Annex 3

LOGISTICS

Mutual Aid Branch

Operations Guidance

Table of Contents

I. Introduction

Large-scale emergencies and disasters may exceed the capabilities of state and local government to effectively respond and recover. Resources may be required from outside the affected area to augment the on-going effort. Assistance may be provided from in-state mutual aid, inter-state, and requests for federal assistance mutual aid through the Statewide Mutual Aid Agreement (SMAA), Emergency Management Assistance Compact (EMAC), or a Federal Resource Request Form (RRF).

The Mutual Aid Branch resides in the Logistics Section and the Mutual Aid Branch Director is directly responsible to the Logistics Section Chief. The Branch has three main functions; The Statewide Mutual Aid Agreement, the Emergency Management Assistance Compact, and the Federal Resource Request Form. These mutual aid programs are essential components of emergency management planning, response and recovery operations. They can increase available resources and improve response and recovery efforts.

II. Purpose

The purpose of this Annex is to provide guidelines for the Mutual Aid Branch to implement the procedures of Florida's mutual aid programs. These agreements include but are not limited to; The Emergency Management Assistance Compact, the Statewide Mutual Aid Agreement and Federal Resource Request Form.

III. Scope

This Operational Guide is limited to the coordination, tasking and utilization of Intra-State and Inter-State mutual aid, and processing Resource Request Forms. This Annex is based on the State Unified Logistics Plan and establishes policies and guidelines for local and state decision-makers to follow during a major or catastrophic disaster. This is not a stand-alone document and is designed to be used in conjunction with the latest edition of the State Unified Logistics Plan. This operational guide is to be reviewed every 5 years, or as otherwise necessary.

IV. Assumptions

- A disaster may occur with little or no warning and may escalate more rapidly than the ability of any single local response organization or jurisdiction to handle.

- Local governments will utilize available resources fully before requesting state or federal resources

- Upon implementation, all state and local agencies and jurisdictions will adhere to these policies.

- When state resources and capabilities are exhausted, additional resources will be acquired through interstate mutual aid agreements and federal assistance.

- Certain cities, counties, and states will have limited amounts of resources available to respond to their own incidents.

- An Incident Action Plan (IAP) will be developed for the operational period in the event of an activation of the SEOC. This Incident Action Plan will establish priorities.

- Mutual Aid missions which support the Incident Action Plan will be granted unless otherwise determined by Senior Management.

- The Mutual Aid Branch will require augmentees to fulfill the full scope of requirements in the event of a full-scale activation.

V. Florida's Mutual Aid Programs

The Florida Division of Emergency Management (FDEM) is responsible for the implementation of three mutual aid programs on the local, state, and federal levels. This section will outline each of the 3 main types of mutual aid that the Florida Division of Emergency Management (FDEM) is responsible for managing.

A. Statewide Mutual Aid Agreement (SMAA)

Per Florida Statutes 252.40, the governing body of eligible entities may enter into mutual aid agreements within the state, to include counties and other signatories of the agreement, for emergency aid and assistance in case of emergencies too extensive to be dealt with unassisted. The Statewide Mutual Aid Agreement serves as a venue for the exchange of emergency resources throughout the

state of Florida. This Agreement allows for counties to assist one another in the event of an emergency. All 67 counties are required signatories of the agreement.

The agreement allows signatories to provide and receive mutual aid resources throughout the state. The agreement itself outlines terms in which statewide mutual aid assistance can be used. It also requires a "Form B," for parties in mutual aid agreements as an authorization of the sharing of resources. The SMAA allows for resources to be acquired in a timely and cost-effective manner in comparison to out-of-state mutual aid or federal assistance.

B. Emergency Management Assistance Compact (EMAC)

The Emergency Management Assistance Compact is a compact managed by the National Emergency Management Association (NEMA). All 13 articles of The Compact were ratified by the State of Florida in The Florida Statutes 252.920. All 50 States, as well as the District of Columbia, Puerto Rico, and the U.S. Virgin Islands, have ratified the articles of the Emergency Management Assistance Compact. These states are referred to as "member states."

EMAC serves as a venue for all member states to provide assistance to each other in times of emergencies. A Governor's declaration is required to activate EMAC and request assistance. The exchange of resources is coordinated through the Mutual Aid Branch using a Request for Assistance (REQ-A). The coordination of resources is done through the EMAC Operating System (EOS).

EMAC provides more available resources than the SMAA and provides a potentially more cost-effective route than requests for federal assistance.

C. Federal Resource Request Form (RRF)

The Federal Resource Request Form (RRF) is a venue for states to request federal assistance. The request is routed from FEMA but can include assistance from any federal asset with the ability to assist in an emergency management capacity. All other avenues of acquiring a resource should be explored before requesting federal assistance. Federal assistance can only be approved by the state from an Authorized Representative.

D. Additional Mutual Aid Programs

Individual ESFs have their own mutual aid programs that can be used in emergencies. The Florida Department of Law Enforcement handles all mutual aid requests involving law enforcement through ESF-16 and the Florida Sheriff's Association. ESF 4/9 will handle all mutual aid requests through the Florida Fire Chief's Association Mutual Aid Agreement. ESF-8 has an MOU with the Florida Fire Chief's Association for the coordination of emergency medical assets.

VI. Concept of Operations

This section provides guidance for mission processes in the event of a level 1 or 2 activation of the State Emergency Operations Center (SEOC). The Mutual Aid Branch will activate when an event of an imminent threat or an actual major incident has occurred that causes the SEOC to activate. Additional staff will be required to augment the responsibilities and functions of the Mutual Aid Branch within the Logistics Section. In the event of a large-scale or catastrophic event impacts the state, the Mutual Aid Branch Director must determine, with the consult of the State Logistics Chief, whether an EMAC A-Team is required to augment the current staff of the Mutual Aid Branch. The staff may also be augmented from another agency or county to staff the operational hours of the SEOC.

A. General

1. Once a resource shortfall has been identified by the requesting entity in need, they will input their request as a mission in WebEOC.

2. The request should include the following:
   o 24-hour contact information for the resource requester
   o Mission/capability description for the requested resource
   o Size & quantity information wherever applicable
   o Date/time resources needed and length of resource need
   o Logistical information for the request for personnel (lodging, food, etc)

3. The mission will then go to the applicable Branch & ESF to fulfill the mission. If the needs exceed the abilities of the ESF, then the mission will be tasked to the State Logistics Section to determine the means to acquire the resources.

4. If the Logistics Section determines that the request will be met via the SMAA, RRF, or EMAC, then the specific function of the Mutual Aid Branch will be tasked.

5. To complete the request, follow the procedure outlined in the SMAA, EMAC, and RRF Section in each specific portion of the concept of operations.

6. The Mutual Aid Branch will work to complete the request for each specific request.

7. Once the requested resource is acquired, the ESF, Branch, or entity that the mission is tasked through will be responsible for the mobilization and demobilization process for the resource. They are also directly responsible for the coordination and any logistical support for the assisting party.

8. The Mutual Aid Branch is also responsible for tracking all of the mutual aid delivered through these three mutual aid programs (SMAA, EMAC, RRF). A daily log is to be maintained to include the following information:

   o Requesting entity
   o Responding entity
   o Mission Number
   o Description of requested assistance
   o Estimated Cost

   A sample of the daily log can be found in attachment 4 of this annex.

B. Statewide Mutual Aid Agreement (SMAA) Process

Resources can often be secured through the Statewide Mutual Aid Agreement in an expedited, and cost-effective manner over other types of assistance. The following section provides guidelines for the coordination and tasking of resource requests through the Statewide Mutual Aid Agreement. This section can be used as a guide for the coordination of the Statewide Mutual Aid Agreement.

1. Requests for assistance will be received and reviewed by Operations Support as to viability and feasibility. All Resource requests come into the Operations

Support Desk via telephone or WebEOC and are tasked to the appropriate Branch and Section/ESF

2. If the Emergency Support Function or Section cannot fulfill the request, the respective ESF will task the logistics section with filling the outstanding resource need. The Logistics Section will then task the specific function of the Mutual Aid Branch determining which is the best means of acquiring the resource requested.

3. The Mutual Aid Branch Director & Mutual Aid Support Staff will review the request to determine:
   o Viability of the request
   o Priority of the request
   o Additional information is needed to address the resource request
   o If adequate resources are available within the state to address the resource request

4. If a determination is made that the request should be filled using in-state mutual aid, the Mutual Aid Branch will work with the resource requester to complete Part I of the Statewide Mutual Aid Agreement (SMAA) for B. The Mutual Aid Branch may expedite this process by filling out Statewide Mutual Aid Agreement Form B for the county request. At a minimum, the Form B will include:
   o Resource description to include capabilities of the requested resource
   o Dates that the resource should expect to deploy
   o Contact information for the assisting entities to reach the requesting entities
   o Cost estimate for the requested resource
   o Logistical information pertaining to accommodations for deploying personnel (food, lodging, equipment necessary, etc.)

5. To identify the assisting entity or county, the Mutual Aid Branch will work with the Regional Emergency Management Liaison Team, the Operations Chief, and the Logistics Chief to determine the appropriate assisting county/entity.

6. Once an assisting agency has been determined the Mutual Aid Branch will notify the requesting party and advise as to who is fulfilling the request and with what resources, their contact information, and the approximate time of their arrival.

7. The Mutual Aid Branch work with the assisting entity to complete Section II fo the Form B for the mutual aid mission.

8. Lastly, the requesting entity will sign Section III to acknowledge the information provided in Section II and approve the mission. To be considered complete, the Form B must include signatures from authorized representatives with the assisting and requesting parties.

9. Responding entities are **not authorized** to deploy without a Form B for the mutual aid mission. Per Article II Section III of the Statewide Mutual Aid Agreement, an exception may be made if the resource is for a life/safety mission but a verbal agreement must be made between the two entities. Form B must be completed within 5 calendar days.

10. The requesting party is responsible for updating and maintaining the WebEOC mission for the resource request. This is to include status updates for mobilizing, on scene, demobilizing, and also the points of contact for the mission.

11. If additional resources are needed for an assigned mission, the supervisors of the requesting parties will contact the Mutual Aid Branch to make the request and document the request for additional assistance through WebEOC.

12. During the operation, if the need for assistance is anticipated to exceed the previously agreed upon deployment length, the requesting entity needs to notify the Mutual Aid Branch within 48 hours of the end of the deployment of the resources.

    o The Mutual Aid Branch and the assisting entity will work with the assisting entity's authorized representatives to address the request for an extension. The assisting entity has the authority to decline this request if it is not something that they are willing to accommodate.
    o If this is something that the assisting entity is willing to accommodate, the authorized representative must agree to such in writing. Form B will be amended to include cost revision and an additional signature from **both** authorized representatives.
    o If the requesting entity cannot accommodate the request for additional assistance, then a new request needs to be input by the requesting entity and the Mutual Aid Branch will work to complete that request.

13. If the assisting party needs to demobilize prior to the end of their scheduled deployment, the authorized representative of the assisting entity needs to contact

the Mutual Aid Branch. This notification should be at least 48 hours in advance whenever possible. The Mutual Aid branch will then work with the requesting entity to find address the early departure of the resource, to include beginning another request process.

14. At the conclusion of the mission, the assisting party will make contact with the Mutual Aid Branch ensure that the resource arrived back to the requesting entity. The mission is then completed and closed out in WebEOC.

C. Emergency Management Assistance Compact (EMAC) Process

This Section serves as the guideline for implementing the Emergency Management Assistance Compact in support of response and recovery operations within the State of Florida and also providing resource support to other states requesting assistance. EMAC documents this process of mutual aid through a Request for Assistance (REQ-A).

Requesting Assistance through EMAC

In the event that assistance is being requested through EMAC, a state of emergency must be declared by the governor of Florida. The Mutual Aid Branch may be augmented with additional staff to ensure timely completion and adequate attention to all mutual aid requests. This implementation of EMAC Operations is designed so that multiple individuals can work on any of the ongoing requests. A single individual is not required to process an EMAC request from beginning to end. The process for completing an EMAC request involves the request, offer, and then sections I, II, and III.

1. If a State of Emergency has been declared by the Governor, The State Coordinating Officer (SCO) and/or the State Emergency Response Team (SERT) Chief will evaluate the potential need to implement EMAC.

2. If it is determined that EMAC is needed the Mutual Aid Branch Director will then contact the standing A-Team within the Florida Division of Emergency Management.

3. The Mutual Aid Branch Director will then open an event in the EMAC Operating System (EOS). A Situation Report will be drafted based off of the operational

information, hours, and the meteorological information available. The Situation Report will then be broadcasted to all EMAC states and serve as a notification of the activation of EMAC for Florida.

4. The EMAC National Coordinating State will also be notified of the activation of EMAC in Florida. This will provide coordination for EMAC requests at the national level. The National Coordinating State will also coordinate with the activated state(s) for a daily conference call to address operational needs.

5. The Mutual Aid Branch director is to draft a staffing plan that is agreeable to the standing A-Team. The staffing pattern needs to correspond with operational hours of the SEOC. Once developed and approved by all A-Team members, the staffing plan will be placed in an info message in WebEOC.

6. When present in the State Emergency Operations Center, the A-Team will serve within the Branch as Mutual Aid Branch Support Staff. Their duties are detailed in Section VII of this document**.** They are also responsible for briefing the Mutual Aid Branch Director and the State Logistics Chief of the ongoing activities and potential issues of The Branch.

7. All resource request will be tracked via WebEOC and the Daily Log Tracking Spreadsheet. This spreadsheet is to be reported to the Finance Section and the State Logistics Chief daily.

8. Requests for assistance will be received and reviewed by Operations Support as to viability and feasibility. All resource requests come into the Operations Support Desk via telephone or WebEOC and are tasked to the appropriate Emergency Support Function.

9. If the ESF cannot fulfill the request, the respective ESF will task the Logistics Section with filling the outstanding resource need. The Logistics Section will then task specific function of the Mutual Aid Branch determining which is the best means of acquiring the resource requested.

10. If it is determined that EMAC is the best means to fill the outstanding resource need, the Mutual Aid Branch will follow the process for broadcasting a resource request, receiving offers, and completing sections I, II, and III. This process is

outlined in a status checklist to be used as a cover sheet for each REQ-A through the process. This is provided in Attachment 2 of this annex.

11. **Request:** The requesting entity completed Section I of the Blank EMAC REQ-A Spreadsheet. The Mutual Aid Branch will then review the information provided to ensure that it is clear, concise, and specific. Someone that knows nothing about the event should be able to read the Resource Request and have a clear idea of what their deployment will entail.

    a. The request needs to be uploaded into the EMAC Operating System (EOS).
    b. Once uploaded and it is verified that all of the information populated correctly in the system, you will then *save, close, and publish*.
    c. The offer should be broadcasted to EMAC member states. Or, if it is a targeted request or a request only for a few specific states, then broadcast through EOS accordingly.

12. **Offer:** Once an offer has been received in EOS, the Mutual Aid Branch will review the offers to ensure that they are reasonable and address the resource request.

    a. The Mutual Aid Branch will print the offers and take them to the resource requester (ESF/Section/Branch). If the ESF would like to accept the offer, then they will then initial the offer and bring it back to the Mutual Aid Branch.
    b. The Mutual Aid will then take the offer to an Authorized Representative to review and initial if approved.
    c. If there are multiple offers and the other offers are to be declined, the Mutual Aid Branch **must** call the state that offered assistance and thank them for the offer before declining in the system.

13. **Section I:** After an offer is accepted, a Section I will be populated for signature by an authorized representative.
    a. Print the section I, and have an authorized representative sign.
    b. Scan and Upload the Section I into EOS.
    c. Change the access in EOS to private – only allow the assisting state to view the REQ-A in progress.

14. **Section II:** The assisting state is to complete this portion of the REQ-A. It will show as "awaiting Section II." Once this is received by the assisting state, then proceed to Section III.

15. **Section III:**
    a. Print this section and route for Authorized Representative to sign.
    b. Scan and upload this section into EOS.
    c. Download the entire completed REQ-A and attach it to the mission in WebEOC, and update if applicable.
    d. Print the entire REQ-A with all signatures, and a copy of the mission and place in the Completed REQ-A folder.

16. At the conclusion of a response event, the Mutual Aid Branch Director should send an e-mail to the assisting states detailing how to apply for reimbursement, where to send their reimbursement packets, and which documents should be used to complete their reimbursement packets. This is often done in coordination with the FDEM Finance.

Providing Assistance through EMAC

This section addresses situations when another EMAC member state is either threatened or has been impacted by a disaster or emergency. An EMAC member state has notified via broadcast or phone call that their governor has declared a State of Emergency in their state and that there is the potential need for assistance.

The Director of the Division of Emergency Management, a designee may elect to bring the SEOC to a level 2 activation to support the planning and deployment of resources.

1. The Mutual Aid Branch Director will gather the available information of the activation of EMAC and brief the Director of the Division of Emergency Management, the State Logistics Chief, the Bureau of Response Chief, and any other essential personnel.

2. The Director and Response Bureau Chief will determine Florida's assistance to another state. This decision is largely based on timing, available resources, and potential for impact to the state for 14 or more days.

3. Once individual resource requests are received from the impacted (requesting) state, the Director will approve the participation of resources that are potentially deploying.

4. The Mutual Aid Branch will need to work with the Operations Chief to open a tracking database in WebEOC to document EMAC assistance.

5. After the determination of participation, the Mutual Aid Branch Director will work with ESFs and other SERT Partners to determine available resources, estimated cost to respond to the requesting state. An offer (Section II, or a mission ready package (MRP)) will be developed to post to the requesting state as an offer to their request.

6. *Note: that in the event of an immediate life-safety need for the requested resource, an Authorized Representative may agree to work with a verbal offer to deploy the necessary resources. A REQ-A still needs to be processed for these missions to ensure cost reimbursement and coverage under EMAC for deployed personnel.*

7. The requesting state will then review the offer posted in EOS. If accepted, FL will wait for Section I to be signed by the requesting state. After, Section II will be available for signature by an Authorized Representative in FL. This will be signed and uploaded to EOS.

8. After Section III is signed by the requesting state, the completed REQ-A will be available to print and file to document. This serves as a formal agreement with estimated costs between the requesting and assisting state.

9. The Mutual Aid Branch Director will then work with the resource coordinate to begin the resource deployment. A pre-deployment briefing should be provided to deploying personnel prior to their departure. This should include expected working conditions, mission documentation, and reimbursement tracking.

10. The Mutual Aid Branch Director will provide deployment updates to the Director and the Response Bureau Chief and others as required on the status of missions and any anticipated changes.

11. Each agency and participating individual(s) is responsible for documenting its own costs. Once the mission has been completed and all resources have returned, each participating agency will submit their reimbursement request, along with detailed supporting documentation to the Division of Emergency Management Finance & Administration Section.

D. Federal Resource Requests (RRF) Process

Resource requests forms are used for requesting federal assistance in response to an emergency or event. The President must declare a Disaster or Emergency for Federal assistance to be available. This section was developed as a guide for requests from the State of Florida to the Federal Emergency Management Agency for federal assistance. The process for requesting this type of assistance is below.

1. The lead agency of the ESF may identify a service or need based on a request from either an impacted local government or another ESF. These needs can vary from ice, water, urban search & rescue teams, generators, meals, or other forms of life support and sustaining resources.

2. The ESF determines if the resource request may be acquired any direct state agency source to fulfill the request (other state agencies, direct purchase, etc).

3. If the requested resource is not available, the ESF lead agency or representative will notify their respective Branch Director of the unmet need and avenues explored.

4. Their respective Branch Director vets the requests and ensures that additional avenues were explored before requesting federal assistance. The Mutual Aid Branch will then work with the specific ESF or Branch to complete sections I and II an RRF.

5. Once the RRF is completed, it will then be attached to the mission in WebEOC and tasked to the Logistics Section who will task the Mutual Aid Branch.

6. The Mutual Aid Branch will then print the RRF and bring it to an authorized representative for an initial, and then take it to the FEMA Operations Chief to sign

to indicate acceptance. The Mutual Aid Branch will keep the original and the copy will be given to FEMA Operations to being the request.

This is done because the request from the ESF/Branch does not have the Scope of Work, cost estimates, and other essential information that FEMA will provide. Once this information is provided, a State Authorized Representative may sign.

7. FEMA will then provide a version with the complete information for signature from the state. Once signed by an authorized representative, the Mutual Aid Branch will provide FEMA a signed copy and retain the original for the state's record.

8. The Mutual Aid Branch will keep scan and attach the signed completed RRF to the WebEOC Mission.

9. If the resource request involves action from another federal agency that is not FEMA (USACE, USGS, etc), then a Mission Assignment will follow after the RRF has been received by FEMA. The Mission Assignment also needs a state authorized representative signature. Once signed, the Mutual Aid Branch will provide FEMA a copy, retain the original, and also attach it to the WebEOC Mission.

10. The original RRFs and Mission Assignments will be filed for The State's Records.

11. The Mutual Aid Branch will continuously work with FEMA Operations, FEMA Logistics, and the FEMA Mission Assignment Managers to receive updates and maintain the status of the federal requests. This will be documented on the Daily Log that the Mutual Aid Branch maintains.

VII. Roles and Responsibilities

The Mutual Aid Branch is staffed by multiple sources. The Division of Emergency Management, an EMAC A-Team, Statewide Mutual Aid Agreement assistance, and other state agencies may provide staffing to the Mutual Aid Branch in the event of an activation of the SEOC.

A. Mutual Aid Branch Director

The role of the Mutual Aid Branch Director is to coordinate the use of EMAC, SMAA, and RRF requests tasked to mutual aid. The Branch Director serves as the leader and coordinator of essential functions during blue skies. The Mutual Aid Branch Director also maintains documentation of past activations and future operations for the Mutual Aid Branch.

When notified, the Mutual Aid Branch Director will assume a pre-designated workstation in the State Emergency Operations Center. The Mutual Aid Branch Director will be tasked missions from the Logistics Section. The Mutual Aid Branch Director will communicate with the Logistics Section Chief to ensure that all mutual aid requests have been addressed.

Responsibilities

1.   Maintain at least 4 staff members to staff the Mutual Aid Branch Staff in the event of an activation; recruit when necessary.

2.   Continually train and develop staff to maintain operational capabilities and readiness for the Mutual Aid Branch. These operational capabilities should support a staffing pattern for the determined operational hours of the SEOC in the event of an emergency activation.

3.   Prior to an activation of the SEOC, the Mutual Aid Branch Director will ensure that the supply cabinet in the SEOC is stocked, the computers are functional, and can print with no issues.

4.   Continually evaluate the situation and determine if an EMAC A-Team is required to meet resource needs.

5.   Supervise the activities of the Mutual Aid Branch to include the Emergency Management Assistance Compact A-Team and any additional staff.

6.   Review all EMAC, SMAA, and RRF messages via e-mail, EMAC Operating System (EOS), and WebEOC.

7.   Monitor that all EMAC, SMAA, and RRF resource requests are tasked, and track the status of each request until completion.

8.   If a mutual aid request problem persists, immediately notify the Logistics Section Chief to identify alternatives and to bring the request to resolution.

9.   Ensure all mutual aid requests are resolved and continue to update mission statuses, wherever relevant, are documented in WebEOC.

10.   Provide Plans (ESF-5) with Situation Report feeders and Incident Action Plan information as required. Additionally, review the incident action plan to establish resource priorities.

11.   Ensure that all mutual aid mission (EMAC, SMAA, and RRF) are documented on the tracking log.

12.   Provide the Finance & Administration Section with daily cost estimates.

13.   Ensure that the Logistics Section Chief is informed of the activities of the Mutual Aid Branch.

14.   Provide Emergency Support Function 14 is informed of the activities of the Mutual Aid Branch to provide updates to the Governor's Office as necessary.

15.   Coordinate with other Branch Directors, Emergency Support Function personnel, and County Emergency Management Directors to coordinate their mutual aid requests.

16.   During normal operations, provide updates to the NEMA EMAC Executive Task Force (ETF) via the Regional EMAC Liaison. During an emergency activation, provide updates to the National Coordinating State (NCS) via the EMAC Coordinating calls.

17.   Coordinate with other Branch Directors, Emergency Support Function personnel, and County Emergency Management Directors to coordinate their mutual aid requests.

18.   Assist FDEM Finance through the reimbursement and closeout process.

19. When necessary, the Mutual Aid Branch Director may intervene to coordinate the delivery of resources.

20. Review messages ingoing & outgoing messages from the Mutual Aid Branch.

B. Deputy Mutual Aid Branch Director

The principal function of the Deputy Mutual Aid Branch director is to support the Mutual Aid Branch Director. This position is an essential function especially in the event that the Mutual Aid Branch Director is absent or otherwise occupied, many functions of the Deputy Mutual Aid Branch Director is to support the functions of the Branch Director and provide assistance whenever necessary. The responsibilities are the same as the Mutual Aid Branch as the Deputy Mutual Aid Branch Director should be able to step in in the absence of the Mutual Aid Branch Director.

C. Mutual Aid Support Staff

The purpose of the mutual aid support staff is to augment the Mutual Aid Branch Director & Deputy Mutual Aid Branch Director.

1. Monitor WebEOC for resource requests tasked to the Mutual Aid Branch.

2. Monitor EOS for offers and updates from other states.

3. Ensure that the Daily Log Spreadsheet is an accurate reflection of requests being processed through WebEOC and EOS by the Mutual Aid Branch.

4. Ensure that the processes for mutual aid requests are completed in a timely and efficient manner.

5. Answer phones and e-mail to maintain contact with resource requesters.

6. Maintain contact with the Mutual Aid Branch Director & Deputy Director and stay updated on any issues or problems.

Attachments 1-4

Attachment 1 – SMAA Form B

Attachment 1

STATEWIDE MUTUAL AID AGREEMENT
Type or print all information except signatures
Form B

PART I

TO BE COMPLETED BY THE REQUESTING PARTY

Date:		Time:		HRS (local)			Mission No:	

Point of Contact:			Telephone No:			E-mail address:	

				Assisting Party:	

Requesting Party:

Incident Requiring Assistance:

Type of Assistance/Resources Needed (use Part IV for additional space)

Date & Time Resources Needed:			Location (address):	

Approximated Date/Time Resources Released:

Authorized Official's Name:			Signature:	

Title:		Agency:	

PART II

TO BE COMPLETED BY THE ASSISTING PARTY

Contact Person:			Telephone No:		E-mail address:	

Type of Assistance Available:

Date & Time Resources Available			To:	

Location (address):

Approximate Total cost for mission: $

Travel: $		Personnel: $		Equipment & Materials: $		Contract Rental: $

Logistics Required from Requesting Party   Yes ☐   (Provide information on attached Part IV)   No ☐

Authorized Official's Name:			Title:	

Date:		Signature:		Local Mission No:	

PART III

TO BE COMPLETED BY THE REQUESTING PARTY

Authorized Official's Name:			Title:	

Signature:		Agency:	

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PART IV

STATEWIDE MUTUAL AID AGREEMENT
Type or print all information except signatures
Form B (continued)

MISCELLANEOUS ITEMS / OTHER MISSION INFORMATION

Attachment 2 – EMAC Checklist

WebEOC Mission Number: _____

EOS Mission Number: _____

Brief Description: _____

Requesting REQ-A Process Checklist

Forms: Available in WebEOC in the SERT File Library; SERT Mission Documents

Request:
- ❑ Review request mission and attached REQ-A Section I
- ❑ Review for clarity, specificity, and essential information
- ❑ "Import MRP" into the EOS and ensure all information populated correctly
- ❑ Save, Close, & Publish in EOS.
- ❑ Make sure that the request is broadcasted
- ❑ Update the WebEOC Mission and status with the EOS Request Number.
- ❑ Print cover sheet, WebEOC Mission & request, and place in the "Awaiting Offers," folder

Offer:
- ❑ Offer received in EOS
- ❑ Print offer(s), route to requesting ESF/Section/Branch
- ❑ Accepted offers require the requester to initial (ECO/Section Chief/Branch Director)
- ❑ State Authorized Representative will initial to indicate acceptance
- ❑ **Courtesy Call to declined offerers before accepting another offer**
- ❑ If the offer is only one of multiple for a series of requests, **select duplicate** so that additional offers are not automatically declined
- ❑ In EOS, select thumbs up to accept

Section I:
- ❑ Print, and have an Authorized Representative sign
- ❑ Scan & Upload to EOS
- ❑ Change access to private in EOS and change visibility to only the assisting state
- ❑ Place in "Awaiting Section II" folder

Section II:
- ❑ Completed by the assisting entity

Section III:
- ❑ Print, and have an Authorized Representative sign
- ❑ Scan & Upload to EOS
- ❑ Download the entire completed REQ-A and save to the event folder on the SERT shared drive
- ❑ Attach completed REQ-A to WebEOC mission and update status, if applicable
- ❑ Place completed REQ-A in "Completed REQ-A" folder

Attachment 3 – RRF Checklist

WebEOC Mission Number: _____
Requesting ESF: _____
Brief Description: _____

Resource Request Form Checklist

Mission Validation
❑ Work with requesting Branch/ESF to ensure that other venues have been explored before requesting federal assistance
❑ Work with Branch/ESF to ensure Sections I and II of the RRF have been completed

Processing RRF
❑ Review RRF for mission specifics and accuracy
❑ Print RRF & have an Authorized Representative initial to indicate state approval for the request
❑ Take to FEMA Operations Chief and have them sign to receive
❑ Make a copy of the received form and retain the copy for documentation and give FEMA Operations the copy
❑ Print out the WebEOC Mission and file in the "Received RRFs" folder
❑ Once the final RRF has been delivered from FEMA, have an Authorized Representative sign for "State Approving Signature"
❑ Make two copies and give FEMA one copy
❑ Scan the final RRF and file one in the SERT shared drive
❑ File the signed copy and WebEOC Mission cover sheet in the "Completed RRFs" folder

Mission Assignment
If a mission is tasked to another federal agency other than FEMA (USACE, USGS, etc), a Mission Assignment will need to be completed for the resource request. This is FEMA's process for tasking other agencies with requests from the State. Once the final RRF is received by FEMA, the Mission Assignment Manager will work to draft relevant mission assignments for requests.
❑ FEMA will provide the state with Mission Assignments for State Signature
❑ An Authorized Representative will sign for "State Approving Signature."
❑ Once signed, provide FEMA with a copy and scan and attach the signed Mission Assignment to the WebEOC Mission
❑ File with the RRF in the "Completed RRFs" folder and save a digital version to the SERT shared drive

Attachment 4 – Sample Daily Log

Column1	Column2	Column3	Column4	Column5	Column6	Column7
WebEOC #	EOS/RRF#	Requesting Entity	Requesting Entity	Request Decription	Status	Estimated Cost