



FEMA

# Module 8



# ARF/Resource Request Process



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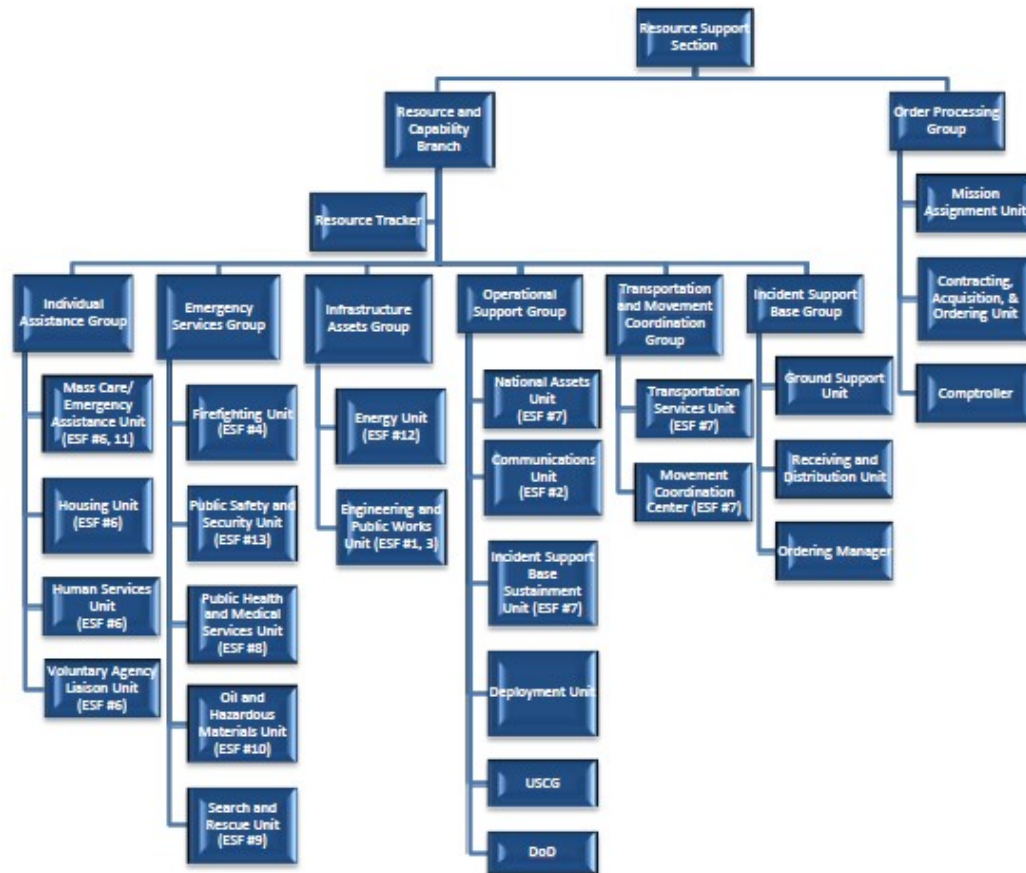
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# Resource Support Section

## Outline of Roles



# Resource Support Section





# Resource Support Section

- Resource and Capability Branch
  - Interagency group of response partners focused on developing sourcing recommendations to fulfill disaster requests in support of RRCC and/or JFO operations.
  - Divided into 5 supporting groups and coordinated by the Resource and Capability Branch Director.
  
- Order Processing Group
  - Finalizes documentation, coordinates funding, mission assignments and contracts
  - Processes orders based on the sourcing method identified by the RCB. This group completes financial and acquisition documentation necessary for the sourcing method determined and acquiring the necessary approvals to execute the order.
  - 40-1s, statements of work, MOUs, MOAs.
- Individual Assistance Group
  - National coordination of resources and develops sourcing plans to meet mass care needs identified by the region.
  - These requests include sheltering, feeding, first aid, etc.
- Incident Support Base Group
  - Responsible for maintaining the status of resources in the ISB and providing materiel, services, and personnel support necessary to initiate and establish ISB operations.
  - Maintains the status of resources in ISBs and Federal Staging Areas (FSAs) and reports the status of resources to the RCB for inclusion in NRCC situation reports and briefings.
  - Coordinates ISB/FSA support through the deployment of teams, services and equipment necessary to establish ISB or FSA operations during surge FEMA National Incident Support Manual and response.



# Resource Support Section Cont.

- **Infrastructure Assets Group**
  - National coordination of resources and develops sourcing plans to meet infrastructure needs.
  - This groups addresses national-level support for removal of debris to facilitate both the entry of emergency workers and the evacuation and return of the public and restoration of public and private nonprofit facilities.
- **Operational Support Group**
  - National coordination of resources and develops sourcing plans to meet operational response needs such as identified by the region.
  - These requests include internal FEMA, air, communications, or military assets.
  - Personnel Deployment Unit.
- **Transportation and Movement Coordination Group**
  - Coordinates and tracks movement of commodities, equipment, teams, and personnel supporting incident management operations.
  - Synchronizes the utilization and scheduling of all transportation resources.
- **Emergency Services Group**
  - National coordination of resources and develops sourcing plans to meet emergency services needs and Federal lifesaving and life-sustaining activities identified by the region.

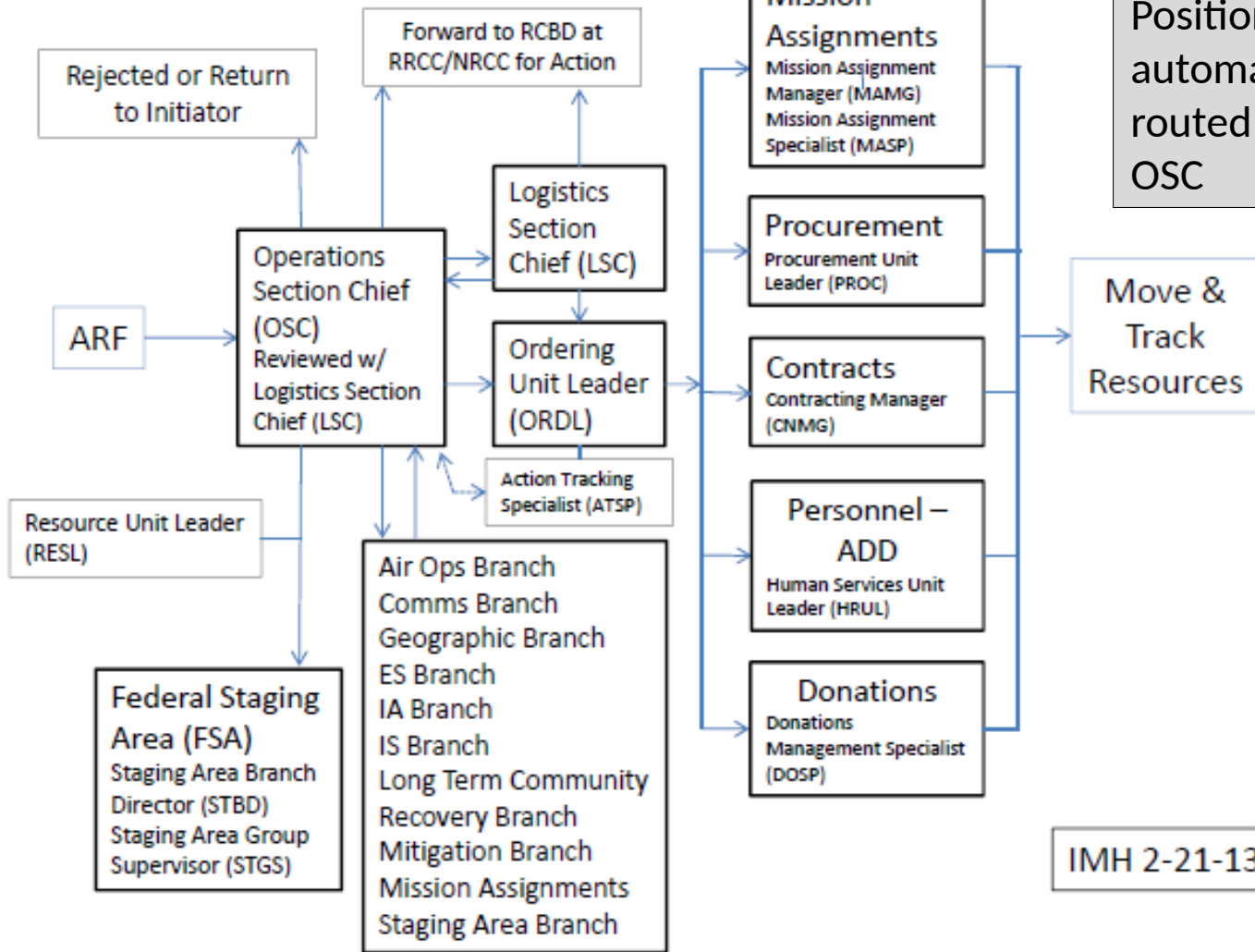


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# Initiating an ARF/Resource Request in WebEOC

Process Flows and How Requests Get Into WebEOC

## REQUEST ASSIGNMENT PROCESS



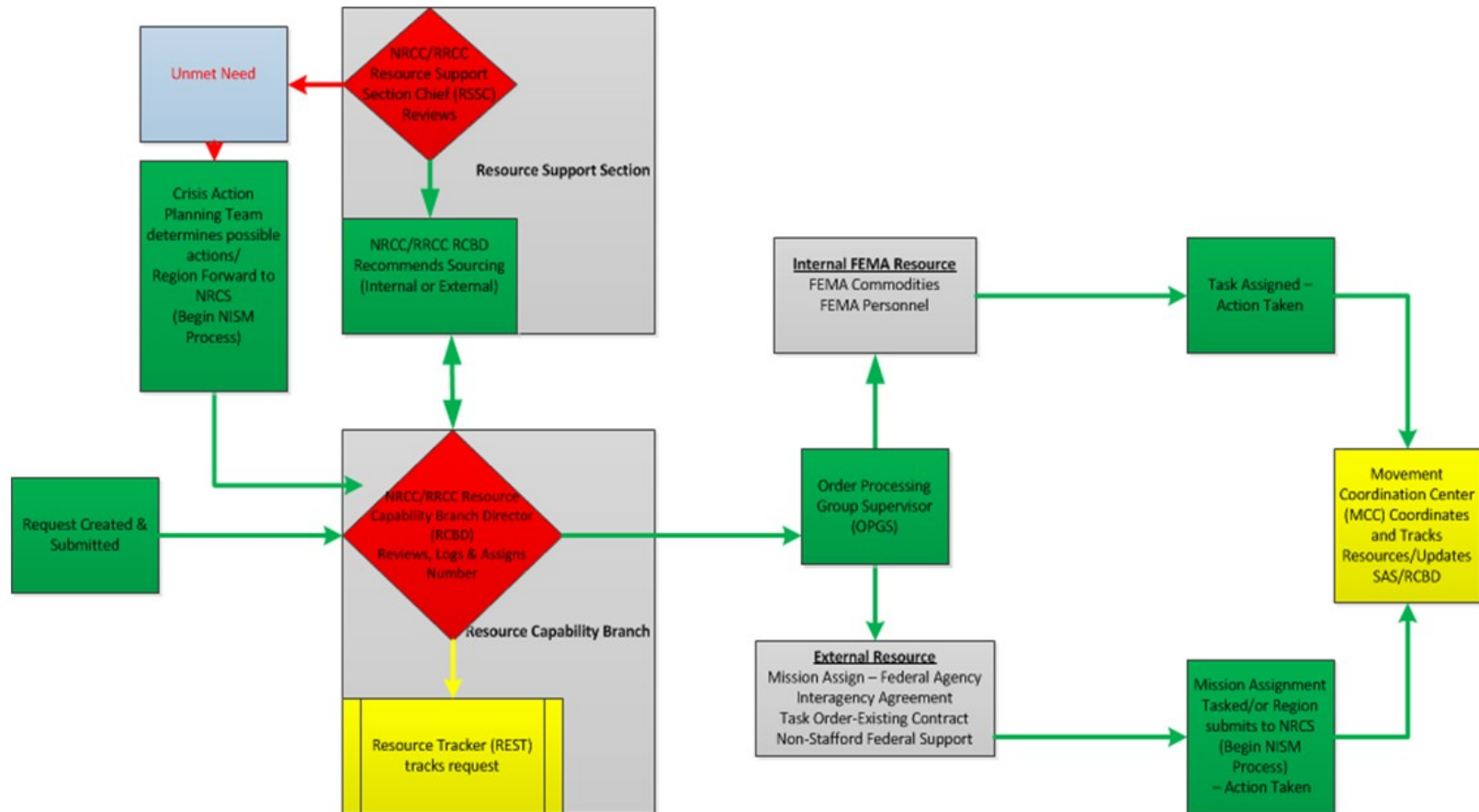
Requests initiated at the JFO/IMAT Positions will be automatically routed to the OSC

IMH 2-21-13



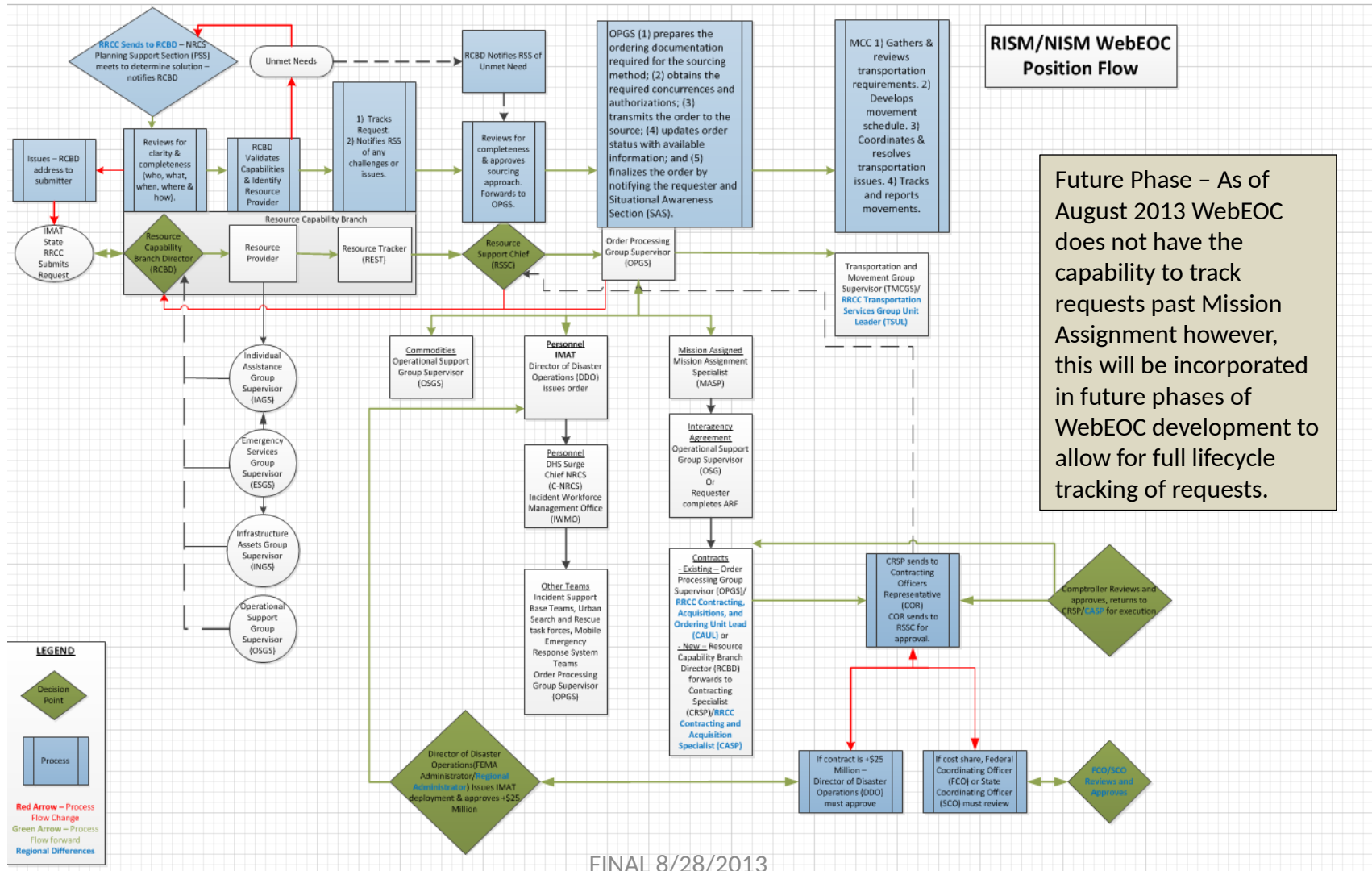


# NISM/RISM ARF/Resource Request Flow



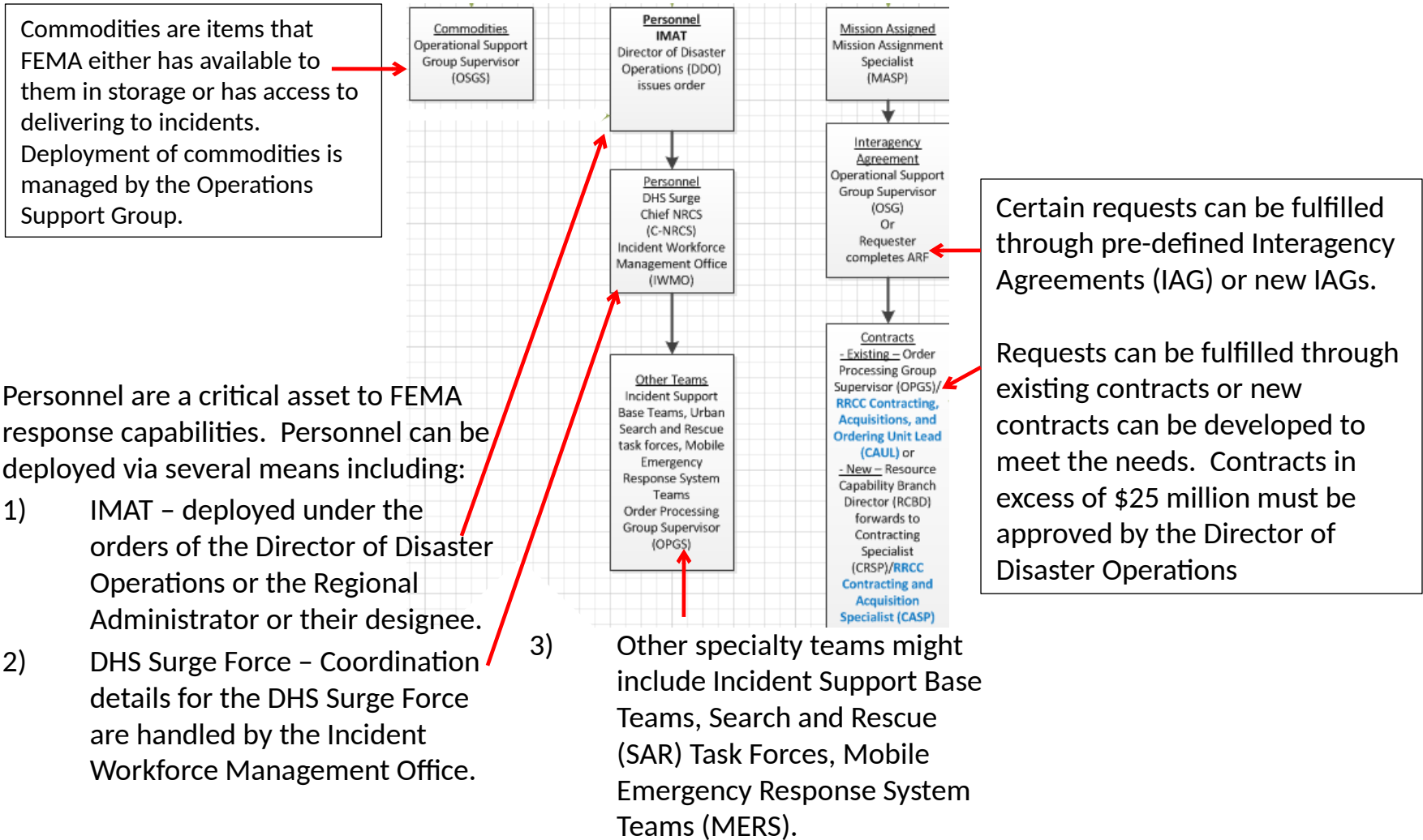


# WebEOC ARF/Resource Request Task Flow





# Available Resources and Means of Fulfilling Resource Requests





# Unmet Needs

When it is determined that a request cannot be met at a regional level, the request is sent to the NRCC Resource Capability Branch Director. If the request is not something that the NRCC can fulfill through available means then a Crisis Action Planning Team is convened.

## ***Crisis Action Planning Team***

In the course of supporting incidents, FEMA HQ elements and NRCS sections and units routinely address problems and develop ad hoc crisis action plans to deal with these problems. Personnel with functional expertise make up the crisis action planning team and provide input to help develop the crisis action plan.



# Initiating an ARF - Resource Request

ARF - Resource requests can be initiated in several ways.

- 1) Request initiated by state/tribe.
- 2) Request initiated by IMAT.
- 3) Request initiated by JFO.
- 4) Request initiated from the field.
- 5) Request initiated by RRCC.
- 6) Request initiated by ESF.

ARF - Resource requests can also be received in several ways.

- 1) Verbal request.
- 2) Request submitted via Form (Fax or Email).
- 3) Request submitted via hardcopy.
- 4) Request submitted in WebEOC.

Regardless of who initiates the request or how it was initiated, the request **must be entered into WebEOC** in order to be tracked.



# ARF/Request Methods in WebEOC

Within WebEOC there are two methods by which a request can be submitted.

- Create Request – which is a request that does not have a pre-scripted mission assignment.
- Create Request from PSMA – which is a request that has a pre-scripted mission assignment already defined.

The following sections will breakdown those requests as independent processes.



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# Questions



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# WebEOC Processes

## Part 1: Create ARF/Resource Request

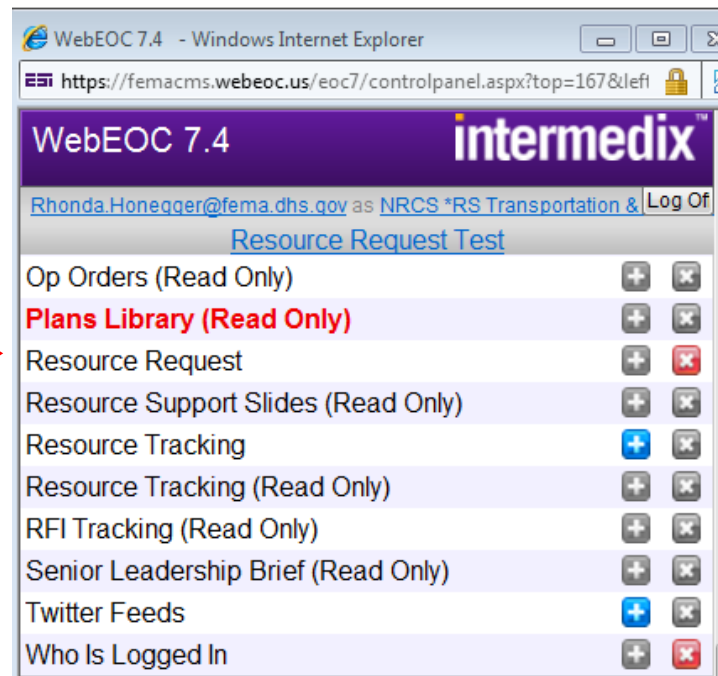




# Create ARF/Request - Initiate a Resource Request

When request is received outside of WebEOC, the request must be logged into the system so that it can be processed. The Resource Tracker is responsible for logging requests into the system.

Click on **Resource Request** in the Control Panel.





# Create ARF/Request

From the Resource Request page, you can create a request from Pre-Scripted Mission Assignments (PSMA) or create a request that is not covered under PSMA.

**Resource Request**  
Incident: Resource Request Test  
IM OPS Operations Section Chief I (OSC1) View

U.S. DEPARTMENT OF HOMELAND SECURITY **FEMA**

**Legend**  
 Submitted/Updated within the last 2 hours  
 Submitted/Updated more than 2 hours ago

State:   
 Region:

Request Number	Assigned To	Position contact #	Request	Status	Submitted / Last Updated	Details
ARF#: <a href="#">AL-Resource Request Test-20137318-689</a> State: AL <input type="button" value="Update Request"/> <input type="button" value="Comment"/>	IM FIN ACQ Contracting Manager (CRMG)	Log Chief 123-456-5678	JFO kits for JFO Build Out  Estimated Total Cost: Not Provided	Forwarded for Action (accepted)	07/03/2013 15:14:02 07/05/2013 08:00:40	<input type="button" value="View"/> <input type="button" value="Request History"/> <input type="button" value="Copy Request"/>

# Create ARF/Request - Completing the Request Form



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Fill in the request form.

Items with red \* must be filled in.

Ensure that specific details are included such as size of item, type of item, item capabilities, any unique requirements, etc.

If there are delivery limitations, include that information in the remarks.

If the request is coming from the state or has a dollar value exceeding \$25 M, State Approving Official must **Validate**.

**Save** Save Draft Cancel

DEPARTMENT OF HOMELAND SECURITY  
FEDERAL EMERGENCY MANAGEMENT AGENCY  
ACTION REQUEST FORM (ARF)  
O.M.B. No. 1660-0047  
Expires March 31, 2014

I. REQUESTING ASSISTANCE (To be completed by Requestor)		
State Req.#		
1. *Requestor's Name (Please print) Jane Doe	2. *Title NRCC-Resource Capability Branch Director	3. *Phone No. 202-222-2222
4. *Requestor's Organization: FEMA	*State: NRCC	5. Fax No. 202-222-2244
6. *Email Address: jane.doe@fema.dhs.gov		
II. REQUESTING ASSISTANCE (To be completed by Requestor)		
1. *Description of Requested Assistance: 100 cases lactose free powder infant formula.		Attachment: Attachment: Browse... Browse...
2. Quantity: 0	3. *Priority <input type="radio"/> Lifesaving <input checked="" type="radio"/> Life Sustaining <input type="radio"/> Normal <input type="radio"/> High	4. *Date and Time Needed 07/12/2013 14:01:07
5. Delivery Site Location *Name: Smallville Community Center Address: 222 Main St City: Smallville County: Washington State: VA Zip: 22222 Map It Get Address		6. *Site Point of Contact (POC) Ann Richards
Remarks: South part of Main St. blocked by debris. East access to community center via Washington Ave.		7. *24-Hour Phone No. 222-222-2211
8. Fax No. 222-222-33		
9. State Approving Official Signature Mary Q. Public Validate		Attachment: Browse...
		10. *Date and Time 07/11/2013 14:04:47

FEMA Form 010-0-7, (3/2011) PREVIOUSLY FF 90-136

When all of the information is complete, click the **Save** button. The **Save Draft** button will keep the request in the que but will not forward it on.

# Create ARF/Request - Resource Request Board



Once a request has been entered and saved, it can be viewed on the Resource Request Board.

## Resource Request

Incident: Resource Request Test  
NRCS \*RS Resources & Capability Branch Director View

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**Legend**

Submitted/Updated within the last 2 hours

Submitted/Updated more than 2 hours ago

State:  Region:

Request Number	Assigned To	Position contact #	Request	Status	Submitted / Last Updated	Details
ARF#: NRCC-Resource Request Test-201371113-736 State: NRCC	NRCS *RS Resources & Capability Branch Director	NRCC-Resource Capability Branch Director 202-222-2222	100 cases lactose free powder infant formula. Estimated Total Cost:	Forwarded for Action (accepted)	07/11/2013 13:54:46 07/12/2013 07:39:09	<input type="button" value="View"/> <input type="button" value="Request History"/> <input type="button" value="Copy Request"/>

Authorized users can **Update Request** and make **Comments**.

All users can **View**, **Request History**, and **Copy Request**.

## Resource Request

Incident: Resource Request Test



Sample of Request History

### Request Info

State Request Number:

FEMA ARF#: **R-I-Resource Request Test-20137849**  
Task ID:

Item Requested:

HHS will provide behavioral health care services in support of disaster operations in response to Resource Request Test in the State of R-I.

Request Submitted Date/Time:  
07/08/2013 13:38:36

Status:

Last update by: Rhonda.Honegger@fema.dhs.gov as IM OPS Operations Section Chief I (OSC1) at 13:38:36 on 7/8/2013

Comments: Request Created from PSMA: PSMA-248

# Create ARF/Request - Initial Review Resource Capability Branch Director (RCBD)



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The Resource Capability Branch Director (RCBD) reviews the initial request.

- If there are any questions for the requestor, RCBD contacts them to resolve.
- RCBD works with the resource providers to determine the best means of fulfilling the request.
- This request would be fulfilled under the Individual Assistance Group. RCBD would forward the request to the Individual Assistance Group Supervisor (IAGS) for review.
- Click the **Save here** button.

Save Cancel

DEPARTMENT OF HOMELAND SECURITY  
FEDERAL EMERGENCY MANAGEMENT AGENCY  
ACTION REQUEST FORM (ARF)

O.M.B. No. 1660-0047  
Expires March 31, 2014

I. REQUESTING ASSISTANCE (To be completed by Requestor)			State Req.#
1. Requestor's Name (Please print) Jane Doe	2. Title NRCC-Resource Capability Branch Director	3. Phone No. 202-222-2222	
4. Requestor's Organization: FEMA	State: NRCC	5. Fax No. 202-222-2244	6. Email Address: jane.doe@fema.dhs.gov
II. REQUESTING ASSISTANCE (To be completed by Requestor)			
1. Description of Requested Assistance: 100 cases lactose free powder infant formula.		Attachment: Attachment: Attachment:	
2. Quantity: 0	3. Priority: <input type="radio"/> Lifesaving <input type="radio"/> Normal <input checked="" type="radio"/> Life Sustaining <input type="radio"/> High	4. Date and Time Needed: 07/12/2013 14:01:07	
5. Delivery Site Location Name: Smallville Community Center Address: 222 Main St City: Smallville County: Washington State: VA Zip: 22222		6. Site Point of Contact (POC) Ann Richards	
Remarks: South part of Main St. blocked by debris. East access to community center via Washington Ave.		7. 24-Hour Phone No. 222-222-2211	8. Fax No. 222-222-33
9. State Approving Official Signature Mary Q. Public		10. Date and Time 07/11/2013 14:04:47	
FEMA OPS ARF UPDATE (Operations Section Only)			
ARF Status: Forwarded for Action (accepted)		Assigned To: NRCS *RS Individual Assistance Group Supervisor (ESF 6)	
Save here Spell Check Cancel			
FEMA OPS Comments (FEMA Internal Only): Recommend request for 100 cases of lactose free infant formula to be provided by Red Cross be approved.			
Last Comment:			



# Create ARF/Request – Branch Directors Review

The Branch Director reviews the request and enters any relevant comments for the record and returns the request to the Operations Section Chief (OSC).

**FEMA OPS ARF UPDATE (Operations Section Only)**  
 ARF Status:  Assigned To:   
 [Save] [Spell Check] [Cancel]  
 FEMA OPS Comments (FEMA Internal Only):  
 [View External Comments]  
Last Internal Comment:

Users making updates can **View Other Comments** by clicking the button.

The ARF Status options

are:

- Approved
- Approved in ADD
- Contract Awarded
- Contract Pending
- Delayed
- Delivered

- Enroute
- Entered into eCAPS
- Forwarded for Action (accepted)
- Funded in IFMIS
- MA Issued (Funded)
- Rejected (invalid)

- Request Submitted in ADD
- Resource Request Process Completed
- Returned (need more info)
- Returned for Final Approval
- Reviewed by Resource Tracker

# ARF/Request Status - Definitions



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**Approved** - After the OSC or RSSC agrees with the final solution and ready to forward to the Ordering Unit Leader or Order Processing Group Supervisor

**Approved in ADD** - The request for personnel is entered and completed in ADD

**Contract Awarded** - CAUL has awarded a contract to meet a request

**Contract Pending** - CAUL is waiting for a contract to be awarded

**Delayed** - Resource was in enroute and is now delayed not reaching its destination

**Delivered** - Resource has reached its destination

**Enroute** - Resource is moving or traveling to its destination

**Entered in eCAPS** - The Mission Assignment positions have entered the approved request into eCAPS

**Forwarded for Action (accepted)** - The request has been accepted and forwarded to the next position for action

**Funded in IFMIS** - Funding has been committed to the request (40-1, Mission Assignment)

**MA Issued (Funded)** - The MA has been funded and issued to the supporting Agency

**Rejected (invalid)** - Request is not acceptable or is not longer needed

**Request Submitted to ADD** - The request is routed to the ADD position for action

**Resource Request Process Completed** - The request has been validated, routed and finalized

**Returned (need more info)** - The request is lacking information or needs clarification

**Returned for Approval** - After the request has been worked it's returned to the OSC or RSSC for final approval

**Reviewed by Resource Tracker** - The Resource Tracker has completed their review for outstanding requests with no action taken



# Create ARF/Request – Final Approval Operations Section Chief (OSC)

OSC receives the request back from the Branch Directors and has ensured all of the necessary details are on track, OSC sends the request for the final approval to the Ordering Unit Leader (ORDL).

The screenshot shows the 'FEMA OPS ARF UPDATE (Operations Section Only)' form. At the top, the 'ARF Status' is set to 'Approved' and the 'Assigned To' is 'TIM LOG Ordering Unit Leader (ORDL)'. Below this are 'Save', 'Spell Check', and 'Cancel' buttons. A large text area for 'FEMA OPS Comments (FEMA Internal Only)' is present, with a 'View External Comment' button. Section III, 'SOURCING THE REQUEST - REVIEW/COORDINATION (Operations Section Only)', contains three columns of options. Column 1 has checkboxes for 'OPS Review by', 'LOG Review by', and three 'Other Coordination' items, with the first checked and a name 'dfgdsfjg' entered. Column 2 has radio buttons for 'Source' options: 'Donations', 'Other(Explain)', 'Requisitions', 'Procurement', 'Interagency Agreement', 'MA Assignment', and 'MA Task Order'. Column 3 has text boxes for 'Assigned to' details: 'ESF/OFA', 'Other', 'LSCMS Number', and 'Date/Time'. At the bottom, an 'Immediate Action Required' checkbox is checked.

If the request requires immediate action, the box is checked to indicate the urgency.

OSC indicates approval in Section III and identifies who the request is assigned to and how the source will be fulfilled.



# Create ARF/Request – RRCC/NRCC - Initial Review Resource Capability Branch Director (RCBD)



FEMA

The Resource Capability Branch Director (RCBD) or OSC reviews the initial request.

- If there are any questions for the requestor, RCBD contacts them to resolve.
- RCBD works with the resource providers to determine the best means of fulfilling the request.
- This request would be fulfilled under the Individual Assistance Group. RCBD would forward the request to the Individual Assistance Group Supervisor (IAGS) for review.
- Click the **Save here** button.

Save Cancel

DEPARTMENT OF HOMELAND SECURITY  
FEDERAL EMERGENCY MANAGEMENT AGENCY  
ACTION REQUEST FORM (ARF)

O.M.B. No. 1660-0047  
Expires March 31, 2014

I. REQUESTING ASSISTANCE (To be completed by Requestor)			State Req.#
1. Requestor's Name (Please print) Jane Doe	2. Title NRCC-Resource Capability Branch Director	3. Phone No. 202-222-2222	
4. Requestor's Organization: FEMA	State: NRCC	5. Fax No. 202-222-2244	6. Email Address: jane.doe@fema.dhs.gov
II. REQUESTING ASSISTANCE (To be completed by Requestor)			
1. Description of Requested Assistance: 100 cases lactose free powder infant formula.		Attachment: Attachment: Browse...	
2. Quantity: 0	3. Priority <input type="radio"/> Lifesaving <input type="radio"/> Normal <input checked="" type="radio"/> Life Sustaining <input type="radio"/> High	4. Date and Time Needed: 07/12/2013 14:01:07	
5. Delivery Site Location Name: Smallville Community Center Address: 222 Main St City: Smallville County: Washington State: VA Zip: 22222 Remarks: South part of Main St. blocked by debris. East access to community center via Washington Ave.		6. Site Point of Contact (POC) Ann Richards 7. 24-Hour Phone No. 222-222-2211 8. Fax No. 222-222-33	
9. State Approving Official Signature Mary Q. Public Validate		10. Date and Time 07/11/2013 14:04:47	
FEMA OPS ARF UPDATE (Operations Section Only) ARF Status: Forwarded for Action (accepted) Assigned To: NRCS *RS Individual Assistance Group Supervisor (ESF 6) Save here Spell Check Cancel			
FEMA OPS Comments (FEMA Internal Only): Recommend request for 100 cases of lactose free infant formula to be provided by Red Cross be approved.			View Other Comments
Last Comment:			



# Create ARF/Request – Resource Provider Review

The resource provider reviews the request and enters any relevant comments for the record and returns the request to the Resource Capability Branch Director (RCBD).

The screenshot shows the 'FEMA OPS ARF UPDATE (Operations Section Only)' interface. At the top, the 'ARF Status' is set to 'Forwarded for Action (accepted)' and 'Assigned To' is 'NRCS \*RS Resources & Capability Branch Director'. Below this are buttons for 'Save here', 'Spell Check', and 'Cancel'. A red line connects the 'Save here' button to the 'ARF Status' dropdown. The 'FEMA OPS Comments (FEMA Internal Only)' section contains a text area with the comment: '100 cases of lactose free infant formula available and ready for immediate shipment from Maryland distribution site.' Below the comment is a 'View Other Comments' button. A red arrow points from the 'View Other Comments' button to a callout box.

Users making updates can **View Other Comments** by clicking the button.

The ARF Status options are:

- Forward for Action (Accepted)
- Rejected (invalid)
- Returned (need more info)
- Returned for Approval
- Entered into ECAPS
- Funded in IFMIS
- Contract Pending
- Contract Awarded
- MA Issued (Funded)
- Request Submitted in ADD
- Approved in ADD
- Approved
- Resource Request Process Completed



# Create ARF/Request - Final Approval Resource Support Section Chief (RSSC)

RCBD receives the request back from the resource provider and has ensured all of the necessary details are on track, RCBD sends the request for the final approval to the Resource Support Section Chief (RSSC).

The screenshot shows the 'FEMA OPS ARF UPDATE (Operations Section Only)' form. At the top, the 'ARF Status' is 'Forwarded for Action (accepted)' and 'Assigned To' is 'NRCS \*RS Resource Support Section Chief', which is circled in red. Below this is a 'FEMA OPS Comments (FEMA Internal Only)' section with a comment: 'RSSC approves the request for 100 cases of lactose free infant formula to be provided by Red Cross. Please take action ASAP to ensure delivery.' The 'Last Comment:' field is empty. Section III, 'SOURCING THE REQUEST - REVIEW/COORDINATION (Operations Section Only)', contains three main areas: 1. Review/Coordination: 'OPS Review by:' is checked and filled with 'John Jones', while 'LOG Review by:' and three 'Other Coordination:' fields are empty. 2. Source: 'Requisitions' is selected with a radio button, and 'MA Task Order' is also indicated by a red arrow. 3. Assigned to: 'ESF/OFA:' is filled with 'ESF 6 - Mass Care', and 'Other:', 'LSCMS Number:', and 'Date/Time:' are empty. At the bottom, 'Immediate Action Required:' is unchecked.

If the request requires immediate action, the box is checked to indicate the urgency.

RSSC indicates approval in Section III and identifies who the request is assigned to and how the source will be fulfilled.

# Create ARF/Request – Order Processing Group Supervisor (OPGS)



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**FEMA OPS ARF UPDATE (Operations Section Only)**

ARF Status: Forwarded for Action (accepted) Assigned To: NRCS \*RS Comptroller/Order Processing Group Supervisor

Save here Spell Check Cancel

FEMA OPS Comments (FEMA Internal Only):

Request for 100 cases of lactose free infant formula to be provided by Red Cross - approved. OPGS please take for action.

[View Other Comments](#)

Last Comment:

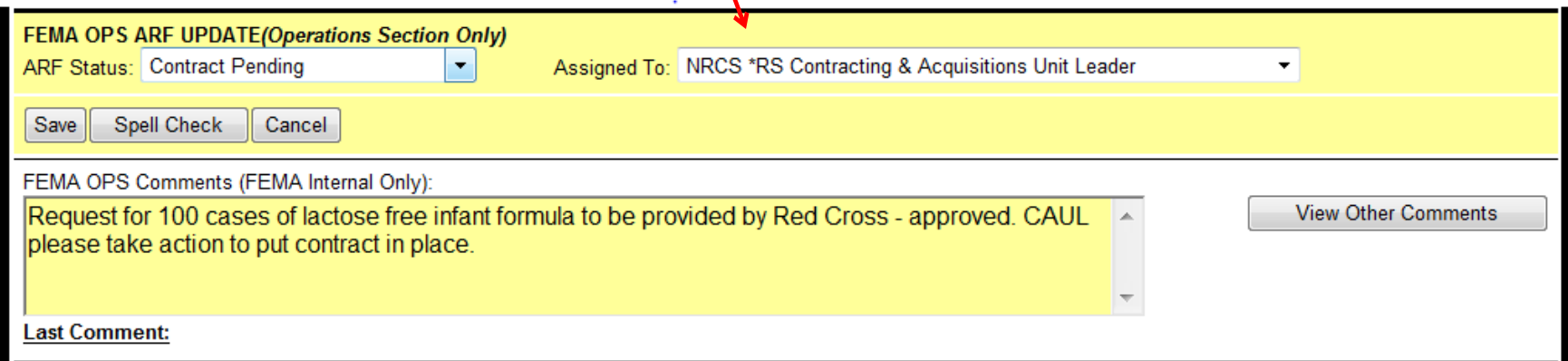
The Order Processing Group Supervisor (OPGS) is responsible for ensuring that the request is fulfilled. In this case, the request for 100 cases of lactose free infant formula will be met through a contract with Red Cross (ESF-6 Mass Care) OPGS forwards the request to the Contracting and Acquisitions Unit Leader (CAUL) to be fulfilled.

# Create ARF/Request – Contracting and Acquisitions Unit Leader



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The Contracting and Acquisitions Unit Leader (CAUL) takes action to place and fulfill the order.

A screenshot of a web form titled "FEMA OPS ARF UPDATE (Operations Section Only)". The form has a yellow background. At the top, there are two dropdown menus: "ARF Status:" set to "Contract Pending" and "Assigned To:" set to "NRCS \*RS Contracting & Acquisitions Unit Leader". Below these are three buttons: "Save", "Spell Check", and "Cancel". A red arrow points from the text "Contracting and Acquisitions Unit Leader" in the previous paragraph to the "Assigned To:" dropdown menu. Below the buttons is a section titled "FEMA OPS Comments (FEMA Internal Only):" containing a text area with the text: "Request for 100 cases of lactose free infant formula to be provided by Red Cross - approved. CAUL please take action to put contract in place." To the right of the text area is a button labeled "View Other Comments". At the bottom left of the form is a label "Last Comment:".

Once the contract is awarded, Contracting and Acquisitions will update the status in WebEOC.

From this point forward the Resource Provider (in this case ESF-6) is responsible updating details on whether the request has been fulfilled, when it has been delivered and to whom, and updating the request in WebEOC.



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# Questions?



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# WebEOC Processes

Part 2: Create ARF/Resource Request  
From Pre-Scripted Mission  
Assignment (PSMA)

# Pre-Scripted Mission Assignment (PSMA) – Initiate a ARF/Resource Request

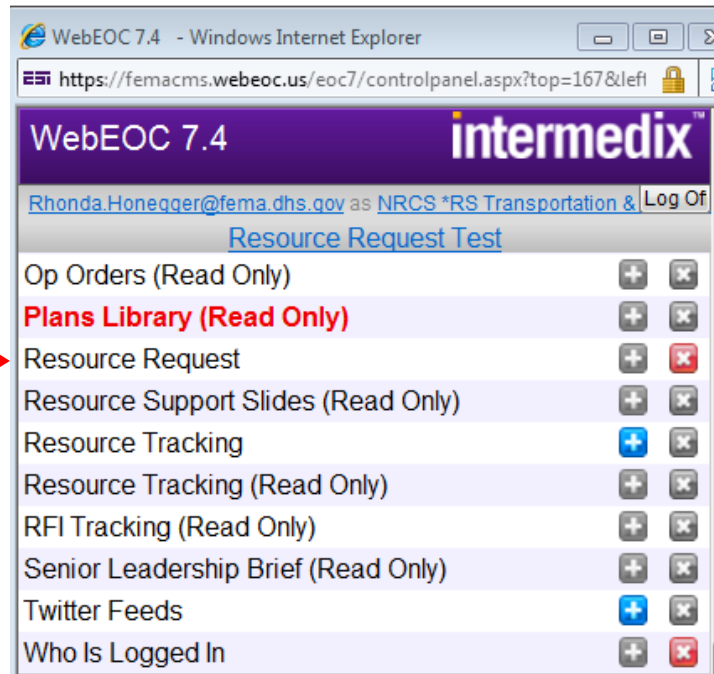


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## Request

When request is received outside of WebEOC, the request must be logged into the system so that it can be processed. The Resource Tracker is responsible for logging requests into the system.

Click on **Resource Request** in the Control Panel.





# Pre-Scripted Mission Assignment (PSMA) - Creating a ARF/Request



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From the Resource Request page, select the **Create Request** from PSMA button.

## Resource Request

Incident: Resource Request Test  
IM OPS Operations Section Chief I (OSC1) View

# FEMA

Create Request Create Request From PSMA Create PDF

**Legend**

Submitted/Updated within the last 2 hours

Submitted/Updated more than 2 hours ago

**State:**

**Region:**

Search

Clear Search

Display Only Attention Needed  
Display Archived Requests  
Display Draft Requests

Request Number	Assigned To	Position contact #	Request	Status	Submitted / Last Updated	Details
ARF#: <a href="#">AL-Resource Request Test-20137318-689</a> State: AL  <span>Update Request</span> <span>Comment</span>	IM FIN ACQ Contracting Manager (CRMG)	Log Chief 123-456-5678	JFO kits for JFO Build Out  Estimated Total Cost: Not Provided	Forwarded for Action (accepted)	07/03/2013 15:14:02 07/05/2013 08:00:40	<span>View</span> <span>Request History</span> <span>Copy Request</span>

# Pre-Scripted Mission Assignment (PSMA)



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## - Creating a ARF/Request Cont.

Complete the fields at the top of the request and then select the PSMA.

### Resource Request

U.S. DEPARTMENT OF HOMELAND SECURITY FEMA

Incident: Resource Request Test [Back To Request List](#)

Requestor Name: Jane Doe Requestor Title: Ops Section Chief Requestor Phone: 222-222-2222

Requestor Organization: FEMA Requestor Fax Number: 222-222-2244 Requestor Email: jane.doe@fema.dhs.gov

Begin Date: 7/8/2013 State: R-I

ESF: ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs Agency: All Keyword:  Search

PSMA ID	PSMA Title	ESF	Type	Cost	Action
PSMA-115	Post-Declaration, NRCC	ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs	FOS	10000.00	<a href="#">View</a> <a href="#">New Request</a>
PSMA-115	Post-Declaration, NRCC	ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs	FOS	10000.00	<a href="#">View</a> <a href="#">New Request</a>
PSMA-116	Post-Declaration, NRCC	ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs	FOS	10000.00	<a href="#">View</a> <a href="#">New Request</a>
PSMA-116	Post-Declaration, NRCC	ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs	FOS	10000.00	<a href="#">View</a> <a href="#">New Request</a>
PSMA-14	Pre-dec Activation, RRCC	ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs	FOS	10000.00	<a href="#">View</a> <a href="#">New Request</a>
PSMA-14	Pre-dec Activation, RRCC	ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs	FOS	10000.00	<a href="#">View</a> <a href="#">New Request</a>
PSMA-15	Pre-dec Activation, RRCC	ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs	FOS	10000.00	<a href="#">View</a> <a href="#">New Request</a>
PSMA-15	Pre-dec Activation, RRCC	ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs	FOS	10000.00	<a href="#">View</a> <a href="#">New Request</a>
PSMA-231	CNCS, Field Deployment	ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs	DFA	0	<a href="#">View</a> <a href="#">New Request</a>
PSMA-231	CNCS, Field Deployment	ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs	DFA	0	<a href="#">View</a> <a href="#">New Request</a>
PSMA-233	HHS, Federal Operations Support (FOS)	ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs	FOS	250000.00	<a href="#">View</a> <a href="#">New Request</a>
PSMA-233	HHS, Federal Operations Support (FOS)	ESF #6: Mass Care, Emergency Assistance, Housing, and Human Svcs	FOS	250000.00	<a href="#">View</a> <a href="#">New Request</a>

Page 1 of 2 Disable Refresh intermedix

When selecting from Pre-scripted mission assignments, users have the option of searching by ESF's, by Agency, or by Keyword.

Click on **View** to see details of the PSMA.

Click on **New Request** to select that PSMA.

# Pre-Scripted Mission Assignment (PSMA)




FEMA

## - View Details

When you click on the **View** button, it will display the details of the PSMA.

There may be multiple pages which can be viewed by clicking on the arrows.

### Resource Request



FEMA

**Incident:** Resource Request Test [Back To Request List](#)

Requestor Name:  Requestor Title:  Requestor Phone:

Requestor Organization:  Requestor Fax Number:  Requestor Email:

Begin Date:  State:

[Return to PSMA List](#)

#### PSMA Details

PSMA ID: PSMA-248	PSMA Title: Behavioral Health Care	ESF: ESF #8: Public Health and Medical Services
Agency: HHS	Level: Regional	Priority:
PSMA Type:	Total Cost Estimate: 54000.00	Types: FOS DFA

#### Assistance Requested:

HHS will provide behavioral health care services in support of disaster operations in response to ##INCIDENT## in the State of ##STATE##.

#### Statement of Work:

At the direction of and in coordination with FEMA, HHS will address immediate and short-term issues by assisting State and local staff in providing mental health and substance abuse support services to disaster victims, their families, and rescue response workers. HHS mental health teams will:

- Conduct screening and assessment of community needs relevant to mental and behavioral conditions (e.g., acute/chronic stress reactions and substance abuse)
- Provide grief counseling and psychological first aid to incident victims and responders.

Lease or purchase of accountable property: None

FEMA logistical support: Teams may require some level of base operating support (food, shelter, laundry, etc.).

MA task orders will be issued for specific personnel requirements, location(s), dates, and duration of assignment(s).

All equipment and supply purchases must be coordinated with FEMA. Prior FEMA approval is necessary to ensure reimbursement.

HHS may subtask other Federal agencies for disaster medical support requirements as needed.

Type of Assistance: DFA or FOS

#### PSMA Cost Based On:

Page 1 of 2 [Disable Refresh](#)



# Pre-Scripted Mission Assignment (PSMA)



FEMA

## - New ARF/Request

Some information is pre-populated from the PSMA however the remainder of the information must be completed before submission. Ensure all items with a red \* are complete.

Resource Request

Incident: Resource Request Test

Requestor Name: Jane Doe

Requestor Title: Ops Section Chief

Requestor Phone: 222-222-2222

Requestor Organization: FEMA

Requestor Fax Number: 222-222-2244

Requestor Email: jane.doe@fema.dhs.gov

Begin Date: 7/8/2013

State: R-I

Back To Request List

II. REQUESTING ASSISTANCE (To be completed by Requestor)

1. \*Description of Requested Assistance: HHS will provide behavioral health care services in support of disaster operations in response to Resource Request Test in the State of R-I.

2. Quantity:

3. \*Priority: Lifesaving, Life Sustaining, Normal, High

4. \*Date and Time Needed:

5. Delivery Site Location: \*Name, Address, City, County, State, Zip, Map It, Get Address

6. \*Site Point of Contact (POC):

7. \*24-Hour Phone No.:

8. Fax No.:

9. State Approving Official Signature:

10. \*Date and Time:

Page 1 of 2

Save Cancel

DEPARTMENT OF HOMELAND SECURITY  
FEDERAL EMERGENCY MANAGEMENT AGENCY  
ACTION REQUEST FORM (ARF)

O.M.B. No. 1660-0047  
Expires March 31, 2014

I. REQUESTING ASSISTANCE (To be completed by Requestor)

State Req.#

1. \*Requestor's Name (Please print): Jane Doe

2. \*Title: Ops Section Chief

3. \*Phone No.: 222-222-2222

4. \*Requestor's Organization: FEMA

\*State: R-I

5. Fax No.: 222-222-2244

6. \*Email Address: jane.doe@fema.dhs.gov

II. REQUESTING ASSISTANCE (To be completed by Requestor)

1. \*Description of Requested Assistance: HHS will provide behavioral health care services in support of disaster operations in response to Resource Request Test in the State of R-I.

Attachment: Browse...

Attachment: Browse...

Save

Once all information has been entered, click the **Save** button.

# Pre-Scripted Mission Assignment (PSMA)



FEMA

## - Updating ARF/Request

The Resource Request is automatically routed to the Ops Section Chief in the field or the Resource Capability Branch Director at the NRCC/RRCC.

**Resource Request**  
Incident: Resource Request Test  
IM OPS Operations Section Chief I (OSC1) View

Legend  
Submitted/Updated within the last 2 hours  
Submitted/Updated more than 2 hours ago

State: All Region: All

Create Request Create Request From PSMA Create PDF

Display Only Attention Needed  
Display Archived Requests  
Display Draft Requests

Request Number	Assigned To	Position contact #	Request	Status	Submitted / Last Updated	Details
ARF#: R-I-Resource Request Test-20137849-701 State: R-I	IM OPS Operations Section Chief I (OSC1)	Ops Section Chief 222-222-2222	HHS will provide behavioral health care services in support of disaster operations in response to Resource Request Test in the State of R-I. Estimated Total Cost: 54000.00		07/08/2013 13:38:36 07/08/2013 13:49:54	View Request History Copy Request

Update Request  
Comment

The highlighted bar across the Update Request Button shows that this is a new item for OSC/RCBD. Click on the **Update Request** button.

The field under the submitted column will be green if the request was submitted or last updated within 2 hours. If the field is red, it has been more than 2 hours since the submission or last update.

# Pre-Scripted Mission Assignment (PSMA)



FEMA

## - ARF Status

The ARF Status options are:

- Forward for Action (Accepted)
- Rejected (invalid)
- Returned (need more info)
- Returned for Approval
- Entered into ECAPS
- Funded in IFMIS
- Contract Pending
- Contract Awarded
- MA Issued (Funded)
- Request Submitted in ADD
- Approved in ADD
- Approved

**II. REQUESTING ASSISTANCE (To be completed by Requestor)**

1. Description of Requested Assistance:  
HHS will provide behavioral health care services in support of disaster operations in response to Resource Request Test in the State of R.I.

Attachment:  
Attachment:  
Attachment:

2. Quantity:  
3. Priority:  
 Lifesaving  Life Sustaining  
 Normal  High

4. Date and Time Needed:  
07/12/2013 13:46:00

5. Delivery Site Location:  
Name: Main Street Library  
Address: 555 Main Street City: Anywhere  
County: Wholesome State: VA Zip: 22222  
Remarks:

6. Site Point of Contact (POC):  
John Ordinary

7. 24-Hour Phone No.: 222-222-2233  
8. Fax No.:

9. State Approving Official Signature:  
Validate  
Attachment:  
10. Date and Time:  
07/08/2013 13:47:49

**FEMA OPS ARF UPDATE (Operations Section Only)**  
ARF Status: Forwarded for Action (accepted) Assigned To: IS R01 RS (RCBD) Resource and Capability Branch Director  
Save Spell Check Cancel

FEMA OPS Comments (FEMA Internal Only):  
Behavioral health care services will be provided by HHS via pre-scripted mission assignment.  
View Other Comments

Last Comment:

OSC will update the status and assign the Resource Request to the RCBD.

# Pre-Scripted Mission Assignment (PSMA) - Resource Capability Branch Director (RCBD) Approval



FEMA

## Resource Request

Incident: Resource Request Test  
IS R01 RS (RCBD) Resource and Capability Branch Director View



FEMA

Legend

- Submitted/Updated within the last 2 hours
- Submitted/Updated more than 2 hours ago

State: All      Region: All

Search      Clear Search

Create Request      Create Request From PSMA      Create PDF

Display Only Attention Needed

Display Archived Requests

Display Draft Requests

Request Number	Assigned To	Position contact #	Request	Status	Submitted / Last Updated	Details
ARF#: R-I-Resource Request Test-20137849-701 State: R-I MA#: PSMA 248	IS R01 RS (RCBD) Resource and Capability Branch Director	Ops Section Chief 222-222-2222	HHS will provide behavioral health care services in support of disaster operations in response to Resource Request Test in the State of R-I.  Estimated Total Cost: 54000.00	Forwarded for Action (accepted)	07/08/2013 13:38:36 07/09/2013 14:29:21	View Request His Copy Requ

- Once the request has been submitted, it is routed to the Resource Capability Branch Director (RCBD). RCBD reviews and determines if a mission assignment is the correct means of fulfilling the request.
- If there is already a mission assignment in place or another similar request, RCBD may decide to combine requests or add on to an existing request.
- If the mission assignment is approved to proceed, RCBD would select the **Update Request** button to process the next step.



# Pre-Scripted Mission Assignment (PSMA) - Review by Resource Provider

The next step in the process is to have the request reviewed by the resource provider. Since this particular request is for ESF-8 Public Health and Medical Services, that falls under the Emergency Services Group. RCBD would route the request to the **Emergency Services Group Supervisor** for review. Once the ESGS reviews the request and concurs that it should be fulfilled through a PSMA, ESGS routes the approval to RCBD. ESGS can enter any relevant comments in the comments section, select the Resource Capability Branch Director (RCBD) in the **Assigned To** dropdown menu and then click the **Save Here** button.

<p>9. State Approving Official Signature</p> <p>John Q. Williams</p> <p>Validate</p>	<p>If the cost for supplying or supporting the resource is shared between FEMA and the affected State, the FCO and State Coordinating Officer (SCO) must also review and approve the documentation.</p>	<p>Attachment:</p> <p>Browse...</p>	<p>10. Date and Time</p> <p>07/08/2013 13:47:49</p>
<p>FEMA OPS ARF UPDATE(Operations Section Only)</p> <p>ARF Status: Forwarded for Action (accepted) Assigned To: <b>IS R01 RS (ESGS) Emergency Services Group Supervisor</b></p> <p>Save here Spell Check Cancel</p>			
<p>FEMA OPS Comments (FEMA Internal Only):</p> <p>Behavioral health care services will be provided by HHS via pre-scripted mission assignment.</p> <p>View Other Comments</p> <p>Last Comment:</p>			

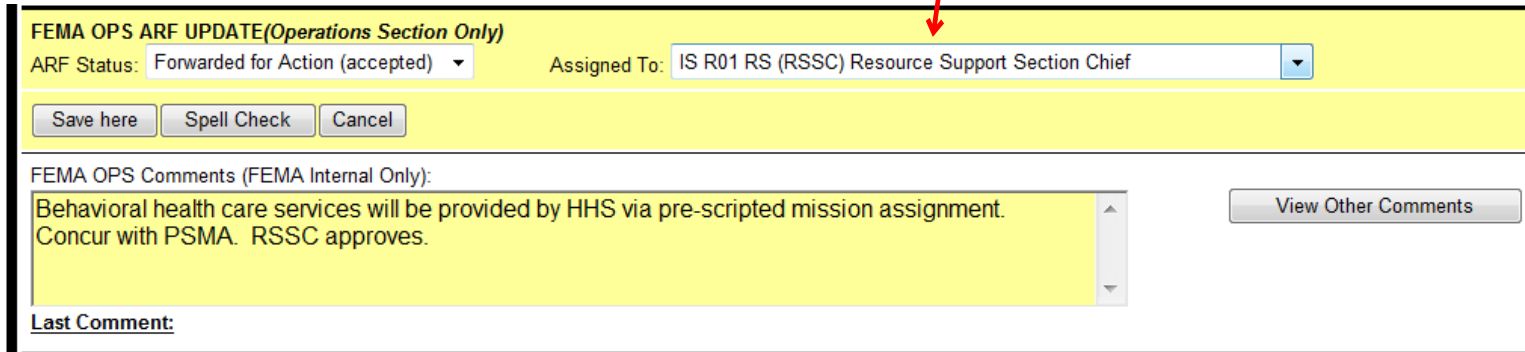


# Pre-Scripted Mission Assignment (PSMA) - Approval by Resource Support Section Chief



FEMA

The final approval is by the Resource Support Section Chief (RSSC).



The screenshot shows a web form titled "FEMA OPS ARF UPDATE (Operations Section Only)". The "ARF Status" is set to "Forwarded for Action (accepted)". The "Assigned To" field is populated with "IS R01 RS (RSSC) Resource Support Section Chief". Below the status and assignment fields are buttons for "Save here", "Spell Check", and "Cancel". A section for "FEMA OPS Comments (FEMA Internal Only)" contains a text area with the comment: "Behavioral health care services will be provided by HHS via pre-scripted mission assignment. Concur with PSMA. RSSC approves." To the right of the comment is a "View Other Comments" button. At the bottom left, there is a "Last Comment:" label. A red arrow points from the text above to the "Assigned To" dropdown menu.

Once the RSSC approves the request and returns it to RCBD, the Resource Capability Branch Director (RCBD) forwards the request to the Order Processing Group Supervisor (OPGS) for execution.

# Pre-Scripted Mission Assignment (PSMA) - RCBD Final Review



FEMA

Once the request has been approved as a pre-scripted mission assignment in coordination with the resource provider, the Resource Capability Branch Director (RCBD) forwards the request to the Order Processing Group Supervisor (OPGS) for action. To execute this action hit **Save Here** button.

A screenshot of a web form titled "FEMA OPS ARF UPDATE(Operations Section Only)". The form has a yellow background. At the top, it shows "ARF Status: Forwarded for Action (accepted)" and "Assigned To: IS R01 RS (OPGS) Order Processing Group Supervisor". Below this, there are three buttons: "Save here", "Spell Check", and "Cancel". The "Save here" button is circled in red. Below the buttons is a text area for "FEMA OPS Comments (FEMA Internal Only)" containing the text "Behavioral health care services will be provided by HHS via pre-scripted mission assignment." and a "View Other Comments" button. At the bottom, there is a "Last Comment:" label.

The OPGS reviews the request, inserts any necessary comments and forwards it to the Mission Assignment Unit Lead (MAUL). To execute this action hit **Save** button.

A screenshot of a web form titled "FEMA OPS ARF UPDATE(Operations Section Only)". The form has a yellow background. At the top, it shows "ARF Status: Forwarded for Action (accepted)" and "Assigned To: IS R01 RS (MAUL) Mission Assignment Unit Leader". Below this, there are three buttons: "Save", "Spell Check", and "Cancel". The "Save" button is circled in red. Below the buttons is a text area for "FEMA OPS Comments (FEMA Internal Only)" containing the text "Behavioral health care services will be provided by HHS via pre-scripted mission assignment. MAUL - Please take for action." and a "View Other Comments" button. At the bottom, there is a "Last Comment:" label.

# Pre-Scripted Mission Assignment (PSMA)



FEMA

## - Order Processing Group Supervisor

Once approval has been obtained by RSSC, the RCBD forwards the request to the Order Processing Group Supervisor (OPGS).

- The OPGS processes orders based on the sourcing method identified by the RCBD and orders the required resources or services according to established procedure and processes.
- For this scenario, the request is being mission assigned so OPGS would forward the request to the Mission Assignment Unit Lead (MAUL).

FEMA OPS ARF UPDATE(Operations Section Only)

ARF Status: Forwarded for Action (accepted) Assigned To: IS R01 RS (OPGS) Order Processing Group Supervisor

Save here Spell Check Cancel

FEMA OPS Comments (FEMA Internal Only):

Behavioral health care services will be provided by HHS via pre-scripted mission assignment. MAUL - Please take for action.

View Other Comments

Last Comment:



# Pre-Scripted Mission Assignment (PSMA) - Mission Assignment Unit Lead

**FEMA OPS ARF UPDATE (Operations Section Only)**  
ARF Status: Forwarded for Action (accepted) Assigned To: IS R01 RS (MAUL) Mission Assignment Unit Leader

Save here Spell Check Cancel

FEMA OPS Comments (FEMA Internal Only):  
Behavioral health care services will be provided by HHS via pre-scripted mission assignment. MAUL - Please take for action. View Other Comments

Last Comment:

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

1.  OPS Review by: Jane Doe  
 LOG Review by:  
 Other Coordination:  
 Other Coordination:  
 Other Coordination:

2. Source:  
 Donations  
 Other(Explain)  
 Requisitions  
 Procurement  
 Interagency Agreement  
 MA Assignment  
MA Number: PSMA 248  
 MA Task Order

3. Assigned to:  
ESF/OFA: ESF #8: Public Health and Medical Services  
Other:  
LSCMS Number:  
Date/Time: 07/08/2013 07:50:42

Immediate Action Required:  Yes

The Mission Assignment Unit Lead (MAUL) reviews the & processes the request and records the Mission Assignment number. If transportation is necessary, then they work with Transportation Services Unit to coordinate transportation.

The Mission Assignment Unit Lead also assigns the ECAPS ID which is recorded at the bottom of the form.

**TRACKING INFORMATION (FEMA Use Only)**

ECAPS / NEMIS Task ID: 445478	Action Request No.:	Program Code/Event No.:	<input type="checkbox"/> Originated as verbal
Received by (Name and Organization): Julie Jones	State: R-I	Date/Time Submitted: 07/08/2013 14:36:55	



FEMA

# Questions?



FEMA

# Request Follow Up

How to View ARF/Request History  
and Track the Request



# Request History

Request Number	Assigned To	Position contact #	Request	Status	Submitted / Last Updated	Details
ARF#: <a href="#">NRCC-Resource Request Test-201371113-736</a> State: <a href="#">NRCC</a>	NRCS *RS Comptroller/Order Processing Group Supervisor	NRCC-Resource Capability Branch Director  202-222-2222	100 cases lactose free powder infant formula.  Estimated Total Cost:	Forwarded for Action (accepted)	07/11/2013 13:54:46 07/15/2013 07:20:09	<a href="#">View</a> <a href="#">Request History</a> <a href="#">Copy Request</a>

The history of a request can be viewed by clicking on the **Request History** button.

## Resource Request

Incident: Resource Request Test

[Return to List](#) [Create PDF](#)

---

**Request Info**

State Request Number: [FEMA ARF#:NRCC-Resource Request Test-201371113-736](#) Task ID: [201371113-736](#) Item Requested: [100 cases lactose free powder infant formula.](#) Request Submitted Date/Time: [07/11/2013 13:54:46](#)

**Status:** Forwarded for Action (accepted)  
**Last update by:** Rhonda.Honegger@fema.dhs.gov as NRCS \*RS Resource Support Section Chief at 07:16:48 on 7/15/2013  
**Comments:** Request for 100 cases of lactose free infant formula to be provided by Red Cross - approved. OPGS please take for action.

---

**Status:** Forwarded for Action (accepted)  
**Last update by:** Rhonda.Honegger@fema.dhs.gov as NRCS \*RS Resources & Capability Branch Director at 07:15:20 on 7/15/2013  
**Comments:** Recommend request for 100 cases of lactose free infant formula to be provided by Red Cross be approved.

---

**Status:** Forwarded for Action (accepted)  
**Last update by:** Rhonda.Honegger@fema.dhs.gov as NRCS \*RS Resource Support Section Chief at 07:10:44 on 7/15/2013  
**Comments:** Recommend request for 100 cases of lactose free infant formula to be provided by Red Cross be approved.

The history can be saved as a PDF for emails by clicking on the **Create PDF** button.

Once a user is done viewing the history, click on the **Return to List** button.



# Role of Resource Tracker

## The Resource Tracker:

- Maintains visibility and provides the status of all resources ordered from source through delivery by coordinating with Resources staff at all levels and managing a database with all resource requests and orders.
- Tracks requests and status of resource requests as instructed by the RSS Chief.
- Updates on resource status are input by the resource provider.





# Future WebEOC Phases

Currently WebEOC only supports routing requests as far as Mission Assignment. Plans are in place to build on routing capabilities to other positions to include:

- Contracting Acquisitions and Ordering Unit Lead
- Operational Support Group Specialist
- DHS Surge Chief
- Transportation and Movement Group Supervisor

Once this occurs, requests will be able to tracked from initialization through delivery all on WebEOC.



FEMA

# Questions?