



MUTUAL AID – REIMBURSEMENT GUIDE



MUTUAL AID REIMBURSEMENT GUIDE

Updated March 2026



MUTUAL AID – REIMBURSEMENT GUIDE

Table of Contents

INTRODUCTION.....	3
SCOPE OF THE SMAA.....	3
REIMBURSEMENT CLAIM OVERVIEW.....	4
LIFECYCLE OVERVIEW.....	4
REIMBURSEMENT COMPONENTS.....	4
REIMBURSEMENT GUIDELINES.....	5
PURPOSE.....	5
REQUIRED BEFORE MUTUAL AID CLAIM SUBMISSION.....	5
CLAIM COMPONENTS, ELIGIBILITY, & REQUIRED DOCUMENTATION.....	6
OVERVIEW.....	6
RESOURCE SUPPORT AGREEMENT (RSA).....	6
PERSONNEL.....	7
LABOR POLICIES & COLLECTIVE BARGAINING AGREEMENTS (CBA).....	7
LABOR COST COMPONENTS.....	7
DOCUMENTATION REQUIREMENTS.....	9
TRAVEL.....	11
MEALS.....	11
LODGING.....	12
AIRLINE/ BUS/ TRAIN.....	13
PRIVATELY-OWNED VEHICLES (POV).....	14
EQUIPMENT.....	15
EQUIPMENT USAGE.....	15
LEASED/ RENTED EQUIPMENT.....	17
EQUIPMENT DAMAGE (NEGOTIATED COSTS FOR REPAIRS & REPLACEMENTS).....	18
MATERIALS AND OTHER.....	19
SUPPLIES, COMMODITIES, AND OTHER BY QUANTITY.....	19
OTHER BY RATE.....	21
APPENDIX A: MUTUAL AID RESOURCES & CONTACTS.....	22
MUTUAL AID RESOURCES.....	22
MUTUAL AID CONTACTS.....	22



MUTUAL AID— REIMBURSEMENT GUIDE

INTRODUCTION

This document serves as the Statewide Mutual Aid Agreement (SMAA) and Emergency Management Assistance Compact (EMAC) Reimbursement Manual containing the most updated information on mutual aid mission costs eligible for reimbursement and the source of documentation required to receive reimbursement from the State. This guide is intended to be used as a practical job aid for assisting parties preparing SMAA reimbursement claims. It explains what costs may be eligible, what documentation is required, and how costs are validated. Eligibility alone does not guarantee reimbursement; all costs must be authorized, incurred, documented, and paid prior to submission.

The SMAA is a legally binding agreement between the Florida Division of Emergency Management (FDEM) and the Assisting Party that governs mutual aid response, cost responsibility, and reimbursement requirements. The SMAA is also the mechanism that is used in the State of Florida which allows FDEM to deploy local agencies and assets via EMAC as agents of the state.

Reimbursement from FDEM will only be provided to those identified as an Assisting Party SMAA signatory. The FDEM's Mutual Aid Branch is responsible for tracking and assists with sourcing of In-State, Out-of-State, and Federal resources needed to respond to emergencies or disasters that exceed local and/or state capabilities. This document does not supersede guidance issued by State laws and procedures. As such, it is recommended you engage FDEM's Statewide Mutual Aid Coordinator for additional information.

The State shall reimburse the Assisting Party for the costs outlined in this SMAA Manual as eligible when the required documentation is provided and the criteria of the SMAA are met. The State will reimburse the Assisting Party prior to receiving any funds or grants and prior to receiving or requesting FEMA Public Assistance reimbursement. For this reason, the determination of eligible costs for State reimbursement will be highly dependent on the eligible costs in the Public Assistance Program and Policy Guide (PAPPG).

SCOPE OF THE SMAA

All local governments and subsidiaries within the state are eligible to become signatories to the Statewide Mutual Aid Agreement (SMAA) and rely on the items below as the basis for Mutual Aid Reimbursement:

- The Statewide Mutual Aid Agreement (SMAA): Provides the legal framework for state-facilitated Mutual Aid assistance between local governments and tribal nations within the State of Florida across jurisdictional lines. It establishes responsibility between parties and standardizes Mutual Aid response and reimbursement requirements.
- The Mutual Aid Resource Support Agreement (RSA): A two-party form consisting of a Resource Request and a Resource Offer. The RSA contains a cost estimate, resource description, and any additional terms governing the mission. The estimated costs outlined in the RSA are to be further reviewed for eligibility during the validation of actual mission costs incurred.
- The Division of Emergency Management Enterprise System (DEMES): A digital platform located within the FDEM Grants Portal that Assisting Parties MUST employ to complete mission-related tasks including resource management, resource support agreements, and claims for reimbursements.
- Use of DEMES Mutual Aid (for RSA's and Claims) and Resource Management (for mobilization, activity reporting for personnel and equipment, damage reports, and demobilization) is required to be considered eligible for State SMAA mission reimbursement.



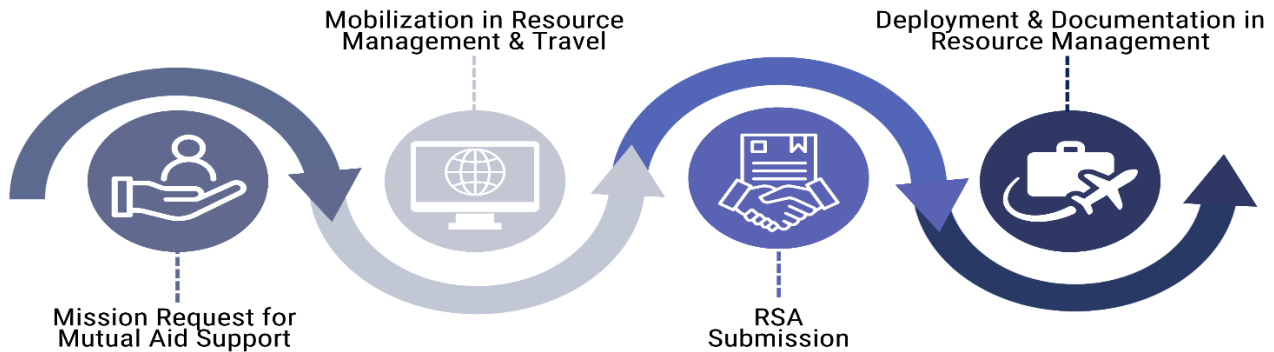
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REIMBURSEMENT CLAIM OVERVIEW

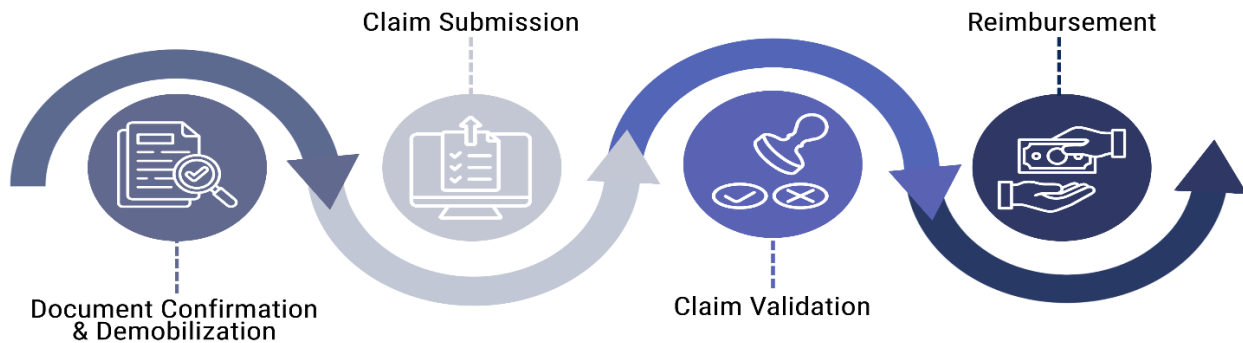
LIFECYCLE OVERVIEW

The mutual aid response and reimbursement processes are intertwined, and reimbursement relies on the Assisting Party completing required documentation accurately during the response timeframe.

Mobilization Process



Demobilization Process



REIMBURSEMENT COMPONENTS

RESOURCE MANAGEMENT

The Resource Management Portal will track personnel and equipment mobilization and activities, equipment damages, mission-related purchases, and demobilization during SERT activations and/or mutual aid requests. Use of the Resource Management Portal is mandatory and serves as the official record of mobilized resources (personnel and equipment), equipment damages, purchases, and mission activity. Supplemental materials, equipment cache, and materials used logs must be uploaded to the Resource Management portal prior to demobilization for Mutual Aid to have the authority to reimburse any of those associated items. Costs not supported by Resource Management records may be deemed ineligible if Resource Management is outlined as a requirement in this guide.



MUTUAL AID – REIMBURSEMENT GUIDE

RESOURCE SUPPORT AGREEMENT

Assisting Parties must submit their Resource Support Agreement (RSA) in DEMES on the Mutual Aid Portal within 10 days of mobilization. The RSA is an overview of the State’s mission request and the Assisting Party’s offer to respond with the estimated costs and does not require any supporting documentation. The RSA is an agreement between the State & the Assisting Party for the resources requested, resources offered, and estimated costs. THE RSA IS ONLY AN ESTIMATE OF COST.

CLAIM PACKET

Assisting Parties must submit their claim in DEMES on the Mutual Aid Portal within 45 days of demobilization. The reimbursement claim is the summation of actual costs incurred from the deployment and includes all supporting documentation. Claims for reimbursement not submitted within 45 days of demobilization without correspondence with FDEM Mutual Aid will be subject to forfeiting the ability to seek reimbursement. Any requests for extension must be requested from the Division’s Statewide Mutual Aid Coordinator as soon as the Assisting Party is aware of a possible delay.

VALIDATION

Once a claim is received in DEMES, the Division will begin the validation process. The validation team will confirm the substantiation of all claimed costs and send a request for information (RFI) for any costs not fully substantiated as needed. The Mutual Aid Coordinator will review and approve any additional RFIs that may be needed prior to the initial RFI as applicable. If revisions or additional documentation is required, the Assisting Party will be required to meet the deadlines provided by the assigned claim validation staff. Any requests for extension must be requested from the Division’s Statewide Mutual Aid Coordinator as soon as the Assisting Party is aware of a possible delay.

REIMBURSEMENT GUIDELINES

PURPOSE

Assisting Parties are responsible for satisfying all mission-related financial liabilities in full prior to submitting their reimbursement claim to demonstrate the actual expenses incurred in the reimbursement package. This includes reimbursing deployed personnel for any out-of-pocket expenses and labor, updating time keeping systems to reflect actual mission work hours, and paying any other costs incurred related to the deployment prior to claim submission.

Assisting Parties are also responsible for the collection of documentation from the deployed personnel upon their return home, ensuring the documentation maintains integrity, completing accounting entries for payroll and travel costs, and ensuring the utilization and completion of all activities required in the Resource Management application within DEMES as required and outlined within this guide.

The Assisting Party should not submit partial or incomplete claims; mission documentation must be complete and accurate before submitting. Should there be delays in supporting documentation collection, the delays should be communicated from the Assisting Parties to the Statewide Mutual Aid Coordinator as soon as the Assisting Party is aware of a possible delay.

REQUIRED BEFORE MUTUAL AID CLAIM SUBMISSION

- Fully executed 2023 SMAA uploaded to the Assisting Party’s account files in DEMES.
- Approved RSA with an estimation of deployment costs and includes any negotiated costs.
- The claim cost aligns with and does not exceed the cost of the fully executed RSA.



MUTUAL AID— REIMBURSEMENT GUIDE

- All claim costs reflect the purpose of the mission, and both clearly and directly relate to the performance of the mission.
- Completed IRS Form W9 uploaded to the Assisting Party's Account Files in DEMES.
- Assisting Party has uploaded the labor policy applicable to the personnel included on the claim and in effect at the time of mobilization to the Assisting Party's account files in DEMES.
- Assisting Party completes all necessary accounting entries in their time keeping system and financial system.
- Collection of all relevant cost supporting documentation as outlined in this guide.
- Assisting Party audits and resolves issues with supporting cost documentation, gathers all required signatures, and communicates any delays in document collection to the Mutual Aid Coordinator.
- Accurate financial point of contact is updated on the claim and is clearly identified as such in the Assisting Party's account on DEMES.
- All activity, materials purchased, equipment usage, damage reports, and items documented during deployment have been accurately and correctly logged in Resource Management.
- All costs must be paid by the Assisting Party prior to claim submission. Estimated, accrued, or unpaid costs are not eligible for reimbursement.

CLAIM COMPONENTS, ELIGIBILITY, & REQUIRED DOCUMENTATION

OVERVIEW

The following sections identify the cost categories on the reimbursement Claim, examples of eligible and ineligible costs, and required supporting documentation. The documentation requirements represent what is necessary to validate a cost category and must be provided at the time of claim submission.

Agency specific documentation is determined by the Assisting Party's internal policies, procedures, and systems. For example, if an Assisting Party's travel policy states that an individual will be reimbursed for meals at per diem rates for each day in travel status; then meal receipts do not need to be included in the reimbursement package. However, proof that the Assisting Party paid the individual meal per diem rates will be required along with a copy of the internal policy identifying the per diem rates.

RESOURCE SUPPORT AGREEMENT (RSA)

While the RSA is an estimation of costs, it is also an agreement between the State & the Assisting Party for the resources deployed and associated estimation of costs, which includes negotiated costs. All negotiated costs must be approved in the RSA to be eligible for reimbursement.

To be eligible for reimbursement, the costs claimed must be:

- Equal to or less than the approved estimation in the RSA.
- Directly related to the mission response.
- Reasonable, necessary, and allowable under state and jurisdictional policies.
- Supported by cost tracking and source documentation as outlined in this guide.
- Legal under government laws and regulations.
- Reduced by all applicable credits (e.g., insurance proceeds).
- Consistent with the Assisting Party's internal policies, bargaining agreements, procedures, and regulations that apply uniformly to all activities of the Assisting Party and must be in effect at the time of mobilization.



MUTUAL AID – REIMBURSEMENT GUIDE

- Negotiated costs must be included in the RSA.

PERSONNEL

LABOR POLICIES & COLLECTIVE BARGAINING AGREEMENTS (CBA)

Personnel costs are among the most scrutinized cost categories. Clear documentation, applicable rates, and policy authorization is required to prevent denial or reduction. All personnel hours claimed should be input in DEMES by calendar day – Assisting Parties that operate on a shift schedule must ensure the shift's costs are split to be claimed by calendar day and only the hours during the deployment timeframe. Please note, all pay rates in DEMES should be rounded to the third decimal place.

All eligible costs are contingent on compliance with the Assisting Party's internal policies, regulations, and procedures that are applied uniformly, were in effect at the time of mobilization, and cannot be altered during or following a response for costs associated with them to be eligible for reimbursement. Policies, CBAs and supplemental deployment documents are reviewed to validate rate eligibility, thresholds, and allowable compensation types.

All claims must be submitted with a labor policy, CBA and/or supplemental deployment/disaster policy that is dated to be in effect at the time of mobilization and cover each type of employee classification (job title) being claimed. To prevent delayed validation, any CBAs that are expired but still in effect due to ongoing labor negotiations will need a clarification letter included with the claim submission.

The following are examples of policy considerations that may be used/needed to validate claimed costs:

- The various pay schedules and hours within each pay/FLSA work period.
- The criteria for compensation of personnel claimed at the various pay rates (regular time/overtime).
- Example: Overtime is for hours worked after a threshold is reached or overtime is for hours worked outside of the personnel scheduled hours.
- Incentives included in their base rate and used within the overtime calculation, as applicable.
- Policy (or official demobilization order) for the payment to deployed personnel for rehabilitation time, clearly outlining that deployed personnel are required to be paid for rehabilitation time (mandatory rest).
- If a stand-alone emergency pay policy is provided, ensure that all personnel being claimed are covered under the compensation provisions of the policy.
- Policies (including the emergency pay policy) should not include a contingency clause that payment is subject to federal funding.

LABOR COST COMPONENTS

ELIGIBLE COSTS

All eligible costs are subject to the provisions of the Assisting Party's labor policies and submission of other required documentation. Please note, the list below outlines the eligible costs for personnel below but pay attention to any provisions outlined for the personnel type.

- Personnel costs to travel to and from the incident site
- Personnel regular time during the deployment
- Personnel overtime during the deployment
- Personnel overtime to backfill the deployed personnel's scheduled shift during the deployment



MUTUAL AID— REIMBURSEMENT GUIDE

- Holiday Time
- Compensatory time
- Actual cost of employee fringe benefits paid for by the Assisting Party

DEPLOYED PERSONNEL

The deployed personnel's straight-time and overtime labor are eligible for reimbursement, including fringe benefits. Eligibility for overtime, holidays, and compensatory time is based on the Assisting Party's pre-established written labor policy in effect at the time of mobilization.

REASSIGNED EMPLOYEES

Cost for employees reassigned to perform mission-related work that is not part of the employee's normal job functions is eligible at the rate for which they are paid. For example, if a police officer is assigned to clear debris on deployment, the officer's regular pay rate would be eligible if that's what they were paid.

BACKFILL PERSONNEL

If the Assisting Party needs to temporarily replace an employee who is responding to the mission request, this is considered backfill. There must be a clear correlation for who the backfill employee(s) are replacing and their relation to the responding personnel. Backfill costs are ineligible if the deployed personnel that is being backfilled are not scheduled to work that day.

- Overtime for backfill personnel is eligible when the employee is recalled and working on a normally scheduled day off or called in from scheduled leave.
 - Though backfill is primarily reimbursed at the overtime rate, Assisting Parties should ensure they follow internal policies before paying overtime and refrain from claiming overtime for backfill if the employee was not paid overtime.
- Straight time for backfill personnel is ineligible except in rare instances when the criteria described below regarding backfill straight-time hours are met.
 - Straight time hours for budgeted employees are not eligible unless that employee was backfilled themselves.
 - If the backfill employee is not a budgeted employee, costs for straight-time hours worked by the backfill employee are eligible if the employee is a contracted employee, temporary employee, or a permanent employee called in on a normally scheduled day off.

FRINGE BENEFITS

The Assisting Party's contribution to an employee's fringe benefits is calculated by applying predetermined percentages against an employee's earnings. Certain benefits (e.g., health insurance) are not dependent on an employee's earnings and, therefore, would not increase because of overtime hours.

The following are some examples of common fringe benefits:

- Leave accruals (e.g. Vacation, Sick, Holiday, Personal)
- FICA (e.g., Medicare and Social Security)
- Workers' compensation
- Medical benefits
- Retirement
- Life Insurance



MUTUAL AID— REIMBURSEMENT GUIDE

DOCUMENTATION REQUIREMENTS

ALL PERSONNEL

- Applicable pay/labor policy / CBA in effect at the time of mobilization
 - Please see the 'Labor Policies & Collective Bargaining Agreements (CBA)' section for more information on policy requirements to ensure eligibility of claimed costs.
- Agency fringe benefit calculation worksheet ORF-ROC Fringe Benefit Calculation Worksheet for each applicable class of employee claimed
- Type of employee (i.e., exempt, full-time, temporary, etc.)
- Copy of timesheet(s) supplied by the employer for hours worked for the period being claimed
- Detailed payroll records (pay stubs, payroll register, report from the financial system or equivalent) for all claimed personnel for ALL pay period(s) in which the reimbursement claim's dates fall.
 - For Pay Policies that establish an overtime threshold, records should be provided to show the threshold was met prior to approval for the reimbursement of overtime.
 - If payroll records do not clearly state the regular/overtime/variable rates being claimed, please include a memo outlining each.
 - Please provide an explanation of any personnel pay delays during a pay period outside of the reimbursement claim's dates along with the payroll records for which they were paid for the deployment.
 - Proof of accrued compensatory time.
 - Documentation must clearly show that compensatory time was earned during the deployment period. If time was accrued but not used/paid, records must demonstrate the time being added to the compensatory time bank.

DEPLOYED PERSONNEL ONLY

- Daily Activity Logs completed daily by deployed personnel within Resource Management (signed via the attestation confirmation upon demobilization)
- Mobilization and demobilization details documented via the Resource Management system. Activity Logs should have work activities substantiating the personnel's mobilization and demobilization times

BACKFILL PERSONNEL ONLY

- FROC Labor Backfill Form

INELIGIBLE COSTS

- Personnel costs that do not align with the Assisting Party's pre-established Labor policies
- Pre- and post-deployment costs not specified in the RSA (e.g., preparing to deploy and rehab)
- Overtime salary that is not eligible based upon the Assisting Party's Labor Policy
- Training and exercises and/or administrative costs
- Support for long-term recovery and mitigation operations
- Permanent or budgeted employees with reassigned duties on a normally scheduled working day who were not backfilled
- Straight time for backfill personnel that is a budgeted employee who was not backfilled themselves
- Straight time for backfill personnel if the employee is not a contracted employee, temporary employee, or a permanent employee called in on a normally scheduled day off
- Fringe benefits where the paystub clearly shows the employer contribution is less than what is being claimed.



MUTUAL AID— REIMBURSEMENT GUIDE

NEGOTIATED COSTS

All negotiated costs are only eligible if included in the RSA that was approved prior to claim creation, agreed upon by both the Requesting and Assisting Parties, and allowable by state and local laws and policies in effect at the time of mobilization. If the Assisting Party has a policy that disallows negotiated costs, that policy must be followed (and thus rendering the costs ineligible).

PORTAL-TO-PORTAL

The State will only reimburse for actual hours worked and will not reimburse for portal-to-portal compensation, or 24-hour deployment pay, unless clearly outlined within pre-established labor policies effective on the date of mobilization and provided in the estimation of costs to the Requesting Party during the RSA process. The Assisting Party is responsible for documenting their deployment through the Resource Management system for reimbursement along with all other labor cost eligibility criteria as outlined in this guide.

Examples of portal-to-portal language:

- “Employees shall be compensated on a portal-to-portal basis for the duration of the deployment.”
- “Employees shall be compensated from mobilization to demobilization regardless of work performed.”
- “Employees shall be compensated from the time they report for duty until the time they are released regardless of work performed.”

STANDBY TIME

The State will only reimburse for on-scene standby time that is outlined within pre-established labor policies for the Assisting Party that is in effect on the day of mobilization and provided during the RSA process.

- Standby time is only eligible when the personnel are tasked with conducting eligible evacuation or sheltering, active search and rescue, or emergency medical care.
- When teams are placed on standby to deploy, are pre-staged by the Authorized Representative from the Requesting Party, and the other criteria are met, then the standby costs are eligible for reimbursement.
- The following criteria (along with the criteria mentioned above) must be met for standby time to be eligible:
 - The standby time occurred when it was necessary to have resources available to conduct respective life-saving actions.
 - The number of hours and individuals were reasonable and necessary based on the number of resources required. Standby hours are limited to no more than 50% of the total work-related hours claimed. This limitation ensures reimbursement is tied to active mission performance rather than idle availability and ensures they meet the criteria for the number of hours to be reasonable.
 - Example: If 12 work-related hours are being claimed, the maximum number of standby hours eligible is 6 hours.

PRE-DEPLOYMENT COSTS

All pre-deployment costs must be clearly identified in the approved RSA prior to claim creation. Preparing to deploy is not an eligible expense unless it is clearly outlined in the approved RSA prior to claim creation and the mission details or mission order requests for the agency to stage in place or be on ‘Alert Status.’

ADDITIONAL DOCUMENTATION REQUIRED



MUTUAL AID – REIMBURSEMENT GUIDE

Pre-deployment activities must be tracked within Resource Management.

POST-DEPLOYMENT COSTS

All post-deployment costs must be clearly identified in the approved RSA prior to claim creation and outlined in the Assisting Party's pre-established policies that were in effect at the time of mobilization.

DEPLOYED PERSONNEL REHAB TIME

Personnel rehab is to provide returning individuals with leave from any job responsibilities and allow time for recuperation and to address personal matters at home. Reimbursement for deployed personnel rehab must clearly be supported by the agency's pre-established labor policies in effect at the time of mobilization or outlined within the official demobilization orders from the ESF they were deployed under.

- **ADDITIONAL DOCUMENTATION REQUIRED**
 - Labor policy supporting compensation to personnel while taking rehab.
- **BACKFILL FOR DEPLOYED PERSONNEL REHAB**
 - Personnel costs are necessary to backfill a scheduled shift for an employee who returned home from deployment during the approved rehab time. Backfill for deployed personnel rehab is only eligible when the demobilization order outlines personnel rehab time or when it is compliant with the Assisting Party's labor policy. If the rehab time allowed in the demobilization does not align with the rehab time compliant with the Assisting Party's labor policy, the time allowed in the Assisting Party's labor policy takes precedence.
 - **ADDITIONAL DOCUMENTATION REQUIRED**
 - Demobilization order with the authorized hours for personnel rehab time.
 - If no demobilization order is present or rehab time differs in the Assisting Party's labor policy, then a labor policy supporting rehab time is required.

TRAVEL

MEALS

Meal per diem rates for each mission day or the actual costs via receipts of any meals purchased throughout the course of a mission. The basis of reimbursement is dependent on the Assisting Party's travel policy that was in effect at the time of mobilization. Assisting Parties must claim meals either per diem or receipt-based reimbursement in accordance with their policy and must not claim per diem and meals by receipt for the same meal for a single person.

If no policy exists, the Assisting Party should follow the State's policy or use the federal per diem rates for the deployed location (www.gsa.gov or www.travel.dod.mil).

All meal costs for individuals should be claimed under the 'Meals and Per Diem Claim' section of the 'Travel' tab of the claim in DEMES. Group meals are outlined in the 'Materials and Other' section and should be claimed under the 'Materials and Other' tab of the claim in DEMES.

ELIGIBLE COSTS

PER DIEM

Meal per diem rates for each mission day (breakfast, lunch, dinner, and incidentals) at the rate established by the Assisting Party's travel policy in effect at the time of mobilization. Per diem must also be claimed in accordance with the deployment timeframe and provisions outlined in the travel policy. For example, if the



MUTUAL AID— REIMBURSEMENT GUIDE

policy states breakfast is only eligible if travel starts before 6am and extends past 8:00 AM, and the personnel mobilized at 7:00 AM, then breakfast would not be eligible for per diem reimbursement.

MEALS BY RECEIPT

The actual costs of any meals purchased throughout the course of a mission (e.g., breakfast, lunch, and dinner) as eligible in the Assisting Party's travel policy in effect at the time of mobilization. Tips are only eligible for reimbursement if outlined in the travel policy.

When claiming actual costs of meals by receipt, Assisting Parties shall ensure the meal costs are reasonable prior to submitting for reimbursement. It is recommended the actual cost of meals be in line with established federal per diem rates for the area. Any costs that significantly exceed the federal per diem rate may be denied. In this instance, the Assisting Party may only be reimbursed an amount equal to the federal per diem rate.

DOCUMENTATION REQUIRED

- Travel policy which identifies meal expense guidelines
- Proof of reimbursement by the Assisting Party to the deployed personnel (i.e. check register, paystub, etc.)
- Additional requirements for meals by receipt:
 - The travel policy must identify how reasonableness is determined for purchased meals.
 - Itemized receipts that show the vendor's name, date, location, items purchased, and payment method.

INELIGIBLE COSTS

- Paying per diem when the travel policy outlines payment by receipt
- Costs for meals when a meal for that time provided
- When requesting reimbursement for meals by receipt:
- Tips when reimbursement for tips is not outlined in the agency's travel policy
- Missing receipts, receipts not itemized, or receipts that are not legible
- Alcohol

LODGING

The costs associated with any lodging arrangements needed throughout the course of the mission (e.g., hotels, Airbnb, VRBO, campgrounds, etc.) are within reasonable cost limitations.

Deployed Personnel may be required to provide their own lodging during primitive conditions (e.g., tents, mobile command vehicles, etc.). In this case, there will be no lodging costs to claim for reimbursement except for possible lodging on travel days. However, Assisting Parties may still have costs to claim for the use of the tents as well as any damage and/or decontamination costs. These types of costs may be eligible under the Equipment or Materials and Other cost categories as applicable.

ELIGIBLE COSTS

- If an Assisting Party's travel policy includes travel requirements, the Assisting Party is to adhere to those guidelines.
- Assisting Parties shall make every effort to secure the lowest rate available or government rate when possible (www.gsa.gov).



MUTUAL AID – REIMBURSEMENT GUIDE

- Assisting Parties shall receive approval for lodging costs that exceed the GSA rates for the deployed location.

DOCUMENTATION REQUIRED

- Receipt of paid invoice from vendor showing dates of stay, charges, name of guest, and zero balance due.
- The guest's name on the receipt should match the deployed personnel under which the lodging expense is claimed. If the guest's name does not match the name of the deployed personnel, the Assisting Party should include a note on the receipt/invoice clarifying the discrepancy.
- Proof of reimbursement by the Assisting Party to the deployed personnel (i.e. check register, paystub, etc.)

INEGLIBLE COSTS

- Costs for lodging when accommodation is made available or paid for by the Requesting Party.

NEGOTIATED COSTS

All negotiated costs are only eligible if included in the RSA that was approved prior to claim creation, agreed upon by both the Requesting and Assisting Parties, and allowable by state and local laws and policies in effect at the time of mobilization.

- Extenuating circumstances may create a situation where a reasonable rate cannot be secured for lodging. In these instances, Assisting Parties should communicate the situation to the Requesting Party, so they are aware of the rates – this should be documented and submitted with the claim for validation and reimbursement purposes.

AIRLINE/BUS/TRAIN

Costs associated with travel that require tickets (e.g., airfare, buses, trains, etc.) in relation to mission response. Costs must be clearly identified within the approved RSA prior to the claim creation. All airfare costs should be claimed under the 'Airline/Bus/Train Travel Claim' section on the 'Travel' tab of the claim.

ELIGIBLE COSTS

- Airfare
- Bus ticket
- Train ticket
- Baggage fees

DOCUMENTATION REQUIRED

- Receipt or invoice showing name of traveler, dates of travel, destination(s), itemization of costs, and confirmation of payment
- Proof of reimbursement by the Assisting Party to the deployed personnel (i.e. check register, paystub, etc.)

INELIGIBLE COSTS

- Tickets for premium class seating (e.g., first class or business class) – see negotiated costs
- Costs for travel amenities (e.g., Wi-Fi, headphones, etc.)



MUTUAL AID— REIMBURSEMENT GUIDE

NEGOTIATED COSTS

All negotiated costs are only eligible if included in the RSA that was approved prior to claim creation, agreed upon by both the Requesting and Assisting Parties, and allowable by state and local laws and policies in effect at the time of mobilization.

CHANGE FEES

Change fees are only eligible when authorized by the Requesting Party. All documentation requirements outlined above must be met along with documentation of approval.

PREMIUM SEATING

Extenuating circumstances may create a situation where a reasonable rate (economy/coach) cannot be secured for the deploying personnel airfare (e.g., only premium seats exist on available flights). In these instances, the Assisting Party should communicate the situation to the Requesting Party and attain approval to either:

1. Adjust the start date of the mission
2. Purchase the higher priced tickets due to urgent need for the resources.

Either situation should be documented and submitted with the claim for validation and reimbursement purposes.

PRIVATELY-OWNED VEHICLES (POV)

The cost of usage for privately-owned vehicles (POV) in relation to mission response. POV mileage should be claimed under the 'Vehicle' section of the 'Travel' tab in the claim in DEMES. POV fuel should be claimed under the 'Material and Other' tab of the claim.

ELIGIBLE COSTS

- Mileage rates for privately-owned vehicles (POV) to/from the airport, collective departure point, travel to/from mission location, or daily work location(s) during the deployment.
- Fuel for privately-owned vehicles (POV) during deployment.
- The cost of fuel or mileage are both acceptable as a basis for reimbursement. The decision to request fuel or mileage is dependent on what the Assisting Party's policy prescribes as allowable.
- If no policy exists, the Assisting Parties can adopt the Requesting Party's mileage rate or use a federal mileage rate, specifically FEMA's Schedule of Equipment Rates.
- For any rate established by the Assisting Party, the rate should incorporate all the following cost components; operating costs, overhead, depreciation, repairs and maintenance, and vehicle fluid (oil, fuel, etc.) consumption. Jurisdictional rates are still subject to reasonable costs.

DOCUMENTATION REQUIRED

- Travel Policy
- For fuel, the policy should identify agency specific requirements for fuel reimbursement.
- For mileage, the policy should identify the authorized mileage rate.
- Activity Logs within Resource Management showing the start and end location, as well as the beginning and ending odometer readings or maps showing routes driven if a mileage log is not maintained.



MUTUAL AID— REIMBURSEMENT GUIDE

- Proof of reimbursement by the Assisting Party to the deployed personnel (i.e. check register, paystub, etc.)
- Additional documentation required for fuel: Receipt(s)/Invoice(s)

INELIGIBLE COSTS

- Transportation costs where the purpose is not mission related (e.g., leisure)
- Fuel and mileage claimed for the same privately-owned vehicle during the deployment

EQUIPMENT

EQUIPMENT USAGE

Reimbursement for the use of agency-owned equipment provided to the Requesting party is eligible based on either the terms of the agreement or FEMA equipment rates. All agency-owned equipment should be claimed on the 'Equipment' tab of the claim in DEMES.

ELIGIBLE COSTS

- Operational use of the equipment in support of the mission.
- Costs associated with transporting equipment (e.g., labor and equipment costs used to transport equipment) to the deployment site and during the deployment for mission-related activities are eligible.
- Equipment rates established under FEMA's Schedule of Equipment Rates at the time of mobilization. Please note, these rates are calculated to include fuel, oil, depreciation, overhead, and maintenance. Therefore, fuel nor regular maintenance such as oil-changes cannot be claimed if the equipment is being reimbursed using hourly rates or by mileage.
 - www.fema.gov/assistance/public/tools-resources/schedule-equipment-rates

DOCUMENTATION REQUIRED

- F-ROC Equipment Inventory Log
- Daily Activity Logs showing the name of the operator(s), equipment description, dates, location and/or destination, and operator's work activities for each day within Resource Management.
- Hourly Usage: the hours of operational use must be included on the Activity Log
- Mileage: the start/end odometer readings must be included on the Activity Log or map directions of the start/end locations must be provided
- Documentation demonstrating the reasonableness of an agency's established equipment rate (if FEMA equipment rate is unavailable).

INELIGIBLE COSTS

- Costs for fuel and maintenance when mileage or hourly usage is being claimed.
- Costs for hourly usage and mileage for the same piece of equipment during the same activity period.
- Costs for equipment usage that is not related to mission support.
- Equipment staged, parked, or on stand-by but not actively in use.
- K-9s are not typically eligible as equipment as the handlers are usually paid handler incentives to account for the K-9's costs. If additional costs are incurred, they should be claimed under the 'Materials and Other' tab of the claim in DEMES.



MUTUAL AID— REIMBURSEMENT GUIDE

NEGOTIATED COSTS

Negotiated costs are only eligible if included in the RSA that was approved prior to claim creation, agreed upon by both the Requesting and Assisting Parties, and allowable by state and local laws and policies in effect at the time of mobilization.

STANDBY FOR EQUIPMENT

Equipment standby is only eligible when pre-negotiated with the Requesting Party or outlined within policy.

- **ADDITIONAL DOCUMENTATION REQUIRED**
 - Equipment standby must be accompanied by a log showing the equipment operator uses the equipment intermittently for the purpose of mission completion.

24-HOUR USAGE OF EQUIPMENT

24-hour usage of equipment is only eligible for equipment required for operations during a life-saving mission response or when the equipment is actively in use for the full 24 hours in a day. Examples include water tenders, comfort stations (e.g., restrooms, showers, kitchen, bunkers, etc.), and generators supplying power to a basecamp.

- **ADDITIONAL DOCUMENTATION REQUIRED:**
 - Any equipment not listed in the examples should provide written justification for 24-hour equipment use to be reviewed for eligibility and escalated for FDEM leadership approval.

CACHE REHAB (EQUIPMENT REHAB)

Personnel labor costs are necessary to replenish, clean, and restore deployed equipment and vehicles to pre-deployment status once the Assisting Party has demobilized. FDEM will compensate Assisting Parties based on the actual hours the personnel dedicated to rehabilitating the equipment post-activation, adhering to the standard pay policy of the Assisting Party. Cache rehab hours should be claimed by the personnel labor required to conduct the cache rehab under the 'Personnel' tab of the claim in DEMES.

- Cache Rehab is only eligible for USAR Teams that receive a demobilization order with authorization for cache rehab hours or when an Assisting Party has a standalone policy that requires cache rehab after deployments. The timeframe for equipment or cache rehab hours commences upon the return of deployed personnel to their homes and their release from duty. The sum of cache rehab hours should adhere to the total hours authorized on the demobilization order and must be completed within 10 days of demobilization.
- Please note that cache rehab should adhere to FDEM protocols for deployments being reimbursed by FDEM. Any Assisting Parties part of a federal team should be aware that federal reimbursement guidelines do not apply to In-State SERT deployments.
 - **INELIGIBLE COSTS:**
 - Costs associated with regular equipment maintenance, warehouse inspections, or cleaning
 - Cache rehab completed without authorization on the demobilization order
 - Cache rehab for Assisting Parties that did not receive authorization on official demobilization orders
 - Cache rehab hours exceeding the total hours authorized on the demobilization order
 - Cache rehab completed beyond the FDEM established deadline of 10 days from demobilization



MUTUAL AID— REIMBURSEMENT GUIDE

- Cache rehab on equipment that was not deployed
- Cache rehab on equipment that is not agency-owned
- ADDITIONAL DOCUMENTATION REQUIRED:
 - All cache rehab hours must be included on the RSA that was approved prior to claim creation.
 - F-ROC Activity Logs or ICS-214s for all personnel hours claimed for cache rehab.
 - Previously outlined criteria for personnel labor in the 'Personnel' section of this guide.
 - Demobilization order authorizing cache rehab and total hours or Assisting Party's stand-alone policy requiring cache rehabilitation.

LEASED/RENTED EQUIPMENT

Leased or rented equipment from a private vendor to perform the mission. If an Assisting Party has a rent-to-own or lease-purchase agreement and obtains ownership during the deployment, hourly equipment usage is eligible as described under the 'Equipment Usage' section of this guide. Leased or rented equipment should be claimed under the 'Rental' section of the claim in DEMES.

ELIGIBLE COSTS

- Leased or rented equipment from a private vendor to perform the mission is eligible if the total rental or leasing costs do not exceed the cost of purchasing and maintaining equipment for the duration of the deployment.
- All rented or leased equipment must be necessary and reasonable.
- Rental or leased vehicle costs and fuel (mileage is not eligible for rentals).

DOCUMENTATION REQUIRED

- Lease/Rental agreements listing the equipment, period of use, rates, cost, and vendor
- Itemized receipts and invoices (invoices must contain invoice number)
- All rental and leased equipment should be mobilized in Resource Management with a Driver/Operator with days and locations of use identified.
- If the lease/rental agreement charges to hourly usage, then hourly usage must also be tracked in Resource Management.
- Terms, conditions, and estimated costs in the RSA.
- Fuel receipts (if claiming separately from rental cost).
- Justification memorandum explaining why the rental was necessary.
- Proof of reimbursement by the Assisting Party to the deployed personnel (i.e. check register, paystub, etc.)

INELIGIBLE COSTS

- Traffic violations or fines
- Mileage for rented or leased equipment
- Costs for leased or rented equipment when the receipts, invoices, or agreement is:
 - Missing
 - Not itemized
 - Not legible



MUTUAL AID – REIMBURSEMENT GUIDE

EQUIPMENT DAMAGE (NEGOTIATED COSTS FOR REPAIRS & REPLACEMENTS)

The repair or replacement of deployed equipment that was damaged or destroyed is considered a negotiated cost and must be added into the RSA and re-approved prior to claim creation. Damage claims are subject to heightened review; failure to report damage during the mission or prior to demobilization will result in denial. Damaged equipment must not include costs for regular equipment maintenance. Costs for equipment damage should be claimed in the 'Materials and Other' section of the claim in DEMES.

ELIGIBLE COSTS

- Repair costs for damaged equipment are eligible if the damage was due to severe conditions resulting from the incident, unavoidable, and not due to improper or excessive use.
 - It is incumbent upon the Assisting Party to demonstrate the damage occurred within the mission dates and the damage is mission related (through reporting of the damage to the requesting party, images, affidavits, email, etc.). Damages that are not reported on-site within the Resource Management system prior to demobilization will not be considered for reimbursement without FDEM leadership approval.
- For equipment damage, the Assisting Party must be able to provide proof that the equipment was regularly maintained and in good operational condition prior to incident mobilization, and a damage report that details when, where, and how damage occurred.
- Reasonable and necessary costs to repair or restore damaged equipment to its pre-deployment condition are only eligible if the above criteria are met and the Assisting Party is legally responsible for repairing the damage, less any insurance proceeds.
- Reasonable and necessary costs to replace destroyed equipment are only eligible if the above criteria are met, less any insurance proceeds, and will be limited to the book value of the destroyed piece of equipment.
 - Insurance processes required are NOT dependent on the agencies' insurance status and are still required even if self-insured.

DOCUMENTATION REQUIRED

- Equipment must be mobilized for the mission within Resource Management.
- Damage report completed in Resource Management prior to demobilization documenting equipment damage/destruction and the cause of the damaged equipment (including when, where, and how damage occurred)
- Photographs documenting equipment damage (required)
- Photographs documenting the cause of the damaged equipment (when possible)
- Copy of insurance claim (if applicable)
- Maintenance records showing the equipment was in good operational condition prior to the deployment
- Equipment usage must be tracked within Resource Management IF the equipment is used. Some equipment can be transported by damaged prior to use and would still be considered eligible for damage repairs.
- Itemized receipts/invoices
- Proof of reimbursement by the Assisting Party to the deployed personnel (i.e. check register, paystub, etc.) if the agency did not directly pay for the repairs via p-card or other means.
- Additional documentation required for replacement of damaged equipment



MUTUAL AID – REIMBURSEMENT GUIDE

- Depreciation schedule for the equipment showing the book value, useful life, salvage value, and accumulated depreciation

INELIGIBLE COSTS

- Warehouse inspections/cleaning
- Non-deployed equipment
- Equipment that is not agency-owned
- Costs covered by insurance
- Costs associated with regular equipment maintenance
- Repair costs or replacement costs without detailed damage reports and other required documentation
- Costs associated with damaged equipment not recorded in Resource Management prior to demobilization
- Costs associated with damaged equipment found during cache rehabilitation
- The replacement cost of equipment will be limited to the book value of the destroyed piece of equipment, less any insurance proceeds
- The cost to repair or replace damaged equipment was found to be the result of willful misconduct, gross negligence, recklessness, and/or poor maintenance practices.

MATERIALS AND OTHER

SUPPLIES, COMMODITIES, AND OTHER BY QUANTITY

Consumables and other supplies and materials that are necessary to perform the mission, (e.g., non-equipment costs that are billed by receipt or invoice). All Cache, materials on-hand, and consumables must be entered on the associated F-ROC Mutual Aid Equipment Cache, Materials, and Consumables Inventory Log and uploaded to Resource Management along with a log of consumption. All items purchased during the deployment (from mobilization to demobilization) must be included on the Daily Activity Logs within Resource Management to be eligible for reimbursement. All supplies, commodities, and other by quantity items should be claimed under the 'Materials and Other' tab of the claim in DEMES – each receipt should have its own claim line item.

ELIGIBLE COSTS

- Supplies, including materials, are eligible if purchased and justifiably needed to effectively respond to and/or recover from the incident.
- Supplies, including materials, are eligible if taken from the Assisting Party's inventory and used for the incident.
- Assisting Parties must track inventory withdrawal and usage records for any supplies and materials purchased or taken from inventory on the F-ROC Mutual Aid Equipment Cache, Materials, and Consumables Inventory Log to be eligible for reimbursement. Only items documented as consumed will be eligible for reimbursement.
- Parking fees and highway/bridge tolls.
- Group meals accompanied by a roster clearly identifying each person fed.
- All costs must be necessary and reasonable – please be aware that an ICS-213 does not automatically render the item eligible for mutual aid reimbursement.
- Examples of other by quantity includes, but is not limited to, the following:



MUTUAL AID— REIMBURSEMENT GUIDE

- Laundry
- Transportation of equipment and supplies
- Costs for the decontamination of equipment and supplies (decontamination services are ineligible)
- Replacement, or repair of non-equipment (mobile phone)
- Examples of eligible commodities include, but are not limited to:
 - Office Supplies
 - PPE (Masks, gloves, sunscreen, bug spray, coveralls, respirator filters, eye protection, face shields)
 - Batteries
 - Fluids (related to equipment) not included in an equipment rate (bar/chain oil, fuel, engine oil, chainsaw chain)
 - Spark plugs
 - Medical supplies
 - Decontamination soap
 - Self-sustainment supplies (ice, MREs, pre-packaged meals, water, snacks, snacks, etc.)
 - Specialty gases (oxygen, etc.)
 - Ammunition and crowd control supplies
 - Sanitary Supplies (hand sanitizer, disinfectant wipes, hand towels, toilet paper)
 - Chemical light sticks (flares)
- Any Supplies, materials or consumables NOT listed above will require approval from FDEM Mutual Aid and/or leadership prior to consideration for reimbursement.

DOCUMENTATION REQUIRED

- Itemized receipt/invoice
 - Receipts for group meals should be accompanied by a roster clearly identifying each person fed.
- Parking and tolls receipts with date, location, amount paid, associated personnel, and form of payment
- F-ROC Mutual Aid Equipment Cache, Materials, and Consumables Inventory Log for all consumables taken on the deployment and being requested for reimbursement
- Proof of reimbursement for purchased items by the Assisting Party to the deployed personnel (i.e. check register, paystub, etc.)
- Justification memorandum outlining why the item(s) are reasonable and necessary for the mission response.
- Additional documentation required for items from Assisting Party's inventory:
 - Cost documentation (e.g., original invoices or other historical records)
 - Inventory records
 - Location(s) used

INELIGIBLE COSTS

- Personal items (e.g., personal medication, tobacco, alcohol, medications etc.).
- Parking fines.
- Supplies, materials and consumables pulled from stock or purchased that are not used during the deployment and remain in possession of the Assisting Party after demobilization.
- Supplies taken from the Assisting Party's inventory and not used for the incident.



MUTUAL AID— REIMBURSEMENT GUIDE

- Consumables and items taken from the Assisting Party’s inventory not tracked on the F-ROC Mutual Aid Equipment Cache, Materials, and Consumables Inventory Log.
- Purchase receipts/invoices missing, not itemized, or not legible.
- Items purchased during the deployment (from mobilization to demobilization) not included on the Daily Activity Logs within Resource Management.
- Costs for meals related to group outings at restaurants that are not accompanied by a roster clearly identifying each person on fed.
- Costs under the “Meals” category for the personnel consuming the MRE for that meal.
- Damage or replacement of personal property.

OTHER BY RATE

Non-equipment costs such as service charges that are billed by rate. All other costs claimed by rate should be claimed under the ‘Materials and Other’ tab of the claim in DEMES.

ELIGIBLE COSTS

- Costs must be reasonable, necessary, and pro-rated to the deployment period of service.
- Examples of other by rate includes, but is not limited to, the following:
 - Deployed Personnel government issued mobile phone
 - Satellite phone usage
 - Hotspot usage
 - GPS service
- Contracted expenses (including labor)

DOCUMENTATION REQUIRED

- Receipt/invoice that establishes the rate
- Pro-rated costs must show how the pro-rated cost was calculated
- Justification memorandum outlining why the item(s) are reasonable and necessary for the mission response.
- Contracted expenses:
 - Procurement policy
 - Contractor’s invoice
 - Proof of payment to the contractor

NELIGIBLE COSTS

- Replacement of non-equipment (mobile phone)



MUTUAL AID – REIMBURSEMENT GUIDE

APPENDIX A: MUTUAL AID RESOURCES & CONTACTS

MUTUAL AID RESOURCES

Resources can be found on various pages of the Florida Disaster website. These pages contain webinars, job aids, and manuals that provide more detail on the step-by-step processes of mutual aid reimbursements and requirements.

- ⇒ Overview
 - Portal Login
 - Portal Management
 - DEMES Support
- ⇒ DEMES Resources
 - Mutual Aid Portal
 - RSA submission
 - Claim submission
- ⇒ Resource Management
 - Mission Resource mobilization and demobilization
 - Daily Activity Logs
 - Damage Reports
- ⇒ F-ROC Landing Page
 - F-ROC Overview
 - F-ROC forms and documents beyond the Daily Activity Logs completed within Resource Management
- ⇒ SMAA Reimbursement Checklist
 - Comprehensive and structures reimbursement rubric in a checklist format

MUTUAL AID CONTACTS

MUTUAL AID

The Statewide Mutual Aid Coordinator should be contacted for questions or concerns regarding Mutual Aid.

Mutual Aid Inbox: MutualAid@em.myflorida.com

RESOURCE MANAGEMENT

For questions regarding the Resource Management Portal, please contact the Resource Unit.

Resource Unit: SERTResourceUnit@em.myflorida.com

RESOURCE MANAGEMENT

The most efficient support regarding DEMES will be received by utilizing the chatbot, Demi, located within Mutual Aid portal or by contacting DEMES Support via email. Additionally, you may create a case for support on the FAQ page of the FDEM Portal.

DEMES Support: DEMES.Support@em.myflorida.com