



DEMES Frequently Asked Questions Mutual Aid Portal - External

Updated July 2023

MUTUAL AID PORTAL

How do I find missions that I can apply to?

- A Financial Point of Contact, of an Assisting Agency, can find a mission one of two ways;
 - The Mutual Aid Coordinator has invited the Assisting Agency to apply to a mission. If this is the case, the FPOC will receive an email notification with details of the mission and a unique link to apply to the mission. The link provided will take the FPOC directly to the Mission record on the Mutual Aid Portal.
 - The FPOC can locate a mission independently by logging onto the Grant Management [Portal](#). The FPOC logs into the Grant Management Portal, then selects the Mutual Aid tile, and then selects Missions on the top banner. A listing of the available missions will appear on this page.

How will I know if my Resource Support Agreement has been approved?

- The Financial Point of Contact will receive an email notification when the Resource Support Agreement has been reviewed and approved by the SERT Chief, or their delegate. A link will be provided in the email that will direct the FPOC into the Mutual Aid Portal to view the approved RSA, which will be found in the Submitted column on the RSA page.

How will I submit my reimbursement claim?

- Financial Points of Contact will be asked to update their activity logs and associated cost estimates at the end of their deployment in the Resource Service Agreement for that mission. Documentation and activity logs should be complete prior to requesting a claim. Once the Resource Support Agreement is complete, the Agency will submit a claim within DEMES. Their claim package will be reviewed and approved by FDEM.

Is there a way to track my reimbursement claim as it goes through the disbursement process?

- Yes. A feature within DEMES is the ability to monitor and track the status of RSAs, claims, and reimbursements on each of the main landing pages. Agencies can view the status of their request at their leisure and items are moved from one status to the next automatically.

Who can I reach out to for support regarding Mutual Aid?

- Chasity Brown, State EOC Mutual Aid Coordinator is available to provide assistance at Chasity.Brown@em.myflorida.com.

Who can I reach out to for technical support regarding DEMES?

- Technical or access concerns should be directed to DEMES.Support@em.myflorida.com.



SUPPORT

I'm new to using DEMES - where can I go to learn about the basics and obtain information on what is changing??

- Assisting agencies and FDEM partners can visit the [DEMES site](#) for general information, project updates, training tools, and resources.

Where can I find tools to help me learn about DEMES and its new functionality?

- Assisting agencies and FDEM partners are encouraged to visit the [DEMES site](#) for training tools and resources.

Where can I find training sessions to help me learn about new processes and functionality?

- FDEM will be offering training sessions to introduce DEMES and its functionality to our Assisting agencies and FDEM partners. Training sessions will be posted on the [DEMES site](#) and Agencies will be notified via email.

Where do I go for troubleshooting?

- If you are having access or troubleshooting issues, please contact DEMES.Support@em.myflorida.com for assistance.

DEMES GENERAL

What is DEMES?

- DEMES stands for the **Division of Emergency Management Enterprise Solution**, which was enhanced utilizing existing buildouts of the Salesforce Platform.

What is DEMES's Purpose?

- FDEM is on a journey towards more enhanced digital operations. DEMES modernizes and digitizes FDEM's forms and processes so we can move faster, leverage grant funding more efficiently, and provide an easier navigation experience for our agencies, partners, and internal staff.

How will DEMES impact me and my teams?

- Assisting Agencies and FDEM partners will need to transition their current processes with paper forms to using the new digital functionality within DEMES. DEMES functionality mimics current forms reducing the learning curve and providing an easier user interface.

When will DEMES Go Live?

- DEMES is currently live. The initial release of DEMES, in mid-April, focused on a new and improved Mutual Aid Portal, offering a digital collection process for State Agency Event Cost Reporting, and providing digitized travel forms for internal FDEM staff.

When will future releases of new functionality be available?

- Additional releases are scheduled throughout 2023 and will be announced on the [DEMES site](#).



I prefer using paper forms – will I still be able to perform the old processes?

- No, paper forms will no longer be accepted. Our new digital ways of working provide faster processing times, reduced work via pre-populated data fields, quality controls for data accuracy, and an improved user interface.

Why are we making changes to our operations now?

- FDEM is continuously looking for ways to improve, scale and enhance our operations and experience for those involved in FDEM missions. DEMES enables us to collect data in a holistic way, ensuring the right data is collected from resources, allowing for easier reimbursements.

What is expected of me now that DEMES has launched?

- Assisting agencies and FDEM partners should familiarize themselves with the new DEMES functionality and work with their FDEM Point of Contact to learn about the direct impact on their operations. Agencies and FDEM partners are expected to begin taking the steps needed to start using the new digital processes via DEMES. Teams are encouraged to ask questions, participate in training sessions, and provide feedback on DEMES enhancements.

How do I provide feedback or ideas for enhancement for DEMES?

- Your feedback and input is important to the success of this initiative. Feedback and ideas for enhancements should be directed to DEMES.Support@em.myflorida.com.