

# COVID-19 PPE Request Guidance

Version 1

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November 20, 2020



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**COLORADO**

**Division of Homeland Security  
& Emergency Management**

Department of Public Safety

# PPE Requests

## Assumptions:

Requests for resources such as PPE will follow the [State Resource Mobilization Annex](#) found on the DHSEM website.

As PPE remains a largely globally-limited resource, PPE request fulfillment will be guided by the most recent PPE Allocation Letter issued by Mike Willis, Director of the Office of Emergency Management. The November 2020 PPE Allocation Letter is attached as Appendix A to this document.

## Requesting PPE :

Any entity in need of PPE will work through their local jurisdictions emergency management (EM) office. Contacts for the local EM can be found either on the local jurisdiction's government website or the [DHSEM Website](#).

The local emergency manager may have resources available for the requesting entity. If no other source is available for PPE, the EM may request PPE from the state through WebEOC.

If you are requesting PPE to support a test site, do not submit the order through WebEOC. Instead, use the [CDPHE Testing Resource Request](#) form to submit a request directly to the State Lab.

## WebEOC 213RR Process:

The Colorado Division of Homeland Security and Emergency Management uses the WebEOC 213RR to document requests to the state for assistance. Local emergency managers may input 213RRs for their own documentation according to their local resource mobilization plan and if PPE is supplied locally. If a local jurisdiction is unable to meet the PPE needs for the requesting entity, the local EM should push a 213RR to the state. Please put in a separate 213RR for each entity requesting PPE. For example, two separate long-term healthcare facilities both need gowns and gloves. Place two separate requests in WebEOC, one for gloves and gowns for the first hospital and a separate order for gloves and gowns for the second hospital.

## Required information for PPE request:

Request / Task Assignment Tab

Ensure that you are in the correct incident for PPE requests:

COVID-19 Support CO-COEM-1070

- Mission Name: (a short description of the request)

- Mission Description: (a more detailed description, may include information about the status of the facility needing the PPE)
- Originator name and contact information: (Facility contact information)

### Equipment Tab

- List of items requested. (Use the “Create Record” to add extra lines.)
- Please note there are two kinds of PPE dropdowns under Resource Name”
  - Resource Name: Health and Medical Supplies. Details of the PPE item can be filled in under “Comments” See screenshot below.

| Resource Name               | Unit of Measure | Quantity | NWCG | Comments                   | Details                                     |
|-----------------------------|-----------------|----------|------|----------------------------|---|
| Health and Medical Supplies | Each            | 10000    | No   | Isolation gowns Each 10000 | <a href="#">Edit</a> <a href="#">Delete</a> |

OR

- Resource Name: Personal Protective Equipment (PPE). Sub Dropdowns become available for common forms of PPE. See screenshot below.

| Resource Name  | Unit of Measure | Quantity | NWCG | Comments           | Details                                     |
|--|-----------------|----------|------|--------------------|---|
| Personal Protective Equipment (PPE) Gowns Gowns - Any Kind | (Select)        | 0        | No   | 10,000 each gowns. | <a href="#">Edit</a> <a href="#">Delete</a> |

### Staging Area Tab - (missing information may delay delivery, please complete this area)

- Please include information about the facility.
  - Facility Name (if delivery will be made to local EM, please include the requesting facility in the Mission Description section)
  - Address
  - Contact (if different from originator contact)

## Sending 213RR to the State:

Once you have filled out all appropriate information, save the 213RR, then route it to the state as follows:

### Order Routing Tab:

- Leave the Status field as “New Request”
- Change the Outsource radio button to “Yes”
- Assign to “State”
- The Reason that you are sending this request field should say “State Ordered Only”.
- Make sure you save the 213RR again to complete the

**Status / Assigned To**  
**a Status: ?**  
1. New Request  
**b Outsource: ?**  
 NO  YES  
**c Assigned Task to: ?**  
State  
**d Reason that you are sending this request? ?**  
State Ordered Only

To determine the success of routing the order to the state, look for “Yes” in the Outsource field of your 213RR list view. Under the Outsource Status field, “Pending” will change to “Accepted” when the SEOC Operations Section “accepts” the order into the SEOC resource request list. Once “accepted” only SEOC staff can edit the order. If you have any changes or additional input into the order, please contact SEOC operations to make those changes. If your order is an emergency, please contact the SEOC to express that urgency.

| Local # | Outsource | Mission                           | Originator                 | Assigned | Priority                   | Due                 | Status         | Outsource Status |
|---------|-----------|-----------------------------------|----------------------------|----------|----------------------------|---------------------|----------------|------------------|
| 1121    | Yes       | test<br><a href="#">Q Details</a> | Jackson County EM Director | SEOC     | 5. Extended (over 96 hrs.) | 12/19/2020 11:00:00 | 1. New Request | Pending          |

## What happens in the SEOC:

### Request acceptance

The SEOC Operations Section will check for new requests throughout the day. New requests are vetted for completeness, accepted and issued a number and directed to the appropriate position to carry out. Additionally, a request for PPE is grouped or categorized according to the "Guidelines for Allocation of Personal Protective Equipment (PPE)" letter (Appendix A). Operations will add further information in the Mission Name field helpful for categorization and may call you for clarification or additional information.

### Request assignment and fulfillment:

Operations will assign PPE order to the SEOC Logistics Section. The SEOC Logistics Section coordinates with warehouse personnel to put together a prioritized pick list. This list is dependent upon categorization / grouping of the requesting entities, urgency, availability, and demand. Once the list is approved by leadership, packing and shipping begins. Expect that shipments may be as often as daily or as long as two weeks depending on a number of factors, including distance and shipment logistics.

Requests that are not immediately fillable will be placed in a "Stand-By" status. Please read the comment tab of the order for additional status information.

## Statuses and Closeout

### Statuses

The SEOC has had to make a few adjustments to their internal use of statuses in WebEOC to accommodate the complexities of managing PPE dispersal.

### New Request

A new request routed to the SEOC Operations Section. Operations reviews the information and changes the status from New Request to an appropriate status for fulfillment, decision making or return to the jurisdiction

### Assignment

Operations assigns the request to the appropriate position, usually an emergency support function (ESF) or Logistics, for either further review or fulfillment.

### In Progress

The request status is changed to "In Progress" to signify that the request is being "worked."

Logistics will move PPE orders from “Assigned” to “In Progress” as they add it to the proposed fill list. If it is something that is unfillable for a lengthy period of time, it will be moved to “Stand by”.

#### Stand by:

Generally, the “Stand by” status is used for items that may not be available immediately, are under consideration by decision-makers or are created in advance and tied to a local operational trigger. Specific to PPE, however, “Stand by” indicates that request cannot be filled within two weeks but may become available after that time.

#### Partially Complete aka Partially Filled:

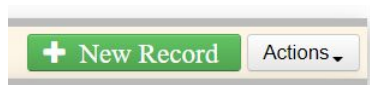
A request with a partial shipment will be moved to this status temporarily. The SEOC will communicate with the requestor to verify the remaining items still need to be filled or whether the request can be statused as “Complete”. The comments tab will document that determination.

#### Complete

Complete indicates PPE has been shipped, no other PPE will be sent from that order and the shipping costs/information has been added to the order. This is an internal requirement for our finance section to tie specific orders to our shipping invoices, not an expectation of a charge to the local jurisdiction.

#### Closed

The request is removed from the current view and is viewable using the “Actions” button at the top-right of the 213RR list view.



#### Other statuses

Other status are available but are either unlikely or rarely used for PPE-specific orders. For example, “Daily Maintenance” is an unlikely status for PPE requests as it is used for tracking orders with ongoing costs, like strike team deployments. For orders that were mistakes or were filled locally in some other manner, we will use “cancelled” rather than “rejected.”

## Contacts:

### Primary contacts

Area Field Managers

Listed here: <https://www.colorado.gov/pacific/dhsem/field-services>

### Secondary contacts

Operations

Elizabeth Ownsby, Operations Section Chief:

[elizabeth.ownsby@state.co.us](mailto:elizabeth.ownsby@state.co.us)

303-910-2391

Michael Delgado, Deputy Operations Section Chief

[michael.delgado@state.co.us](mailto:michael.delgado@state.co.us)

303-842-7542

Logistics

Marci Linton, Logistics Section Chief

[marci.linton@state.co.us](mailto:marci.linton@state.co.us)

720-377-4644

# Appendix A





# COLORADO

## Division of Homeland Security & Emergency Management

Department of Public Safety

November 18th, 2020

Re: Guidelines for Allocation of Personal Protective Equipment (PPE)

Dear Partners:

The global shortage of personal protective equipment (PPE) has tremendously challenged the COVID-19 pandemic response here in Colorado, across the country, and internationally. We continue to request supplies from the federal government and have engaged public and private vendors and manufacturers as we strive to bring as many supplies as we can to Colorado. We are committed to working with you to track down all possible leads and to look for innovative solutions to get more supplies into our state.

Until supply chains improve, we have developed a process for fulfillment of resource requests for PPE across the state. Our overarching goal is to prevent transmission of COVID-19 to those at highest risk of severe clinical disease and to provide personal protective equipment to workers delivering emergent life-saving services.

The Governor's Expert Emergency Epidemic Response Committee (GEEERC) adopted a Crisis Standards of Care Plan on April 7<sup>th</sup> 2020 which outlines use, reuse, and extending the use of PPE beyond its indicated shelf life, when appropriate. Scarcity and interruption in the global supply of PPE forces difficult decisions. The approved Crisis Standards of Care Plan will take precedence when there is a conflict regarding allocation, distribution, and usage.

<https://www.colorado.gov/pacific/cdphe/colorado-crisis-standards-care>

Please note that the list below is not all encompassing, but will help healthcare facilities and local public health agencies (LPHA's) by prioritizing allocation and distribution. Please note: this document does not guarantee fulfillment of every order. Orders may be partially filled due to limited stock, until supply chains stabilize.

**Group 1:**

Acute Care:

- a. Emergency Medical Services/Fire Service (Providing 911 response and Critical Care)
- b. Hospitals with Intensive Care Units/Ventilator Capacity
- c. Emergency Departments (including free-standing)
- d. Hospitals with COVID-19 cases
- e. Hospitals with highest number of COVID-19 cases

Long Term Care:

- a. Skilled Nursing Facilities with highest number of COVID-19 cases
- b. Skilled Nursing Facilities with COVID-19 cases
- c. Palliative & Hospice Providers caring for COVID-19 cases
- d. Home Health caring for COVID-19 cases
- e. ICFs (Intermediate Care Facilities) for Individuals with Intellectual and Developmental Disabilities (IDD) with highest number of COVID-19 cases
- f. ICFs (Intermediate Care Facilities) for Individuals with IDD with COVID-19 cases
- g. Adult Care Homes with highest number of COVID-19 cases
- h. Adult Care Homes with confirmed COVID-19 cases
- i. Behavioral Health & IDD and Traumatic Brain Injury (TBI) group homes with highest number of COVID-19 cases
- j. Behavioral Health, IDD, and TBI group homes with COVID-19 cases
- k. Adult Care Homes with other infectious disease outbreaks
- l. Skilled Nursing Facilities with other infectious disease outbreaks
- m. State and commercial medical testing laboratory employees

**Group 2:**

Congregate Care Settings:

- a. Shelters, Correctional Facilities, Dormitories, Unlicensed Residential Treatment Facilities, etc. with COVID-19 cases
- b. Skilled Nursing Facilities (not covered under Group 1)
- c. ICFs (Intermediate Care Facilities) for Individuals with IDD (not covered under Group 1)
- d. Adult Care Homes (not covered under Group 1)
- e. Behavioral Health & IDD and TBI group homes (not covered under Group 1)
- f. Alternate Care Facility staff

Healthcare/First Responder Agencies:

- a. Law Enforcement
- b. Fire Departments
- c. 911 Dispatch Centers
- d. Palliative & Hospice Providers (not covered under Group 1)
- e. Home Health (not covered under Group 1)
- f. Public Health Departments
- g. Primary Care Providers
- h. Urgent Care Centers
- i. Dialysis Centers
- j. Non-Emergency EMS Transport Agencies (not covered under Group 1)

- k. All medical transportation agencies
- l. Coroners, morticians, fatality transport personnel, funeral home staff

**Group 3:**

Non-Healthcare Entities

- a. Shelters, Correctional Facilities, Dormitories, unlicensed residential treatment centers, etc. (not covered under Group 2)
- b. County Transport Services
- c. Regulatory agencies with legal requirements to engage in healthcare system activities
- d. Division of Social Services, including Adult and Child Protection Services
- e. Hotels & Motels used for isolation and quarantine
- f. Other Governmental Entities with legal requirements to provide in home services
- g. Critical onsite workers involved in food production and distribution, energy, communications, hazardous material management, and water and wastewater treatment

**Group 4:**

All other requests

Other considerations: All requests for PPE will be verified and vetted by the Unified Coordination Center to ensure allocation is based on maintaining up to seven (7) days of inventory. Requests for greater than seven days of inventory or requests without proper justification will not be accommodated due to the high demand for these resources. PPE will be provided based on this grouping schedule regardless of urban/rural/tribal, non-profit/for-profit agency. The Unified Coordination Center may modify these criteria based on emerging response needs.

We thank you for all you are doing for your communities during these uncertain times.

Michael Willis  
Director, Office of Emergency Management  
Colorado Division of Homeland Security and Emergency Management