



**Pennsylvania Department of Health (PA DOH)
Unmet Needs Request Protocol
Revised 6/28/10**

When a local entity identifies an unmet need, the entity will contact the local/county Emergency Management Agency (EMA). The entity will submit an unmet needs request using the PA DOH Unmet Needs Request Form or on another form that includes the following information:

- Incident description
- Description of the mission; specific mission objectives
- Types of assistance or resources needed, which may include:
 - Number of personnel, equipment or supplies
 - Personnel skill set
 - Description of duties
 - Date and time resources are needed
 - Hours during which resources will be deployed, if applicable
- Delivery location or staging area
- Location where resources will be deployed (if different than above)

If the local/county EMA is unable to fill the request with local resources (including public health resources), the EMA will forward the request to the Pennsylvania Emergency Management Agency (PEMA).

Upon request from an entity for resources from the PA DOH (personnel, equipment or supplies) for assistance with a training, exercise, or real world event, the following protocol will be in effect:

If a request comes directly from an entity to the PA DOH, the entity will be instructed to contact their local emergency management coordinator to determine if the need can be filled using local resources. Once the PA DOH becomes aware that a request has been submitted to the local emergency management agency, the PA DOH will work to identify resources responsive to the request, but will not notify, activate or deploy any resources without a confirmed request from PEMA and a mission assignment number.

When the request reaches PEMA, PEMA will assign a Mission Number to the Unmet Needs Request and forward the request to the PA DOH.

PA DOH will accept or reject the request based on the mission objectives, available information and available resources and notify PEMA. PA DOH may contact the requesting entity to gather more information and confirm resource availability prior to accepting or rejecting the request. If the request is accepted, the PA DOH will:

- Work with the requestor and/or PEMA to draft the appropriate statement of work for the mission assignment;
- Work to identify and deploy resources to fill the request;
- Notify PEMA when it is able to provide resources to fill the request and inform PEMA of what types of resources are being deployed.

If, during the course of the mission, it becomes clear that resources must be adjusted (either up or down) in order to accomplish the mission, or that other changes are required (such as scheduled dates and times, if applicable) in order for resources to be appropriate, the PA DOH will consult with the entity requesting assistance and PEMA, and will adjust number of personnel and other aspects of the mission as necessary.