Emergency Support Function #7

Resource Support

2024

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Approval Signatures

The undersigned have hereby reviewed and approved ESF #7 of the Outagamie County Emergency Response Plan:

_____   _____
County Board Chairperson   Date

_____   _____
Emergency Management Director   Date

Emergency Support Function #7
Resource Support

Purpose

Emergency Support Function (ESF) #7 (Resource Support) provides the mechanism by which Outagamie County coordinates requests from the Incident Commander or other response/recovery entities for county, local, and tribal governments, the private sector, and volunteer resources prior to, during, and/or after emergencies or disasters.

Scope

The coordination of resource support to the county EOC (Emergency Operations Center), local EOCs, and county personnel assigned to the incident, which includes emergency relief supplies, facility space, office equipment, office supplies, communications, contracting services, transportation services (in coordination with ESF #1– Transportation), security services, special teams and personnel required to support immediate response activities. ESF #7 provides support for requirements not specifically identified in other ESFs. Resource support may continue until the disposition of excess and surplus property is completed and coordinated with the EOC Staff.

ESF #7 supports all Emergency Support Functions (ESFs).

The County will assist affected municipalities with resource management in the following ways:

1) Receive requests for resources (supplies, equipment, personnel) that cannot be met within the jurisdiction/agency or through mutual aid.
2) Emergency Management/EOC will coordinate with the Voluntary Organizations Active in Disaster (VOAD) for:

- Coordination of donated goods with other community organizations (i.e., receiving, sorting, warehousing, distributing items).
- Coordination with Outagamie County Community Emergency Response Team (CERT) to handle spontaneous volunteers or other tasks.
- The VOAD membership list is addressed in Attachment 1.
- Providing accountability of personnel at the scene through the WICAMS (Wisconsin Credentialing and Management System).

- Public Information and coordination through ESF #15, External Affairs.
- Provide logistics, financial tracking and administrative support when applicable to the county and local jurisdictions.

Policies

1) Outagamie County maintains a 24-hour Communications Center to respond to incidents and support normal operational requests when notified. Emergency Management/EOC or its designee will respond to additional requests for communication assistance within the guidelines of ESF #2 Communication and Warning.

2) When the EOC is activated, the EOC Manager may activate the Resource Support Section of the EOC and additional personnel to manage and coordinate resource assistance.

3) Request for National Guard Assistance must follow the SOG (Standard Operating Guideline) addressed in Attachment 5.

4) Under ESF #7, the County does not manage medical resources (addressed in ESF #8) or communications resources (addressed in ESF #2), unless specifically requested.

Concept of Operations

Local and county agencies should first utilize internal resources and mutual aid agreements for resources. If unable to acquire the needed resources or personnel, the agency can contact the county EOC to assist.

Emergency Management/EOC will first utilize a current inventory of county resources and those available from partnering government agencies, non-profit organizations and private contractors.

Specialized resources, especially those from local, state and federal agencies and other states, will be requested and coordinated through the County EOC then Wisconsin Emergency Management (WEM).

1) Requests for resources are processed and managed by Emergency Management/EOC.
   - If the EOC has not been activated, resource requests are handled by Emergency Management using current purchasing procedures. If an

emergency has been declared then the Emergency Purchases procedure can be followed below:

Section 22-34 from the Outagamie County Ordinances.

The county executive or designee may authorize any county department to purchase in the open market, without filing a requisition or estimate, any supplies, materials or equipment for immediate delivery to meet actual emergencies arising from unforeseen causes. The reason for invoking this provision shall be documented in writing, retained by the county executive or designee and reported to the County Board. Any emergency purchases made using federal, state and/or other funding sources may have different guidelines and the most restrictive would be followed.

- When the EOC has been activated, resource requests go to the EOC Manager or designee unless the Resource Support section has been activated. Resource requests should be submitted on Resource Order Form addressed in Attachment 4.
- In a larger incident the County Emergency Management/EOC would coordinate with surrounding local and/or Regional EOCs in providing logistical support. If limited communications are available then the use of the Communications Center or ARES will be implemented.
- Purchasing will oversee any local requests for contracts.
- In cases when there is notice of a potential catastrophic disaster, Emergency Management will contact the local Emergency Management Coordinators and public safety to pre-positioning resources and recording those locations.
- Staging areas will be established by the local IC/UC based on the incident and available areas.

2) The Resource Support Section of the EOC supports response and recovery operations by coordinating, managing and assisting the affected organization in acquiring resources requested by the impacted jurisdiction.
- Resources provided to the requesting organization stay under the administrative control of their (the resource owner) agencies.
- Operationally, they respond to mission assignments under the coordination of the Incident Commander/Operations Section Chief at the incident.

3) Personnel trained to staff the EOC Resource Support Section:
- Financial Services
- Emergency Management Staff
- Local Emergency Management Coordinators

- Area County Emergency Management Directors
- UW Extension
- Recycling & Solid Waste
- Parks
- VOAD Agencies

4) The County and all responding organizations must keep accurate records of all their costs related to an incident. The type of disaster declaration for the incident determines whether or not state and federal funds will be made available to reimburse the responding organization.

5) The agency making the original request for the resource/personnel will be responsible for costs and confirms the request through email or by a signed document to the county. If the equipment is damage during operational use the requesting agency will be responsible for the costs unless a previous arrangement is in place.

Functions of the EOC Resource Support Section

The EOC Resource Support Section has responsibility for these areas: identify and acquire available resources, track resources, volunteer management, and donations management. The principle activities for each functional area are:
- Identify available resources
- EOC personnel track available resources
- Acquiring resources through the EOC
- Provide logistical support to the operational needs of county personnel at their location (supplies, housing, transportation, etc.).
- Possible items which may be requested to order/arrange for the field or EOC:
  - Public safety equipment and personnel
  - Feeding for response personnel or the public
  - Hotel rooms
  - Transportation of resources
  - Office and general supplies
  - Portable toilets, mobile showers and hygiene products

The EOC Manager coordinates with the Procurement Coordinator and/or Buyer to contract for needed services, resources and equipment within ordinance limits for the response/recovery effort.
- Track resources
- Prioritize and coordinate the distribution of supplies and equipment to the incident location.

- After the resource has been ordered it is passed to Resource Tracking which follows the resource as it is being delivered, arrives, deployed and returned.
- Donations Management:
  - The request for donated resources/services are tracked and matched, addressed in Attachment 2
- Volunteer Management:
  - Manage assistance from volunteer groups and integrate into the response and recovery as able

Primary and Supporting Agencies

Outagamie County

Primary Agency

County Emergency Management/Local EM

Supporting Agencies

County Corporation Counsel
County Executive
County Finance Department and Purchasing Division
County Public Information Officers (PIOs)
Voluntary Organizations Active in Disaster (VOAD)
Other Response Agencies

State of Wisconsin

Primary Agency

Wisconsin Emergency Management (WEM)

Supporting Agencies

Department of Agriculture Trade & Consumer Protection (DATCP)
Department of Health Services (DHS)
Department of Military Affairs (DMA)
Department of Natural Resources (DNR)
Department of Administration (DOA)
Department of Transportation (DOT)
American Red Cross (ARC)

Likely Support Includes

- Identify and coordinate state resources (e.g. personnel, facilities, equipment and supplies) in support of state and local operations.
- Track resources during operations.

Federal

Primary Agency

General Services Administration

Supporting Agencies

Department of Agriculture
Department of Commerce
Department of Defense
Department of Energy
Department of Labor
Department of Transportation
Department of the Treasury
Department of Veterans Affairs
Federal Emergency Management Agency (FEMA)
National Aeronautics & Space Administration (NASA)
National Communications System
Office of Personnel Management

Responsibilities and Tasks
Primary Agency: County Emergency Management/Local EM

Mitigation and Preparedness Phase

- ☐ Maintain this ESF
- ☐ Update and coordinate resource lists as addressed in Attachment 6 and 7
- ☐ Work with identified agencies for exercising, training and planning both regionally and locally
- ☐ Maintain established response agreements
- ☐ Attend and participate in VOAD meetings

Response Phase

- ☐ Activate/set up the EOC
- ☐ Request resources from county, state and mutual aid agencies; non-profit and volunteer organizations and private contractors
- ☐ Activate Outagamie Community Emergency Response Team (CERT), if needed
- ☐ Notify Volunteer Fox Cities of situation, request volunteers as needed
- ☐ Implement a system to record, direct and track all resources (including hours donated by volunteer laborers) being activated and all associated costs
- ☐ Prioritize requests for resources to meet basic and highest needs (e.g., potable water, food, emergency power)
- ☐ Identify secure facilities from which resource management activities are based
- ☐ Identify the types of personal protective equipment (PPE) required for volunteers. If PPE is needed, ensure that it is acquired, issued and users are trained on proper usage before they respond to the field.
- ☐ Identify and obligate transportation resources for goods and people. Factor requirements for special needs populations into requests
- ☐ Identify and obligate contractors for site remediation
- ☐ Support local efforts to coordinate (i.e., receive, sort, warehouse, distribute) donated goods as addressed in Attachment 2
- ☐ Enact a system to register volunteers and to coordinate and document their activities (e.g., training, responsibilities, injuries, equipment.)
- ☐ Work with Risk Management to ensure volunteers are covered under workers' compensation.
- ☐ Work with the appropriate agencies to coordinate debris removal

☐ Coordinate the respective Continuity of Operations Plans (COOP) for the County Departments as well as the Continuity of Government Plan (COG)

Recovery Phase

☐ Reconsider resource interventions and reassign or dismiss as needed
☐ Rehabilitate or restock resources to a state of readiness
☐ Review contracts for goods and services with staff (e.g., legal counsel, WEM, FEMA) to ensure quality
☐ Issue media releases through the designated PIO with guidance to help protect the public from inappropriate business practices
☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: County Corporation Counsel

Response Phase

☐ Coordinate with Purchasing to review and negotiate contracts for support of emergency actions

Recovery Phase

☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: County Executive

Mitigation and Preparedness Phase

☐ Maintain support of this ESF

Response Phase

☐ Report to EOC
☐ Declare a State of Emergency if needed
☐ Provide guidance on spending limits for ordering county needed resources
☐ Work with surrounding counties for continued support
☐ If necessary, invoke temporary controls on local resources and establish priorities for use

Recovery Phase

☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: County Finance Department and Purchasing Division

Mitigation and Preparedness Phase

- ☐ Maintain internal procedures for procurement and financial protocols
- ☐ Maintain essential ordinances pertaining to regulating financial regulations
- ☐ Maintain relevant procedures in this ESF

Response Phase

- ☐ Report to EOC
- ☐ Follow procedures listed under the Concept of Operations & Function of the EOC
- ☐ Work with County Executive in declaring and in regards to county purchasing guidelines. (County Ord. 22-34)
- ☐ Receive, document, prioritize, and track requests for resources as addressed in Attachment 3
- ☐ Coordinate with other ESFs of the ERP
- ☐ Maintain financial and legal accountability
- ☐ Establish separate "cost center" for entire disaster/event
- ☐ Receive data from Emergency Management concerning resources obtained from private vendors and arrange for timely reimbursement
- ☐ Negotiate contracts for support of emergency actions, working with Corporation Counsel

Recovery Phase

- ☐ Continue with support responsibilities until obligations are satisfied and working with EOC Staff
- ☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: County Public Information Officers (PIOs)

Mitigation and Preparedness Phase

☐ Maintain support of this ESF
☐ Establish basic template messages

Response Phase

☐ Share daily with the media and United Way 2-1-1 donation needs from the EOC
☐ Activate ESF #15 – External Affairs

Recovery Phase

☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: Voluntary Organizations Active in Disaster (VOAD)

Mitigation and Preparedness Phase

☐ VOAD member agencies should attend and participate in the VOAD meetings

Response Phase

☐ VOAD organizations should have their volunteers report to designated staging and registration area
☐ Coordinate activities with Emergency Management or designee(s)
☐ Provide requested services
☐ Track all volunteer hours, equipment used and services provided
☐ Report associated costs for services to appropriate agency(s)

Recovery Phase

☐ Participate in the debriefing and After Action Review (AAR)

Responsibilities and Tasks
Supporting Agency: Other Response Agencies

Response Phase

☐ Mobilize resources dispatched to the affected area and track their disposition
☐ Utilize resources to conduct operations in support of local response
☐ Record and report to County Emergency Management the costs of utilizing the resources for disaster or emergency operations

Recovery Phase

☐ Participate in the debriefing and After Action Review (AAR)

Attachment 1 – List of Agencies Participating in VOAD

American Red Cross
Catholic Charities Integrated Crisis and Community Services Coordinator
Catholic Charities Social Ministry and Community Outreach
Civil Air Patrol
Community Emergency Response Team (CERT)
Community Clothes Closet
Feeding America Eastern Wisconsin
Fox Cities Victim Crisis Response Team
Fox Valley Humane Association

Information Technology Disaster Resource Center
K9 Emergency Response Team (KERT)
K9SOS Search and Rescue Team
Leaven
MN-WI Baptist Convention
Outagamie Co ARES/RACES
Salvation Army
St. Joseph Food Program
Team Rubicon
United Way 2-1-1

| Valley Builders Association |
| Valley Mounted Volunteers |
| Volunteer Fox Cities |

A full list of VOAD Capabilities is located in the Emergency Management Office

Attachment 2 – Donations Management

General Donations Policy

Items which are donated to the disaster will be utilized to see how it can be applied first for those impacted by the disaster. If not applicable then the donations will be shared within the community or region. If the donations do not meet health, safety, or usability standards then it will be discarded.

All donations being dropped off must have the donator's name, phone number and address. In cases when a semi-truck trailer is delivering equipment, also record the company name and contact information. This is for record keeping and also in case a dangerous good is received.

Share any specific needed donations to the media on a daily basis through the PIO.

Solicit donations needed for volunteers such as nitrile gloves, work gloves, mosquito repellent, etc.

For restricted or quarantined areas requiring transportation to or through, the EOC, in coordination with the local Emergency Management Coordinator, law enforcement and public works will establish a route and schedule.

Identify the points of distribution for food and other items (coordination with PIO, local EM) for catastrophic events or situation that create isolated pockets in the community.

Monetary

During any disaster the county will encourage all cash donations be referred to the local agencies currently assisting on scene. A municipality may activate their own fund however are responsible to track and maintain the fund according to IRS standards.

Clothing

- Clothing donations should be sent to the thrift stores
- County EOC will coordinate with the local jurisdictions to distribute vouchers to those in need

Food

The policy of the county is no food will be accepted from the general public. Any food being brought to feed responders or the general public in an official capacity must follow city/county Public Health rules.

Local Food Pantries

- The Salvation Army- (920)734-3324
  130 E. North Street, Appleton, WI
  Hours: Monday-Friday 8:00 am – 4 pm
- St. Joseph's Food Pantry (920)734-9461
  1465 Opportunity Way, Menasha, WI
  Hours: Monday 9 am – 11 am, 5 pm – 6pm
        Wednesday 9 am – 11 am
        Friday 9 am – 11 am
- Freedom Food Pantry (920)740-2753
  W2004 County Rd S, Freedom, WI
  Hours: first and third Thursday of the month 3:30 pm – 5:30 pm
- Hortonville Community Food Pantry (920)779-6705
  N846 Industrial Drive, Hortonville, WI
  Hours: Wednesday 10:30 am – 12:30 pm, 5:30 pm – 6:30 pm
- Freedom Center Food Pantry (920)412-7582
  1110 South Oneida Street, Appleton, WI
  Hours: Wednesday 3:45 pm – 6:00 pm
- Loaves and Fishes (920)205-6900
  213 E Wisconsin Ave, Appleton, WI
  Hours: Monday, Wednesday and Friday 5:00 pm – 6:00 pm

Other donations

Contact Valley Home Builders Association (VHBA) and Habitat for Humanity to see if they have volunteers and/or time to tarp the roofs on homes.

Warehousing

In catastrophic events normal channels of managing donations will not be able to handle the need for assistance nor the amount of donations being received. Warehousing would be used for sorting/managing and also distributing goods.

Financial Services/Purchasing could coordinate with local real estate agents to identify locations in an emergency once receiving the requirements for the sites.

Attachment 3 – Procedures for Acquiring and Ordering Resources

When a local jurisdiction requests a resource the Outagamie County Resource Order Form should be filled out by EOC personnel. The form is addressed in Attachment 4.

These requests are shared with local agencies, volunteer organizations and private sector sources within the region.

The EOC will confirm the order with the jurisdiction and the acceptance of the charge. This confirmation can be received through signature on the form, email, fax, or voicemail and the documentation attached to the request form.

A standard Purchase Order may be generated in the County's financial software with a specific general ledger which will designate an agency bill back. The ship to will reflect the agency that will receive the goods. The bill will go directly to the local jurisdiction requesting the resource along with a copy of the Purchase Order.

If a credit card is used by the EOC to obtain a resource then an invoice will be created to bill the charges back to the local jurisdiction.

If the request cannot be filled through these efforts, the EOC Manager or EOC Resource Support Section contacts the WEM State Duty Officer or the WEM Regional Director for assistance in obtaining the resource.

WEM reviews the resource request against all available type resources. When a resource is located, the requester is told the cost of the resource (if any).

The jurisdiction who is requesting will provide WEM with who will pay for it (if there is a cost involved), who is responsible for getting and returning the resource, and when it will be returned. If the requester agrees to the conditions, arrangements are made to get the resource to the requesting party. All resource acquisition/assignments outside the region are approved by the State to insure it does not negatively impact the overall Incident Action Plan.

If the resource is not available, WEM will attempt to locate a similar or equivalent resource for county use.

The County and jurisdictions Purchase Orders will be tracked in the JD Edward System.

Attachment 4 – Outagamie County Resource Order Form

OUTAGAMIE CO. RESOURCE ORDER FORM Updated 10/9/24	Incident Name:	Date Request Received:	Time Request Received:	EOC Staff Completing Form:

RESOURCE REQUEST INFORMATION				
Requesting Agency:	Requestor Name:	Requestor Phone #:	Requestor Address:	Select the Funding Source for the resource: _ Local Funds _ County Budget _ County Contingency Fund _ FEMA _ VOAD with costs _ VOAD with no costs _ Donated/no costs _ Unknown _ Other _____
ORDER INFORMATION:				
Detailed description of resource	Quantity needed	Unit type (pallet, box, gallons, pounds, team)	Suggested sources from the requestor (include name & phone #)	
Delivery Location:	Desired Delivery Date:	Desired Delivery Time:	Limits in cost or arrival time:	Notes:

RESOURCE ASSIGNED:				
Vendor or Agency:	Contact #:	Vendor/PO#:	Address:	Date/Time Order on:
Cost (including hourly & total):	Estimate Date & Time of Arrival:	Requestor Accepts Costs:	Date/Time Requesting Agency Notified of costs and delivery:	Action Taken: _ Order Completed _ Unable to locate _ Requesting agency withdrew request _ Other: _____
		__ Yes __ No		

MUST HAVE EOC APPROVAL BEFORE THE FINALZING THE ORDER!!				
EOC Approval Logistics Section:		EOC Approval Finance Section:		EOC Manager:
□ Notified VOAD Rep (if using VOAD resource)				
* Finance Section: Attach copy of invoice once received.				
Additional Comments:				

Attachment 5 – Requesting National Guard SOP

When a request is made for Wisconsin National Guard assistance, certain essential information about the emergency and the desired form of Guard assistance is required by the Governor to assist in determining whether to authorize a mission. The situation must be extremely serious and clearly beyond the capability of the requesting agency and/or local government in order for the Guard to be committed.

To expedite requests for use of the Wisconsin National Guard the following procedure will be used: When you wish to request the assistance of the National Guard contact your County Emergency Management Director, who will then contact the Wisconsin Emergency Management Duty Officer at 1-800-943-0003 (press option 2). Do not contact the Wisconsin National Guard directly. Provide the following information to the Duty Officer:

1. Your name, title, and telephone number or other appropriate contact information.
2. Name, title, agency and telephone number of the person whose authority is being used to request Wisconsin National Guard help. By statute, only the following may request the Wisconsin National Guard: any mayor of a city, president of a village, chairman of a town, county sheriff or a U.S. Marshal.
3. Description of the situation/event: Where is it occurring, when did begin, what has been impacted in terms of public health and safety, is critical infrastructure impacted, etc.
4. What is the Wisconsin National Guard needed for: describe the task or proposed assignment as specifically as possible. What will they be asked to do? When will they be needed?
5. What local and county resources are already committed? Have mutual aid resources been committed, what are they doing, are these resources fully exhausted? Is the county emergency management director on the scene?
6. If the Wisconsin National Guard is assigned to assist with this problem:
   - Where should the Liaison Officer report?
   - Who is the Incident Commander or local person in charge? What is the telephone number for the contact person?
7. If use of the Wisconsin National Guard is approved, are local authorities prepared to provide food and lodging, gasoline, oil, and lubricants for the Wisconsin National Guard personnel and their equipment?

The WEM Administrator or the Response & Recovery Bureau Director will discuss the request with appropriate personnel from the Wisconsin National Guard and a recommendation will be made to the Governor. If the request is approved, the WEM duty officer will advise the requesting local official and the Wisconsin National Guard will initiate contact with the designated local official or incident commander.

Attachment 6 – ATV and Snowmobile Clubs

A current list of contact information for area snowmobile clubs can be found on the Association of Wisconsin Snowmobile Clubs website:
https://www.awsc.org/Clubs/Club-Listing

Attachment 7 – Solid Waste Haulers

A complete list of Solid Waste Haulers for Outagamie County is located in the Emergency Management Office on the shared drive under Resources.