MHCC Resource Request Process

Incoming Resource Request

State/Regional Resource Group Supervisor

Resource Analyst

Resources Available

No

Procurement

Scarce

MAC Group

Resource Analyst

CDPH/ Cal OES Warehouses
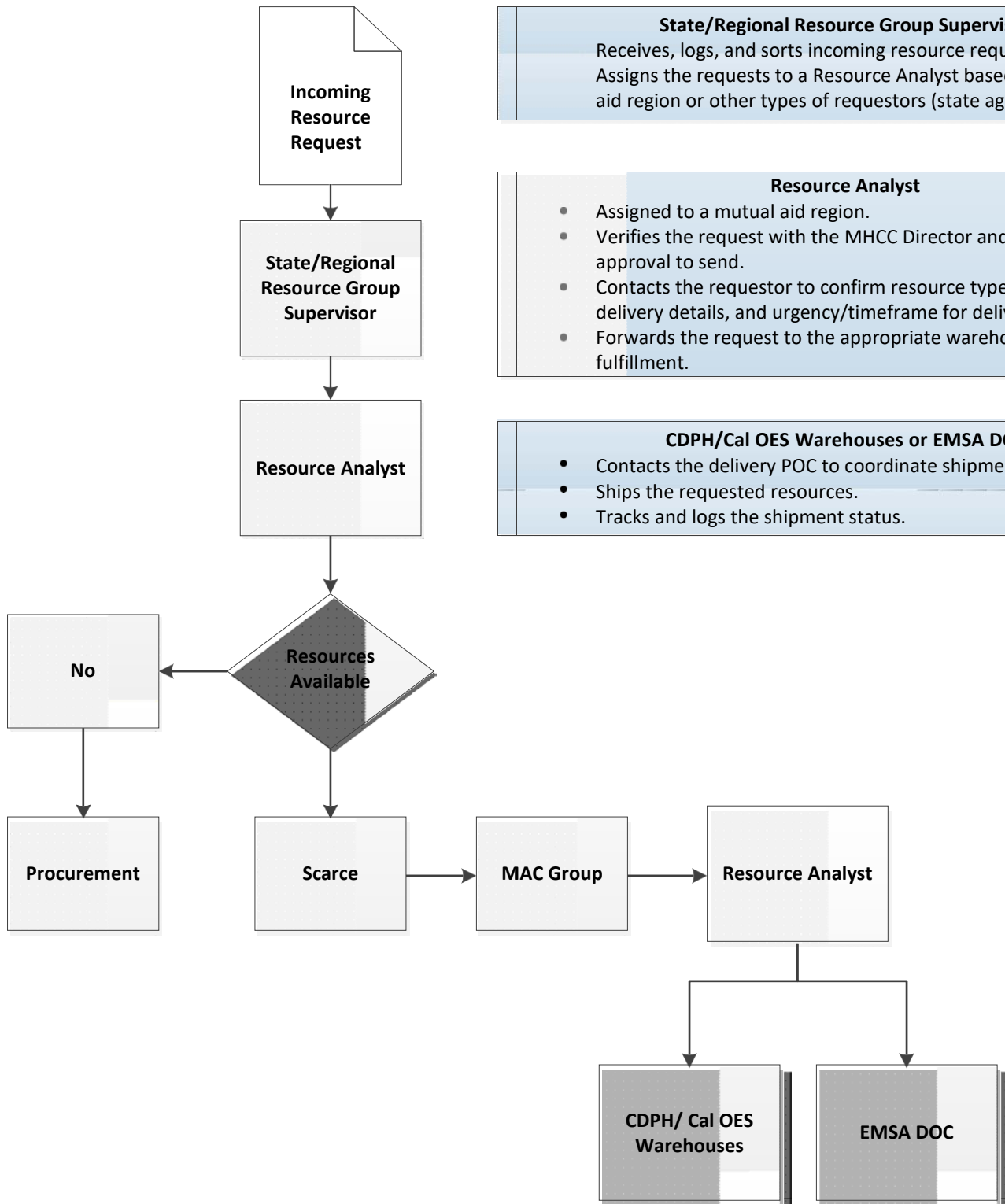
EMSA DOC

State/Regional Resource Group Supervisor
Receives, logs, and sorts incoming resource requests.
Assigns the requests to a Resource Analyst based on mutual aid region or other types of requestors (state agencies, etc.).

Resource Analyst
- Assigned to a mutual aid region.
- Verifies the request with the MHCC Director and obtains approval to send.
- Contacts the requestor to confirm resource types & quantities, delivery details, and urgency/timeframe for delivery.
- Forwards the request to the appropriate warehouse for fulfillment.

CDPH/Cal OES Warehouses or EMSA DOC
- Contacts the delivery POC to coordinate shipment.
- Ships the requested resources.
- Tracks and logs the shipment status.