  - How long needed?
  - Where needed?
  - Health or safety considerations (e.g.: specific type of PPE needed)?
  - Point of contact?
  - Estimated duration of mission?
  - Communications information?
  - Lodging/meals provided?

Entering and Processing Requests for Assistance
October 2023

Purpose

The Entering and Processing Requests for Assistance document is to be used by Oregon Department of Emergency Management (ODEM) Staff Duty Officers (SDOs), Executive Duty Officers (EDOs), and Regional Coordinators process request for assistance from county or tribal governments, or state agencies in OpsCenter (https://oregonem.com/).

OERS Incident Number

1. **Check to see if the county or tribe has an OERS incident number for the event.**
   - Occasionally, jurisdictions will inadvertently use a prior incident number rather than get a new number.
   - Or they might submit their request under a state incident number. *Each county and tribal incident must have its own unique incident number and name to submit requests for assistance*.
   - Requests for assistance from a state agency to support a specific incident should be entered using the applicable county or tribal incident number.

Provide one Medical Evacuation (MEDEVAC) Helicopter HH-60M 24/7 staffing coverage for day/night operations.	08/01/2023	Equipment	Curry County: 2023 Flat Fire	2 Urgent	07/28/2023	Curry County	Sarah Prout	6073

   - When a state agency resource request is for regional or statewide utilization, then the applicable statewide incident number should be utilized.

Re-assign Medical Evacuation (MEDEVAC) Helicopter HH-60M (24/7 staffing) to regional support preposition.	08/11/2023	Equipment	2023 Statewide Wildfires	3 Routine	08/09/2023	Oregon, State of	Sarah Prout	6075

2. **If a jurisdiction has an incident number:**
   - Process the request as outlined in *Assigning a Request* on page 3.

3. **If a jurisdiction needs an incident number:**
   - You'll need to create an incident number prior to processing their request for assistance.
   - You'll find step-by-step instructions on how to create a local, tribal or state incident in OpsCenter:

   System Help
     Getting Started (Coordination Secti
     Helpful External Links
     OEM Operations Links
     OpsCenter Guides

   o   Select OpsCenter Guides.

- o Select OpsCenter Procedures.
- o Select Create an Incident.
- o https://oregonem.com/opscenterprod/Documents/OpsCenter_CreatingIncident.pdf

- Notify OERS staff you're taking a number (soers@osp.oregon.gov or 503-378-6377).
- Create an OERS incident for the jurisdiction on the **Incidents (OERS)** page.
- Escalate the incident (check the **Escalate** box).

Incident Information	
Number	2023-0208
Type (OERS)	NH
Taken By	Craigmiles, Kelly Jo
Escalate	☑

- Switch to the **Incidents All Counties/Tribes** page.
- Find the newly created incident and change the incident name and select the ECC incident type (drop down box).

2023-0053	Coos County: DHS Wildfire Exercise	Fire / WUI	07/10/2023	Coos		Open
2023-0064	OERS Incident		10/30/2023	Benton		New

Incident Type (ECC)

Please select from the list

Agricultural / Non-WMD
Agricultural / WMD
Aircraft / Spacecraft
Biological / Non-WMD
Biological / WMD

- If applicable, link the new local or tribal incident to the state incident on the Statewide Incident page:

Related Incidents		
Incident Number	**Incident Name**	**Jurisdiction**
2022-2872	Multnomah County: 2022 December Winter Storm	Multnomah
2022-2879	Clatsop County: December 2022 Winter Weather	Clatsop

- o Send an email to the emergency manager * with their OERS incident number and name.
- o Process the request as outlined below.

*** An updated Local and Tribal Emergency Manager roster may be found on the ODEM network at: O:\Lists and Rosters\LOCALS LIST\Locals List most recent date (e.g.: Locals List 1-20-23)*

Request Entry Process

- Local/tribal/state agency enters **Request** for assistance in OpsCenter, **OR**
- The local/tribal/state agency requests OEM staff enter on their behalf.
  - o OEM staff may enter a **Request** for assistance for a partner under the following conditions:
    - ▪ The agency representative is unable to access OpsCenter to enter the **Request** themselves and requests OEM staff do so.

- The request to enter on their behalf must be made in writing (email or text) to OEM, verbal requests cannot be processed.
- The request must be explicit on what assistance is being asked for, when it is needed, where, etc.
- Once a written request is received, OEM staff may enter the request in OpsCenter on behalf of the agency.
  - A PDF copy of the email or text screen shot must be attached to the *Request* as documentation.
  - ***OEM staff who submit a Request for assistance for a partner agency cannot further process the request (e.g.: cannot assign to a state partner for action).***

The *Requesting Organization Contact Name* and information should be reflected as:

Jurisdiction	Curry County
Requesting Organization Contact Name	Amanda Mathis obo Curry County (Monica Ward)
Requesting Organization Contact Title	Emergency Manager
Requesting Organization Contact Phone	541-247-3272
Requesting Organization Contact Email	planningchief@currycounty-eoc.net
Requesting Organization	Curry County Emergency Management
Request Priority	2 Urgent

Processing and Assigning a Request

- Assigned OEM or State ECC staff (if activated) review the *Request* for completeness of information.
  - If information is missing (e.g., name of requestor, contact information, amount needed); OR
  - A required attachment is missing or you're unable to open it.
  - Change the *Request Status* to either:

06-Jurisd Action
07-Released to CSC
08-CSC Review
09-On Hold
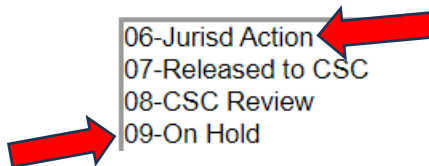
  - Make an entry in *Related Tracking Information* indicating why the *Request* needs further action or has been put on hold:

Related Tracking Information		
Tracking Information	**Organization**	**Remarks**
Email Requesting PPE Form Sent	Emergency Management, Oregon Office of	Email to EM Tiffany Brown requesting PPE form, blank form provided. // KJC 7-29-21

  - Email the Emergency Manager or state partner advising them what the issue is and what needs to be done to rectify the problem.
    - If a form is needed, send them a blank form to fill out.
  - Once corrected, process the *Request*.

- OEM/State ECC staff assign an **Action** to the applicable state agency based on the mission to be accomplished identified in the **Request**.
- If there is no state disaster declaration, the **Action** should be assigned as **Agency Assignment Only**.
  - Agency responds at their discretion, under their own agency authorities, and may decline the mission.
   - **Example:**

OEM-2022-0484	Agency Assignment Only	1 pallet of bottled water for houseless population during heat

- With a state disaster declaration, the request will be assigned to a specific **ESF Number.**

  - **Example:**

OEM-2022-0483	ESF 06	Staffing at cooling center (day/overnight)

- Assigned OEM staff will PDF the **Action** and email to the applicable state agency designated OERS Council representative advising them of the OpsCenter request for assistance.
- If an attachment is provided as a part of the **Request**, you'll need to download it first, then upload it in the **Action** (attachments do not transfer when an **Action** is created).
  - Create a PDF of the attachment (if not already in a PDF format) prior to uploading it into the **Action**, otherwise the attachment may not open in a readable format.
  - **To create a PDF:**
    - Open the document (can be in any format, i.e., Word, Excel, etc.).
    - Select Print.
    - Change Printer to *Microsoft Print to PDF.*
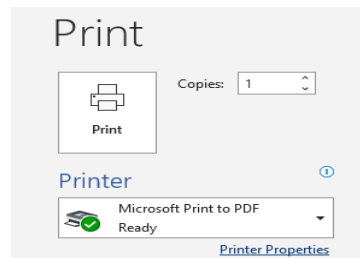
    - Click on print and save the document on your computer with a unique name you can find, e.g.: *Douglas EMPOWER Data 7-10-22.*

- Based on the **Request**, assign an **Action** to the applicable ESF or state agency.
  - If the **Request** needs to be assigned to two or more state agencies, create separate **Actions**, one for each agency.
    - Ensure each **Action** clearly identifies the mission being assigned to the agency.
    - Change the **Action Name** as necessary.
  - If applicable, upload any attachment(s) to each **Action**.

Action Number	ESF	Action Name	Date Required At Site	Incident Number	Lead Agency	Action Manager	Jurisdiction	Request Date	Related Request #
OEM-2022-0587	Agency Assignment Only	Provide toilets, drinking water, and hand washing stations for school to maintain operations while water district works on restoration. Estimated time to restoration (TBD).	01/02/2023	2022-3000	Education, Oregon Dept of		Lane County	12/29/2022	5972
OEM-2022-0586	Agency Assignment Only	Provide toilets, drinking water, and hand washing stations for school to maintain operations while water district works on restoration. Estimated time to restoration (TBD).	01/02/2023	2022-3000	Oregon Health Authority	Hatcher, DeWayne	Lane County	12/29/2022	5972
OEM-2022-0585	Agency Assignment Only	Provide toilets, drinking water, and hand washing stations for school to maintain operations while water district works on restoration. Estimated time to restoration (TBD).	01/02/2023	2022-3000	Human Services, Oregon Dept of		Lane County	12/29/2022	5972

Determining the State Agency Assignment:
See page 9 for a "cheat sheet" on the 18 Emergency Support Functions (ESFs), who is the lead state agency and a listing of some of the main functions of a particular ESF.

- The state agency assignment will be based on whether a state disaster declaration is in effect for the event.
   - o *Note: An exception to this would be if the state ECC is activated, then agency assignments are assigned to ESFs, similar to having a state disaster declaration in place.*
      - In OpsCenter, go to the **Incident Information** folder on the left hand side of the screen.
      - Select **Declarations.**

         Incident Information
         ✎ Declarations
         ✎ Incidents (All Counties/Tribes)
         ✎ Incidents (OERS)
         ✎ Incidents (Statewide)
         ✎ Related Tracking Information
         ✎ Significant Events

   - o If there is a state disaster declaration, the **Declaration Level** will say **State:**

Incident Number	Incident Name	Jurisdiction	Declaration Type	Declaration Level	Declaration Date
2023-0094	Jefferson County: 2023 Drought	Jefferson	Drought	Local	01/11/2023
2023-0046	Curry County: January 2023 Winter Storm	Curry	Emergency	Local	01/09/2023
2023-0046	Curry County: January 2023 Winter Storm	Curry	Emergency	Local	01/04/2023
2022-2901	Jackson County: Cannabis & Hemp Emergency 2023	Jackson	Emergency	Local	12/21/2022
2022-0562	Josephine County: Cannabis Emergency	Josephine	Emergency	Local	11/30/2022
2022-2600	2022 Statewide Health Care Capacity Resp. Surge	STATE	Emergency	State	11/14/2022

No State disaster declaration has been issued:
Note: This applies even if an agency has already fulfilled the request or is working on the request prior to the OpsCenter request being submitted by a jurisdiction.
- When completing the ESF box in the **Action,** select **Agency Assignment Only.**

   Agency Assignment Only
   ESF 01
   ESF 02
   ESF 03
   ESF 04
   ESF 05

Action Number	ESF	Action Name
OEM-2022-0583	Agency Assignment Only	Activate 211 for call center
OEM-2022-0582	Agency Assignment Only	Staff to support warming shelter

- Make a PDF of the *Action* and email it to the applicable OERS Council ** agency representative(s) with the following language:

    - *Attached, please find a PDF of a request from XYZ County or XYZ Tribe that's been assigned to your state agency for action.*
    - ***Please note, there is no state declaration, and response to the request is at the discretion of your state agency operating under your agency authorities.***
    - *Please log into OpsCenter and provide status updates under Action Updates.*
        - *If unable to fill the request, please note that in the Action Updates and* confirm by emailing me at *OEM_ECCOpsChief@oem.oregon.gov*

A State disaster declaration has been issued:
- When completing the ESF box in the *Action,* select: **ESF Number**

Action Number	ESF	Action Name
OEM-2022-0566	ESF 08	Hamilton Critical Care Vents
OEM-2022-0565	ESF 08	6 PAPRs

- Make a PDF of the *Action* and send it to the applicable **OERS Council agency representative(s) with the following language:

    - *Attached, please find a PDF of a request from XYZ County or XYZ Tribe that's been assigned to your state agency for action.*
    - *Please log into OpsCenter and provide status updates under Action Updates.*
        - *If unable to fill the request, please note that in the Action Updates and* confirm by emailing me at *OEM_ECCOpsChief@oem.oregon.gov*

*** An updated OERS Council roster may be found on the ODEM network at: O:\Lists and Rosters\OERS Council Member Roster most recent Month-Year (i.e., OERS Council Member Roster January 2023). Some OERS Council agencies have a duty officer email, these are listed on the last page of this document and on the OERS Council roster.*

State Agency is Unable to Fill Request:
- Close the agency-assigned *Action*, and make sure the reason it's being closed is noted under *Action Updates*.
- Advise the Response Section manager (Traci Naile) or ECC manager for further guidance.
- If applicable, close the *Request*.
- If applicable, assign the *Action* to a different state agency for potential action.
    - Create a new *Action* specific to the state agency.

- - If unclear on which state agency to send the *Action*, clarify with the Response Section manager or ECC manager.
- If applicable and directed by the Response Section manager or ECC manager, create a federal Resource Request Form (RRF).
  - Change the *Request Status* to Federal Request:

⚠ Request Identifier	⚠ Request Status
5969	10-Federal Request

  - Notify members of the FEMA Integration Team (FIT), currently Justin Marquis (justin.marquis@fema.dhs.gov) and Andrew Jahier (Andrew.jahier@fema.dhs.gov); they'll work with you to turn the OpsCenter request into an RRF.
- If applicable and directed by the Response Section manager or ECC manager, create an EMAC mission.
  - Change the *Request Status* to EMAC Request:

⚠ Request Identifier	⚠ Request Status
5969	13-EMAC Request

  - Notify the EMAC Coordinator (KJ Craigmiles) of the mission request; the coordinator will assign an EMAC team member to the mission in the EMAC system.

State Agency/ESF (Duty Officer) Emails:
The below list of OERS Council agency emails receive an auto-generated email notification from OpsCenter when an action is assigned to them. However, it's recommended you still send them a courtesy email notification using the below addresses. These addresses were created by the respective state agency and are not maintained or issued by OEM.

ESF-2, DAS: **SWIC.OR@das.oregon.gov**
ESF-2/12, PUC: **Emergency.MANAGEMENT@puc.oregon.gov**
ESF-6, ODHS: **OREM.Operations@dhsoha.state.or.us**
ESF-7, DAS: **DAS_DL_OEM_ESF7@oregon.gov**
ESF-8, OHA: **php.duty-officer@dhsoha.state.or.us**
ESF-10, DEQ: **OEM_OpsCenter@deq.oregon.gov**
ESF-10, ODOE: **ODOE.Radiological@energy.oregon.gov**
ESF-11, ODA: **esf11@oda.state.or.us**
ESF-12, ODOE: **ODOE.Fuel@energy.oregon.gov**
ESF-18, OMD: **ng.or.orarng.mbx.j3-joc@army.mil**

Your email signature line should include the below email address and language for any questions:

*If you have any questions, please contact **OEM_ECCOpsChief@oem.oregon.gov.** Email sent to this address goes to several response and preparedness staff members who can assist as needed.*

Thanks,

Your name
Your title (i.e.: EDO, SDO, Coordination Section Chief)
OEM_ECCOpsChief@oem.oregon.gov
Your OEM standard email signature box

Oregon ESFs Cheat Sheet on Major Duties
October 2023

ESF-1: Transportation – ODOT
- Damage to transportation infrastructure, emergency repairs
- Transportation of personnel, supplies, evacuees and equipment
- Signage and messaging boards
- Traffic control, evacuation
- Driving waivers, restrictions, etc. under temporary emergency authority

ESF-2: Communications – DAS & PUC
- Assess and coordinate temporary communication capabilities
- Phone / Satellite / Cell / Radio
- Alert and warning systems
- Establish amateur radio capabilities
- Coordinate restoration efforts

ESF-3: Public Works – ODOT
- Repair and restoration of damaged roadways, bridges, utilities (public services)
- Inspection and repair of essential facilities
- Public works support to locals
- Debris clearance and removal

ESF-4: Firefighting – OSFM & ODF
- Structural and wildland firefighting
- Incident Management Teams (IMT)

ESF-5: Information & Planning - OEM
- Overall situational awareness and common operating picture
- Develop and distribute incident products: Sit Rep, IAP, maps, common operating picture
- Track declarations and damage assessment data
- Threat assessments

ESF-6: Mass Care – DHS
- Sheltering and short-term housing – general population and access and functional needs
- Feeding, first aid and emergency relief items
- Family reunification
- Identification and storage of food and water resources
- Coordinate transportation of food and water resources

ESF-7: Logistics Management and Resource Support – DAS
- Procurement of private sector resources (rent, lease, purchase)
- Internal logistical support of the ECC
- Emergency contracting

ESF-8: Health and Medical - OHA
- Medical supplies and services to healthcare community and hospitals
- Medical personnel and ambulances
- Strategic National Stockpile (SNS), DMAT and DMORT teams
- Temporary morgues – equipment, personnel, facilities
- Public health emergency authority

ESF-9: Search and Rescue (SAR) - OEM
- Wilderness and Urban SAR
- Air, water, ground SAR

ESF-10: Hazardous Materials (HazMat) – DEQ & OSFM
- Response to HazMat incidents
- HazMat clean-up contractors
- Technical advice regarding HazMat substances

ESF-11: Agriculture, Animals and Natural Resources - ODA
- Pet and livestock sheltering and feeding
- Veterinary emergency care
- Animal quarantine, removal, and disposal of infected animals
- Pest and plant infestation response

ESF-12: Energy – ODOE & PUC
- Emergency fuel (gas, oil, diesel, natural gas, aviation)
- Radiological response teams
- Coordination with all utilities

ESF-13: Safety and Security - OSP
- Law enforcement personnel, equipment, and specialty teams
- Access, traffic and crowd control, site security

ESF-14: Business & Industry - OBDD
- Coordinate with private sector
- Initial economic damage assessment

ESF-15: Public Information - OEM
- Development and dissemination of public information
- Monitoring media
- Alert and warning

ESF-16: Volunteers & Donations - OEM
- Identification and vetting of volunteers
- Manage donations and unsolicited goods
- Coordinate with voluntary agencies

ESF-17: Cyber and Infrastructure Security
- IT resources for cyber incidents.
- Technical security or vulnerability assessments.

ESF-18: Military Support - OMD
- Personnel and equipment to assist civil authorities
- Specialty teams: CST / CERFP / Engineers / Medical / Air Traffic Control / Morgue
- Med evac and air SAR
- Coordinate with federal military (Department of Defense)
- Facilities for emergency responder use (i.e.: shelters)