



DEMES Job Aid: Process for SB4-A Waiver Program

Updated Aug 23, 2023



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Introduction

What is DEMES?

DEMES (formally known as Salesforce) is the solution that modernizes and digitizes FDEM’s forms and processes so we can move faster, leverage grant funding more efficiently, and provide an easier navigation experience for our agencies, partners, and internal staff. The SB4-A Waiver program was built on the DEMES platform.

What is SB4-A?

Senate Bill 4-A (henceforth known as SB4-A) appropriates \$350 million to the Division of Emergency Management (DEM) to provide the full match requirement for Federal Emergency Management Agency (FEMA) Public Assistance grants to local governments affected by the two hurricanes. Typical FEMA Public Assistance grants fund 75 percent of the costs of eligible projects, requiring a 25 percent match from the grant recipient.

The main purpose of SB4-A is property tax relief. The bill authorizes a partial property tax refund for residential property owners whose real property was destroyed or rendered uninhabitable for at least 30 days by Hurricane Ian or Hurricane Nicole. The partial refund of taxes is based on the number of days the home was uninhabitable and requires property owners to first pay their property taxes timely and in full. Additionally, deadlines for payment of property taxes and discount periods for payment prior to the delinquency date are extended for affected property owners.

Purpose & Objectives

The purpose of this document is to orient SB4-A users—specifically, applicants of the waiver program—to the SB4-A process in Salesforce. This document is to be used as a self-service job aid for those who wish to opt-in to the program.

This document serves as a self-guided learning with details on Salesforce SB4-A features, workflow, and accompanying visuals. There are additional documents for applicants that will be available on the DEMES website.

Migration and Criteria for SB4-A Eligibility

The following are major events and scenarios in the first step of the SB4-A process. Florida PA works in tandem with the DEMES Grants Management Portal; all eligible projects are uploaded into DEMES on a cadenced basis.

When eligible applicants for the subrecipient agreements are identified, there should already be grant managers identified from the legacy Florida PA system. If there is not a Grant Manger assigned to that account, the Grant Manager Supervisor can manually assign a Grant Manager to that subrecipient account



(this is covered in the internal SB4-A Job Aid but not pertinent for applicants). The new Grant manager will then receive an email notification that they have been assigned a new Subrecipient. These will be the folks reviewing and ultimately reviewing and approving the Funding Agreement once the applicant has gone through the opt-in process on the Portal.

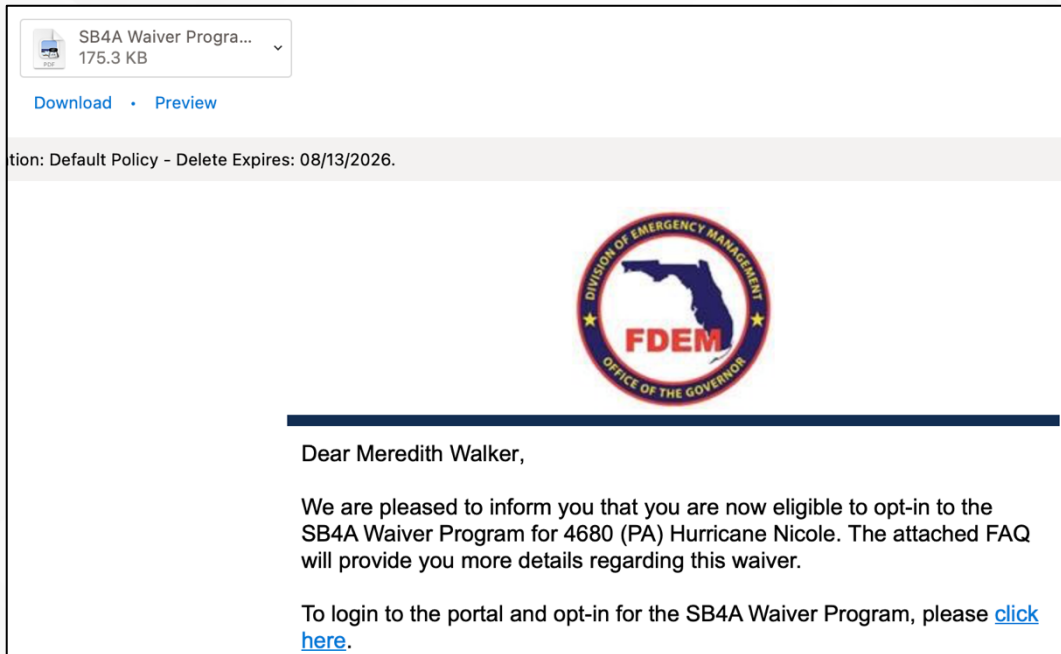
Eligible subrecipient applicants (ie, local government users associated with a particular county, municipality, etc.) will first receive an email notification acknowledging eligibility for SB4-A Waiver program, allowing them to opt-in the SB4-A Program within the Grants Management Portal. In the email, users (henceforth referred to as applicants) will click on a link that is embedded for them to login to the DEMES Grants Management Portal page; this will take them directly to the Subrecipient Agreement for which they are eligible.

Note: applicants can be eligible for more than one SB4-A Waiver, depending on whether it was under the Ian or Nicole Grant.

Please note: only local government entities are eligible for SB4-A.


Grants Management Portal Login


1. Applicants with Subrecipient Agreements that are eligible for the SB4-A Waiver Program (either Ian or Nicole) will receive an email letting them know that they can now opt-in. In the email, there will be a hyperlink that applicants can click on that will navigate them to the Subrecipient Agreement that is eligible for SB4-A. There will also be an FAQ included. As mentioned, the email and hyperlink is for one single event; either Nicole or Ian, and will be specified in the email.




2. If an applicant wanted to see all of the events they were eligible for, Applicants could also log in directly to the Grants Management Portal by navigating to <https://fdem.my.site.com/grants/s/login/>
3. Applicants navigate to the Grants Management Portal Login page by clicking the link in the email they received and log in with their DEMES-provided username and password. Individuals must have an active profile in the system that corresponds to their assisting agencies. If this is the first time the applicant is using DEMES, they will need to self-register; see [this document](#) on how to self-register.
4. Applicant logs in to the Grants Management Portal on DEMES. All information associated with the applicant and their existing Subrecipient Accounts are integrated from Florida PA, so all information that is on Florida PA will also be in DEMES.
Note to applicants: You can only opt-in to SB4-A through DEMES and the Grants Management Portal; you cannot opt-in through Florida PA.

A login form is overlaid on a satellite image of a hurricane. The form includes a 'Username' field with a person icon, a 'Password' field with a lock icon, a blue 'Log in' button, and links for 'Forgot your password?' and 'Register'. A larger version of the FDEM logo is centered at the top of the form area.



 Username

 Password

Log in

[Forgot your password?](#) [Register](#)



5. This will navigate the applicant to the homepage of the Grants Management Portal, as depicted below.

THE UPDATED STATEWIDE MUTUAL AID AGREEMENT IS NOW AVAILABLE
The Statewide Mutual Aid Agreement has been updated and is available for review. [Download Here](#)

Preparedness Grants

- Emergency Management Performance Grant (EMPG)
 - Volunteer Florida
- Emergency Management Preparedness and Assistance (EMPA) Grant
 - Volunteer Florida
 - Civil Air Patrol
- State Homeland Security Grant Program (HSGP)

Recovery Grants

- [Public Assistance Grant Program](#)
- [Fire Management Assistance Grant Program](#)
- Hurricane Michael State Recovery Grant
- Florida Citrus Recovery Block Grant (CRBG)
- Timber
- [CARES Act](#)
- [SB4-A Program Opt-In](#)

Response Grants

- Local Emergency Planning Committee (LEPC) Grant
- Hazard Analysis Contract
- Technological Hazards Federal HMEP (Hazardous Materials Emergency Preparedness)

Mitigation Grants

- [Hazard Mitigation Grant Program](#)
- Hurricane Loss Mitigation Program
- Building Resilient Infrastructure and Communities
- Pre-Disaster Mitigation
- Flood Mitigation Assistance

6. The applicant selects the hyperlink underneath the **Recovery Grants** section titled **SB4A Program Opt-In**. This will navigate the applicant to the Subrecipient Agreements page, where the applicant can see all of their subrecipient agreements that are eligible for the SB4A program.



Recovery Grants

- [Public Assistance Grant Program](#)
- [Fire Management Assistance Grant Program](#)
- Hurricane Michael State Recovery Grant
- Florida Citrus Recovery Block Grant (CRBG)
- Timber
- [CARES Act](#)
- [SB4-A Program Opt-In](#)

System displays Eligible Projects

1. The applicant should be taken to the page with a list view titled **SB4-A Opt-In Eligible Agreements**. If there are any subrecipient agreements that the system has deemed eligible, a list of those Subrecipient Agreement Names will display in the list view below.

Home Subrecipient Agreements Projects Search...

SB4-A Opt-In Eligible Agreements ▾

Updated a few seconds ago Search this list... ⚙️ 🗑️

	Subrecipient Agreement... ↑ ▾	Subrecipient Account ▾	Grant Name ▾	FEMA Status ▾	Primary Agent ▾
1	SA-51635	Seminole County Fire Department	4673 (PA) Hurricane Ian	Eligible	Meredith Walker ▾

2. Additionally, the applicant can view all subrecipient agreements by clicking on the tab on the upper left-hand corner called **Subrecipient Agreements**, which will list all subrecipient agreements associated with that account. Think of the Subrecipient Agreements page as a 1:1 to the Account Page on Florida PA, but on DEMES. The columns on the page include the **Subrecipient Name**, the **Subrecipient Account** that the Subrecipient Agreement is associated with, **Agreement Status**, **Grant** (SB4A Ian or Nicole eligible grants, plus Mitigation Grants), and **Start** and **End Date**.



Home Subrecipient Agreements Projects

Subrecipient Agreements My Subrecipient Agreements

	Subrecipient Agreement Name ↓	Subrecipient Account	Agreement Status	Grant	Start Date	End I
1	SA-51633	Seminole County Fire Department		4673 (PA) Hurricane Ian		
2	SA-51632	Seminole County Fire Department		4673 (PA) Hurricane Ian		
3	SA-51615	Seminole County Fire Department		4673 (PA) Hurricane Ian		
4	SA-51614	Seminole County Fire Department		4673 (PA) Hurricane Ian		
5	SA-51613	Seminole County Fire Department		4673 (PA) Hurricane Ian		
6	SA-51608	Seminole County Fire Department		4680 (PA) Hurricane Nicole		
7	SA-51605	Seminole County Fire Department		4680 (PA) Hurricane Nicole		
8	SA-51603	Seminole County Fire Department	New	4673 Ian - Mitigation		

3. From here, the user selects the **Subrecipient Agreement Name** that they want to opt in, taking them to a separate Account page. If that Subrecipient Agreement is eligible, there will be a button in the upper right hand corner called the **SB4A Waiver Opt In** button that the user will select to begin the opt in process.

Home Subrecipient Agreements Projects

Subrecipient Agreement **Seminole County Fire Department**

Program Group	Application Type	Application Status	Private Non-Profit Organization?
Member Projects		New	

Subrecipient Agreement Name	Program Type
SA-51635	
Grant ①	SB4A Waiver Program Opt-In Date
4673 (PA) Hurricane Ian	
Subrecipient Account ①	SB4A Waiver Program Opt-Out Date
Seminole County Fire Department	
Grant Manager	Funding Agreement Status
Test Grant Manager	
County ①	Agreement Executed Date
Unique Entity Identifier	Signature Rejection Date
4673#095-U03Q0-01	
FIPS Number	
435676878	
FACTS ID/Contract Number	
Z3707	

4. There are several key pieces of info on the specific Subrecipient Agreement page:

- Subrecipient Agreement Name:** an auto-generated unique name identifying that particular Subrecipient Agreement; here, it is SA-51635



- b. **Grant:** the grant that the Subrecipient Agreement is associated with (Ian or Nicole); here, it is 4673 (PA) Hurricane Ian
- c. **Subrecipient Account:** the actual subrecipient account that the applicant is associated with; here, it is the the Seminole County Fire Department
- d. **Grant Manager:** The FDEM-assigned Grant Manager that is associated with the subrecipient account. If there is not currently a Grant Manager associated with that account, FDEM will assign a grant manager once the applicant opts in. Here, the Grant Manager is Test Grant Manager
- e. **County:** County that the Subrecipient Agreement is associate with; here, it is Seminole County
- f. **Unique Entity Identifier**
- g. **FIPS Number**
- h. **FACTS ID / Contract Number:** this is the number assigned to a Grant captured in Florida PA
- i. **Program Type:** All SB4A eligible subrecipient agreements should be displayed as **SB4A Waiver Program**
- j. **SB4A Waiver Opt-In Date:** Automatically captured date when the user opts-in
- k. **SB4A Waiver Opt-Out Date:** Automatically captured date when the applicant decides to opt out. Applicants can always go back and opt-in at a later date
- l. **Funding Agreement Status**
- m. **Agreement Executed Date**
- n. **Signature Rejection Date:** if an applicant ultimately decided not to sign the Funding Agreement, the Date and Time will automatically be captured

Subrecipient Agreement
[Seminole County Fire Department](#)

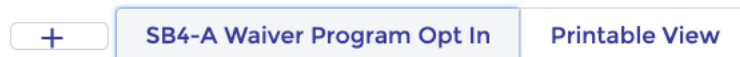
Program Group: Member Projects Application Type: Public Assistance Application Status: New Private Non-Profit Organization?: No

Subrecipient Agreement Name SA-51613	Program Type SB4A Waiver Program
Grant 4673 (PA) Hurricane Ian	SB4A Waiver Program Opt-In Date 8/1/2023, 11:12 AM
Subrecipient Account Seminole County Fire Department	SB4A Waiver Program Opt-Out Date 8/1/2023, 11:02 AM
Grant Manager Test Grant Manager	Funding Agreement Status Grant Manager Approving
County	Agreement Executed Date
Unique Entity Identifier 1231223452	Signature Rejection Date
FIPS Number 123334523452	
FACTS ID/Contract Number 1234575686	

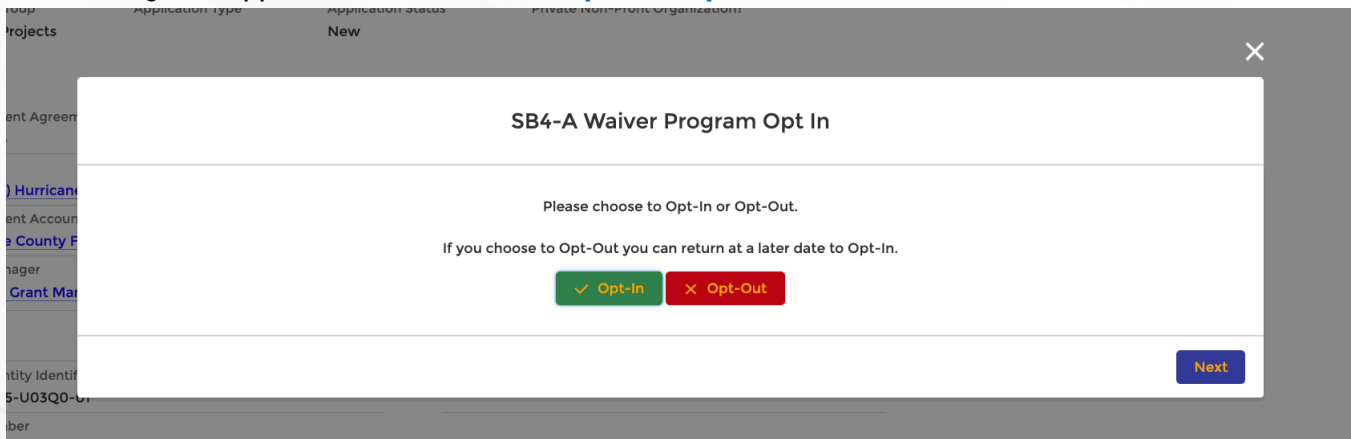
SB4-A Waiver Program Opt In [Printable View](#)

Waiver Opt-In Process

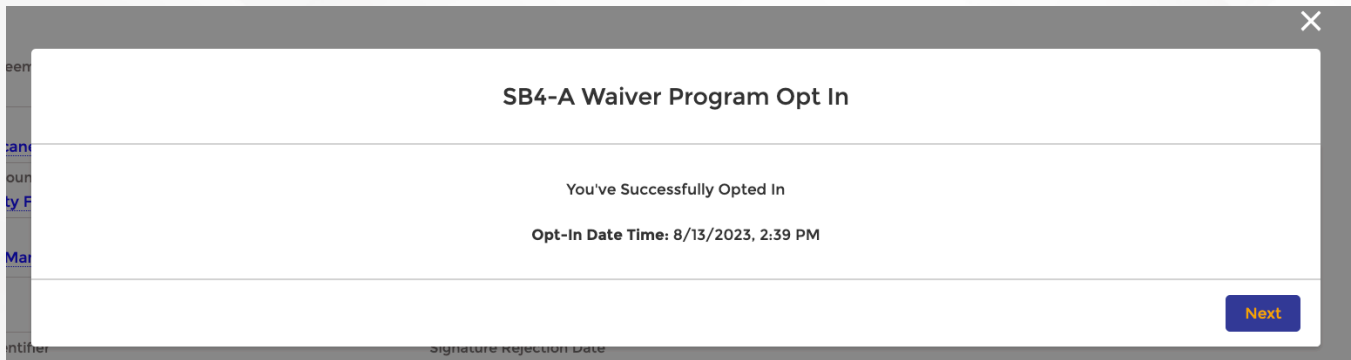
1. To begin the waiver opt-in process, the applicant will select their eligible Subrecipient Name, which will take them to the Subrecipient Agreement Account page (please note that this is NOT the actual Subrecipient Agreement as is typically understand in Florida PA; it is an account page within the Subrecipient Agreement where the event is eligible for SB4-A).
2. To opt in, the user will press the **SB4-A Waiver Program Opt-In** button on the upper right hand side of the screen.



3. A screen will appear asking the applicant if they want to Opt-In or Opt-Out of the SB4-A Waiver Program. Applicant will either select **Opt-In** or **Opt-Out**.

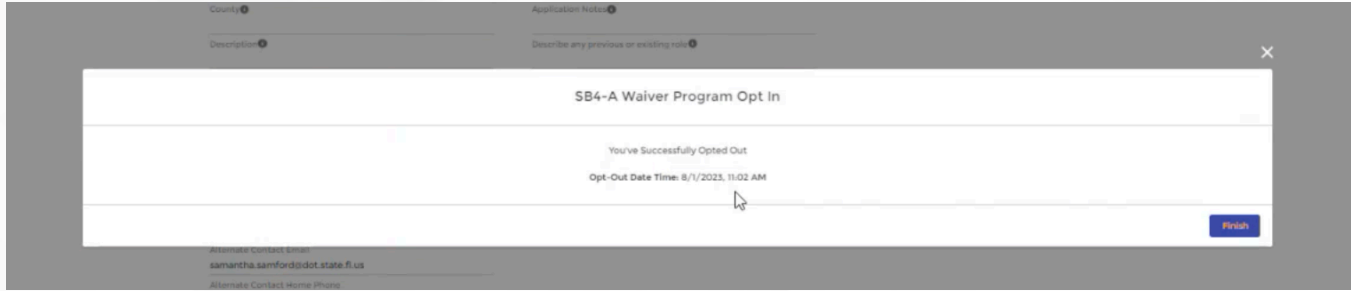


4. If the user selects Opt-In, the system will capture the **Waiver Opt-In Date and Time**. This will then trigger the Funding Agreement process where the applicant will view the **Funding Agreement** and sign the Funding Agreement if they agree to the terms. Applicant then selects **Next**, which will allow the applicant to opt-in and either e-sign or manually sign the Funding Agreement (next section).



- 5. If the user selects opt-out, the system will capture the **Opt-Out Date And Time**. Applicant can then click **Finish**.

Note: If an applicant later wishes to return to the eligible Subrecipient Agreement account page and Opt-In, they have the option to do so. However, the inverse is not true; once an applicant opt-ins they cannot later opt-out.



- 6. Once the applicant selects **Finish**, the system will return to the Account Page where they can view the **Opt-Out Date And Time**.



Subrecipient Agreement
Seminole County Fire Department

Program Group Member Projects	Application Type Public Assistance	Application Status New	Private Non-Profit Organization? No
----------------------------------	---------------------------------------	---------------------------	--

Subrecipient Agreement Name SA-51613	Application Status New
Subrecipient Account Seminole County Fire Department	Application Approval Status New
County	Application Notes
Description	Describe any previous or existing role
Related Disaster	Total Funds Requested \$0.00
Requested Amount	Total Project Cost \$0.00
Alternate Contact First Name Samantha	
Alternate Contact Last Name Samford	
Alternate Contact Title EMERGENCY MGT COORDINATOR-FINANCE	
Alternate Contact Email samantha.samford@dot.state.fl.us	
Alternate Contact Home Phone	
Alternate Contact Business Phone (850) 414-4078	
Sub-recipient's DUNS Number	

▼ SB4A

Grant Manager Test Grant Manager	Agreement Executed Date
E-Sign Status	Contract Last Signed Date
Funding Agreement Status	Signature Rejection Date
FACTS ID/Contract Number 1234575686	SB4A Waiver Program Opt-In Date
Legislative Appropriation Program	SB4A Waiver Program Opt-Out Date 8/1/2023, 11:02 AM

Funding Agreement Process

The SB4A solution on DEMES is integrated with Conga, an online document signing tool. SB4A applicants will be able to leverage Conga to drive document output of the Funding Agreement. Applicants can complete/sign these forms through Conga OR manually. We will cover both scenarios below.

Note: Applicants must ensure their pop-up blocker is enabled to generate forms.



Applicant Funding Agreement Process: Opt-In

E-Signature Process

1. Once the applicant selects **Next** when they have Opted-In, the system will generate the Funding Agreement via Conga. At this point, the applicant has now begun the process of reviewing and opting-in to the Funding Agreement.

SB4-A Waiver Program Opt In

> I need to manually sign

Congra Sign

Signatures required Required Actions 0 of 1

Agreement Number: SA-51635

Next

AGREEMENT FOR WAIVER OF LOCAL MATCH REQUIREMENTS FOR PUBLIC ASSISTANCE FOR HURRICANE IAN AND HURRICANE NICOLE (SB4A Waiver)

The following Agreement is entered into pursuant to section 252.37(5)(c), Florida Statutes, which provides that the Florida Legislature intends to provide the applicable match requirement for Public Assistance Program (PA) grants to local governments within a county designated in the Federal Emergency Management Agency (FEMA) disaster declarations for Hurricane Ian and/or Hurricane Nicole, on a first-come, first-served basis, subject to

Decline to Sign

2. Applicant views the document terms and conditions. If they agree with the terms and conditions of the Funding Agreement (this will only happen once), the applicant scrolls down to the bottom after reviewing the document and selects **Sign** to sign as the Subrecipient of the Funding Agreement.



SB4-A Waiver Program Opt In

> I need to manually sign

Congra Sign 100% More Actions

Signatures required Required Actions 0 of 1

otherwise terminate upon the expiration or repeal of the enabling statute. Unless amended, the enabling statute expires June 30, 2027. The Division and Subrecipient agree that all records will be maintained until the conclusion of any record retention period.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement.

SUBRECIPIENT: _____

By: _____
(Signature)
Name: Meredith Walker _____
Title: Project Coordinator II _____

Next

- When the applicant presses **Sign**, the system will automatically populate the Signature Field with the applicant's name. The tab next to the signature field will then change to **Done**.

> I need to manually sign

Congra Sign 100% More Actions

Ready to confirm Done 1 of 1

otherwise terminate upon the expiration or repeal of the enabling statute. Unless amended, the enabling statute expires June 30, 2027. The Division and Subrecipient agree that all records will be maintained until the conclusion of any record retention period.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement.

SUBRECIPIENT: _____

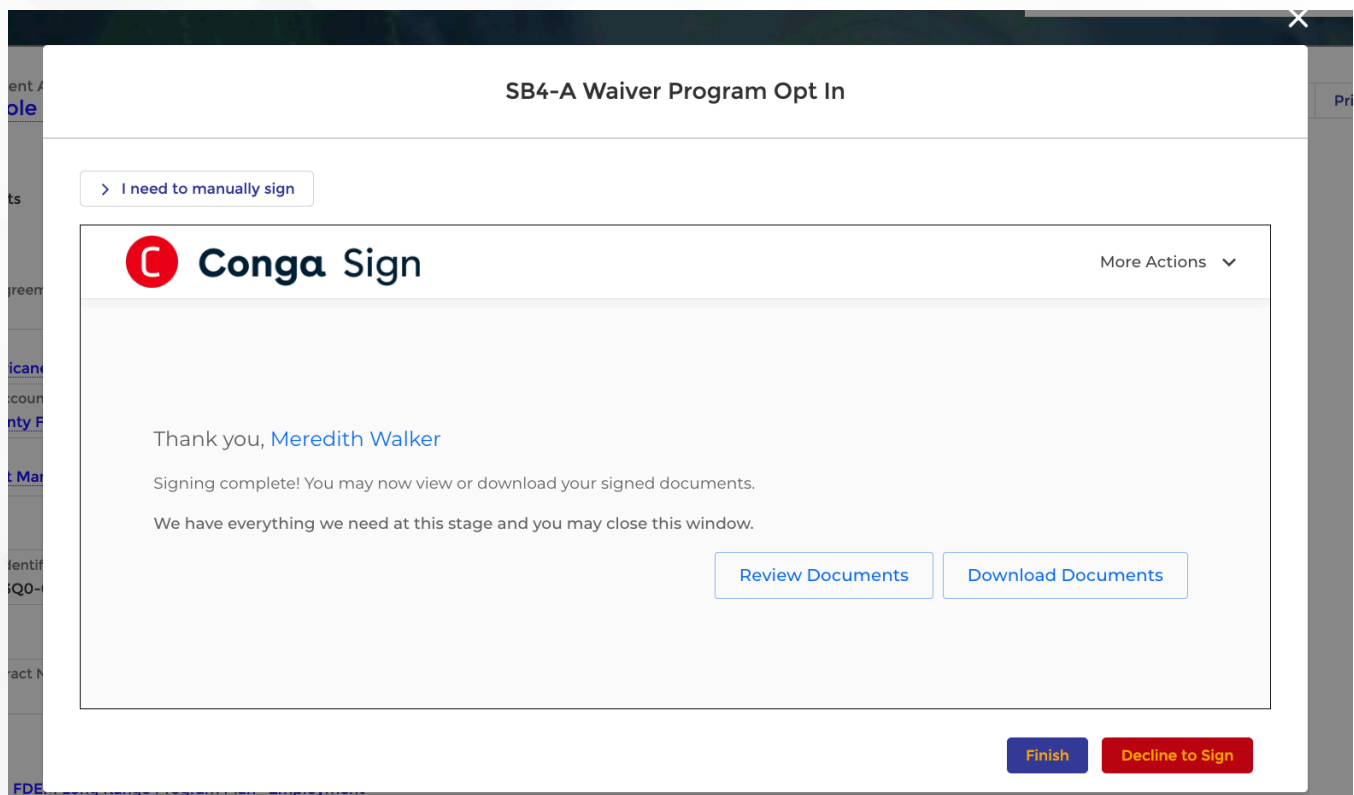
By: _____
(Signature)
Name: Meredith Walker _____

Please confirm to complete signing



4. Once the Funding Agreement is signed, the applicant then selects **Confirm**. The system will then navigate to a new screen confirming the applicant signature and allowing several actions:
 - a. The applicant can select **Review Documents** to view a pdf of the signed Funding Agreement
 - b. The applicant can select **Download Documents** in order to download, in pdf form, the Funding Agreement that was just signed
 - c. The applicant can select **Finish**, which will close the screen and return the applicant to the Subrecipient Agreement account page. On the account page, the applicant can now see that the **Funding Agreement Status** field has moved from **New** to **Grant Manager Approving**; this means that the signed Funding Agreement has now moved into the FDEM Grant Manager's queue in DEMES for review and approval.

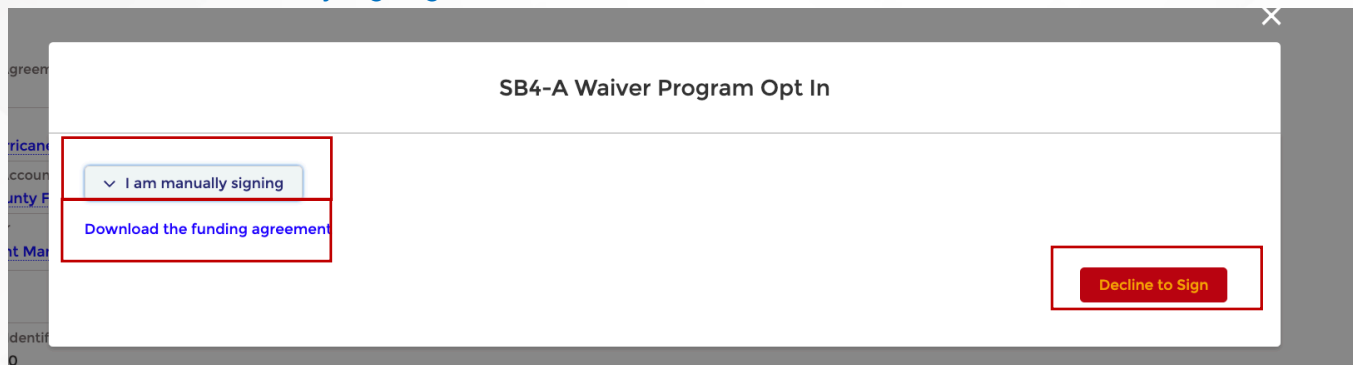
5. Once the applicant selects **Finish**, The Grant Manager assigned to that account will receive a notification once the Funding Agreement has been signed and can initiate the internal review process in DEMES.



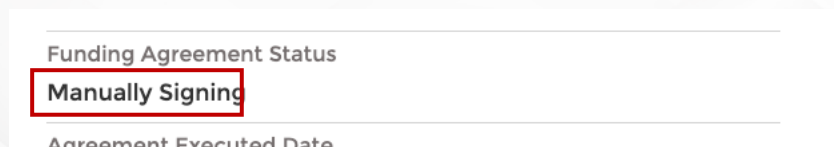


Manual Signature Process

1. In some cases, an applicant may want to manually sign the Funding Agreement rather than utilize the e-signature process. For a manual signature, once the applicant logs in and selects the applicable Subrecipient Agreement from the list, they follow the same steps for initially Opting-In as before; selecting the **SB4A Waiver Program Opt-In** and selecting Opt-In. This will navigate the applicant to the Funding Agreement via Conga.
2. There is a button on the upper left hand side of the Funding Agreement titled **I Need to Manually Sign**. If the applicant needs to manually sign the document, they will select that button.
3. A new screen will generate. The drop-down box on the upper left hand side will now display the text **I am Manually Signing**.

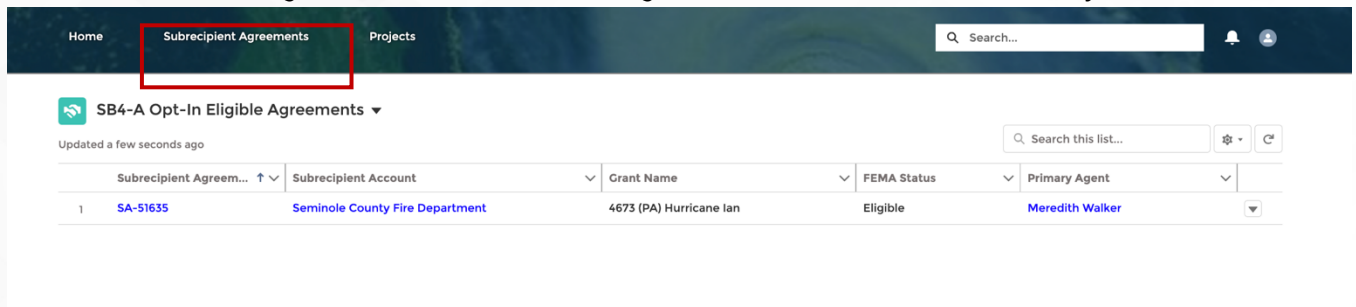


4. The applicant will select the link titled **Download the Funding Agreement**. This will generate and download the Funding Agreement to the applicant's personal machine, at which point they can print out the Funding Agreement and obtain the necessary approvals per their own internal processes.
5. The applicant will then need to scan and upload those documents to their assigned Grant Manager via email, who will then begin the review and approval process. Once the applicant elects to sign manually, the status on the Funding Status Agreement on the Subrecipient Agreement page changes to **Manually Signing**.





6. At this point, the Funding Agreement that the applicant has submitted goes through review and approval process by FDEM. This will take place outside of the Grants Management Portal on the internal FDEM DEMES platform system. Reviews and approvals will be made via email correspondence from the Grant Manager, to the Legal Department, to the Governing Authorizing Authority (GAR). Once the GAR approves and signs the document, they will send it back to the Grant Manger.
7. The Grant Manager then uploads the signed Subrecipient Agreement in DEMES, and updates the **Agreement Executed** Date manually. This will then reflect back on the Grants Management Portal and be marked as **Executed**. The applicant will receive an email correspondence from their Grant Manager indicating that all parties have signed the Funding Agreement.
8. Applicants can also go back to the Subrecipient Agreement Account page to see any updates or status changes to the Agreement. They can go this one of two ways:
 - a. Once an applicant is logged into the **Grants Management Portal** and clicked into the **SB4-A Program Opt-In**, they then can select the Subrecipients Agreement tile on the upper left hand corner of the SB4-A Eligible Opt-In Agreements.
 - i. Note: if applicnats have already opted in to all of the SB4-A waivers that they are eligible for, there will be nothing included on the below listview anymore.



- ii. This will, as mentioned before, navigate the applicant to ALL Subrecipient Agreements sociated with the accounts the applicant is tied to. Note that this will also include Mitigation Grants associated with that account.
 - iii. From there, the applicant can either click on the **Subrecipient Agreement Name** on the first column and find the account page they seek; for this job aid, the example has been SA-51635.



Subrecipient Agreements
My Subrecipient Agreements

Updated 2 minutes ago

Search this list...

Subrecipient Agreement Name	Subrecipient Account	Agreement Status	Grant	Start Date	End I
1 SA-51638	Seminole County Fire Department	New			
2 SA-51637	Seminole County Fire Department	New			
3 SA-51636	Seminole County Fire Department	New			
4 SA-51635	Seminole County Fire Department		4673 (PA) Hurricane Ian		
5 SA-51633	Seminole County Fire Department		4673 (PA) Hurricane Ian		
6 SA-51632	Seminole County Fire Department		4673 (PA) Hurricane Ian		
7 SA-51615	Seminole County Fire Department		4673 (PA) Hurricane Ian		

- iv. OR, if the applicant cannot remember the name (though we advise best practice you write those names down for easy recall), the applicant can also filter the Subrecipients by using the Grant Name Column (Column #4 displayed above and selected the Grant that you know the Subrecipient Agreement is associated with, and find it from there.
 - b. The applicant can also use the Global Search functionality in the upper right hand screen of DEMES to search for a variety of key information.
7. The Statuses are as follows: the applicant will be able to see where their Funding Agreement is in the approval process by returning to the Subrecipient Agreement page and viewing the Funding Agreement Status, which are as follows:
- c. **Primary Agent Signing:** this means that the Primary Agent (applicant) has opted-in to the SB4-A Waiver Program but has not yet signed the Funding Agreement, whether electronically or manually
 - d. **Grant Manager Approving:** this means the Funding Agreement has been received into the internal DEMES system and is in review by your assigned Grant Manager
 - e. **Manually Signing:** sets status as manually signing; all reviews and signatures are happening manually; once the GAR has completed signing, they then send it back to the Grant Manager to upload the document and manually set the Agreement Executed date
 - f. **Legal Approving:** a member of the Legal Team is reviewing and signing; it is then marked complete



- g. **GAR Signing:** the last step in the review and approval process, this means the GAR is reviewing and signing; it is then marked complete. The signing is over and the agreement execute date is set. The applicant will receive a notification via email once this has taken place
 - h. Expired
 - i. Cancelled
- 9. Even if applicants have already selected to Opt-In, applicants can at any point also select the button on the lower right hand side titled **Decline to Sign** once they reach the Funding Agreement. This means the applicant does not agree with the terms and conditions of the Funding Agreement, at which point the process will end. This will then return the applicant to the account page of the Subrecipient Agreement page which will then have two fields that automatically update:
 - a. **Funding Agreement Status:** Indicates if an applicant elected to manually sign. This status will move to **Manually Signing** whether or not the applicant ultimately decided to sign the Funding Agreement or not.
 - b. **Signature Rejection Date:** Indicates that once the applicant selected Manually Sign, they declined to sign the Funding Agreement. The system will capture the date and time that the applicant declined to sign the Funding Agreement. This applies to both manual sign and e-signature sign.



Subrecipient Agreement Seminole County Fire Department

Program Group	Application Type	Application Status	Private Non-Profit Organization?
Member Projects	Public Assistance	New	No

Subrecipient Agreement Name
SA-51632

Program Type
SB4A Waiver Program

Grant ⓘ
4673 (PA) Hurricane Ian

SB4A Waiver Program Opt-In Date
8/10/2023, 11:24 AM

Subrecipient Account ⓘ
Seminole County Fire Department

SB4A Waiver Program Opt-Out Date

Grant Manager
 Test Grant Manager

Funding Agreement Status
Manually Signing

County ⓘ

Agreement Executed Date

Unique Entity Identifier
3455-UU-S000

Signature Rejection Date
8/13/2023, 6:01 PM

FIPS Number
46543466

FACTS ID/Contract Number

10. At this point, the applicant has done all of the activities they need to do in order to opt-in and sign the Funding Agreement. The next steps involve the Grant Managers and other key members of the FDEM staff.

11. The applicant will be informed once the agreement has been executed via email by their Grant Manager.

Support Available

DEMES Site | Support Resources

For more information and to stay informed of project updates, please visit the **DEMES [project site](#)**. On this site, one can access support resources, including FAQs, training videos, and additional job aids.

Technical Support & Feedback

If you are having access or troubleshooting issues, please contact us. Additionally, your feedback and input is important to the success of this initiative. The project team encourages you to share your questions or feedback at SB4AWaiver@em.myflorida.com.