



STATEWIDE MUTUAL AID AGREEMENT REIMBURSEMENT GUIDE

FLORIDA DIVISION OF EMERGENCY MANAGEMENT

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INTRODUCTION

This document serves as the 2024 Reimbursement Manual for SMAA containing the most updated information on mutual aid mission costs eligible for reimbursement and the source documentation required to receive reimbursement from the State. The Statewide Mutual Aid Agreement (SMAA) is an agreement between the Florida Division of Emergency Management (FDEM) and the local government (Participating Party/Assisting Party) regarding the response to mutual aid missions across local jurisdictional lines.

Reimbursement from FDEM only be provided to those identified as a (Participating Party/Assisting Party) as an SMAA signatory. The FDEM's Mutual Aid Branch assists with sourcing and tracking 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, Chasity Brown, for additional information.

The State shall reimburse the (Participating Party/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 (Participating Party/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:

1. The Statewide Mutual Aid Agreement (SMAA): The 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.
2. The Mutual Aid Resource Support Agreement: The Resource Support Agreement (RSA) is 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.
3. The Division of Emergency Management Enterprise System (DEMES): DEMES is a digital platform located within the FDEM Grants Portal that Participating Parties employ to complete mission-related tasks including resource management, resource support agreements, and claims for reimbursements.

REIMBURSEMENT GUIDELINES

PURPOSE

Assisting Parties are responsible for reimbursing deployed personnel for travel expenses, updating time keeping systems to reflect actual mission work hours, and paying other eligible expenses incurred in connection with 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 the Resource Management application within DEMES. These records are to include equipment mileage and hourly usage, required itemized receipts, daily activity logs, proper equipment repair documentation, and more for negotiated costs as outlined in this manual.

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:

- Claim cost aligns with the fully executed RSA and the costs are directly related to the performance of the mission
- 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 the manual
- Assisting Party audits and resolves issues with supporting cost documentation, gathers all required signatures, and communicates any delays in document collection
- Accurate financial point of contact is updated on claim and is clearly identified in 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.

REIMBURSEMENT COMPONENTS

RESOURCE MANAGEMENT

The Resource Management (RM) Portal will track personnel and equipment mobilization, equipment damages, mission-related purchases, and demobilization during SERT activations and/or mutual aid requests. Usage of the RM Portal is the required form of activity documentation for FDEM to reimburse any SMAA cost.

RESOURCE SUPPORT AGREEMENT

Assisting Parties must submit their RSA within 10 days of mobilization.

CLAIM PACKET

Assisting Parties must submit their claim to DEMES within 45 days of demobilization.

VALIDATION

Once a claim is received in DEMES, the Division will begin the validation process. 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.

CLAIM COMPONENTS, ELIGIBILITY, & REQUIRED DOCUMENTATION

PERSONNEL

The Assisting Party's straight-time and overtime labor are eligible, including fringe benefits. If the Assisting Party backfills deployed personnel, overtime for backfill personnel is also eligible. However, straight-time for backfill personnel is ineligible except in rare instances when the criteria described below regarding backfill straight-time hours are met. Eligibility for overtime, holidays, and compensatory time is based on the Assisting Party's pre-event written labor policy.

ELIGIBLE COSTS

- Personnel regular time (e.g., standard work week)
- Personnel over time (e.g., standard work week)
- Holiday Time (per allowance of agency's policy)
- Compensatory time earned at the individual's actual rate of pay that is paid in accordance with their internal policies, regulations, and procedures that were in effect at the time of mobilization
- Actual cost of employee fringe benefits paid for by the Assisting Party
 - 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
- Permanent employees with reassigned duties on a normally scheduled working day who's regularly assigned duties required backfill during the time of the employee's reassignment
- Backfill Costs
 - Documentation Required:
 - F-ROC Labor Backfill Form
 - Timesheets
 - Payroll records
 - F-ROC Fringe Calculation Worksheet
 - There must be a clear correlation for who the backfill employee(s) are replacing and their relation to the responding personnel
 - Claims for backfill employees should only be for overtime unless they were recalled and working on a day off (not to include scheduled leave) or are a contractor or other unbudgeted labor type

DOCUMENTATION REQUIREMENTS

- Signed F-ROC Activity Reporting forms completed daily by deployed personnel via the Resource Management system (signed via the attestation confirmation upon demobilization)
- Mobilization and demobilization details documented via the Resource Management system
- Detailed payroll records (pay stubs, payroll register, report from the financial system or equivalent) for all

claimed personnel for the entire pay period(s) in which the reimbursement claim's dates fall

- Copy of timesheet(s) supplied by the employer for hours worked for the period being claimed
- Labor Policy / Applicable section from the Collective Bargaining Agreement
- Policies need to be in effect at the time of mobilization. Policies cannot be altered during or following a response.
- F-ROC Fringe Benefit Calculation Worksheet – For each applicable class of employee
- Type of employee (i.e., exempt, full-time, temporary, etc.)
- Completed IRS Form W9
- Demobilization order

Note: Reports from financial systems generally show the recorded expenses for both salaries/wages and fringe benefit contributions. If an Assisting Party does not have a financial reporting system, they may submit pay stubs.

INELIGIBLE COSTS

- Personnel costs that do not align with an Assisting Party's established Labor policies
- Permanent employees with reassigned duties on a normally scheduled working day who were not backfilled themselves
- Pre- and post-deployment costs not specified in the RSA (e.g., preparing to deploy)
- Overtime salary that is not eligible based upon the jurisdiction's Labor Policy
- Dispatch operations outside the receiving State, Territory, or Tribe
- Training and exercises and/or administrative costs
- Support for long-term recovery and mitigation operations
- Straight-time for backfill personnel
 - Unless they were recalled and working on an off day or are a contractor or other unbudgeted labor type

NEGOTIATED COSTS

Negotiated costs are only eligible if included in the RSA, agreed upon by both the Requesting and Assisting Parties, and allowable by state and local laws and policies. If the Assisting Party has a policy that disallows negotiated costs, that policy must be followed.

This includes the following:

- The State will only reimburse for actual hours worked and will not reimburse for "portal-to-portal," or 24-hour deployment pay unless clearly outlined within pre-established labor policies for the Assisting Party, effective on the date of mobilization, and provided to the requesting party during the RSA process. The Assisting Party is responsible for documenting their deployment through F-ROC Logs via the Resource Management system for reimbursement.
- Personnel 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 staff is conducting eligible evacuation or sheltering, search and rescue, or emergency medical care. When teams are placed on standby to deploy, are pre-staged by

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 the respective life-saving action
 - The number of hours and individuals were reasonable and necessary based on the number of resources required
 - The employee was conducting the respective life-saving action
 - All other labor cost eligibility criteria were met
- Equipment Standby Time (if standby time is less than half of the operational period).
- Pre- and post-deployment costs which must be clearly identifiable within the RSA
- 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. The authorized number of hours is specified in the Demobilization order provided and must be supported by the Assisting Parties internal labor policies. (Overtime is ineligible for cache rehab as well as 'regular' vehicle or equipment maintenance).
- Cache (equipment) Rehab time
 - Rehabilitation time and personnel necessary to return equipment to pre-deployment status.

REHAB DOCUMENTATION REQUIRED

- Demobilization Order
- Labor policy supporting payment for rehab time
- Cache Rehab also requires:
- FROC Activity/Equipment Logs (generated through the Resource Management Portal)

COST ELIGIBILITY & REQUIRED SOURCE DOCUMENTATION

The following sections identify the cost categories on the RSA, examples of eligible and ineligible costs, and required supporting documentation. Resource Providers must satisfy all mission-related financial liabilities in full prior to submitting their reimbursement claim to demonstrate the actual expenses incurred in the reimbursement package. The documentation requirements represent what is necessary to validate a cost category and must be provided at the time of claim submission.

Supporting 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.

To be eligible for reimbursement, costs must be:

- In alignment with the executed RSA
- Directly related to the Incident Response
- Supported by cost tracking and source documentation as outlined in this manual
- Both reasonable and allowable under state and jurisdictional policies
- Legal under government laws and regulations
- Reduced by all applicable credits (e.g., insurance proceeds)
- Consistent with the Assisting Party's internal policies, procedures, regulations, bargaining agreements, and procedures that apply uniformly to all activities of the Assisting Party and must be in effect at the time mission activation

TRAVEL

MEALS BY PER DIEM

Meal per diem rates for each mission day (breakfast, lunch, dinner, and incidentals).

ELIGIBLE COSTS

- Meal per diem rates for each mission day (breakfast, lunch, dinner, and incidentals) at the rate established by the Assisting Party's travel policy.
- If no policy exists, the Assisting Party should follow the State's policy or use the federal per diem rates for the deployed location (CONUS: www.gsa.gov or OCONUS: defensetravel.dod.mil).

DOCUMENTATION REQUIRED

- Travel policy which identifies the per diem rate guidelines
- Proof of reimbursement by the Assisting Party to the Deployed Personnel (i.e. check register, payroll register, etc.)

INELIGIBLE COSTS

- Paying per diem when the travel policy outlines payment by receipt
- Costs for meals when a meal for that time provided
- Alcohol

MEALS BY RECEIPT

The actual costs of any meals purchased throughout the course of a mission (e.g., breakfast, lunch, and dinner). The basis of reimbursement is dependent on the Assisting Party's travel policy.

ELIGIBLE COSTS

- Costs as outlined in the Assisting Party's pre-established labor policies that were in effect at the time of mobilization.
- If no policy exists, the Assisting Party should follow the State's policy or use the federal per diem rates (CONUS: www.gsa.gov or OCONUS: defense.travel.dod.mil).
- When claiming actual costs, 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 by the Requesting State. In this instance, the Requesting State would only reimburse an amount equal to the federal per diem rate.

DOCUMENTATION REQUIRED

- Actual cost of meals – Itemized receipts that show the vendor's name, date, location, items purchased, and payment method.
- Travel policy which identifies meals by receipt and how the Assisting Party determines reasonableness of the purchase of meals
- **Proof of payment:**
 - Proof of reimbursement by the Assisting Party to the Deployed Personnel when the purchase of the

- meals (by receipt) is made by the Deployed Personnel
- When a P-Card is used, the credit card statement must be provided with proof the cost of the purchase(s) were paid by the Assisting Party.

INELIGIBLE COSTS

- Missing receipts, receipts not itemized, or receipts that are not legible
- Costs for meals when a meal for that time was provided
- Alcohol
- Costs for meals related to group outings at restaurants (meals must be broken down by personnel or will be considered ineligible)

AIRFARE

Costs associated with air travel in relation to mission response.

ELIGIBLE COSTS

- Airfare (unless directly billed to the Requesting State)
- Change fees (if authorized by the Requesting State)
- Baggage fees

Note: 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 State should communicate the situation to the Requesting State and attain approval to either, 1) the start date of the mission can be adjusted, or 2) the higher priced tickets should be purchased due to the urgent need of the resources. Either situation should be documented appropriately for reimbursement purposes.

DOCUMENTATION REQUIRED

- Airline receipt or paid invoice showing name of traveler, dates of travel, destination(s), itemization of costs, and confirmation of payment
- Receipts for baggage fees
- Receipt for change fees
- **Proof of payment:**
 - Proof of reimbursement by the Assisting Party to the Deployed Personnel when the purchase of the ticket is made by the Deployed Personnel
 - When a P-Card is used, the credit card statement must be provided with proof the cost of the purchase(s) were paid by the Assisting Party

INELIGIBLE COSTS

- Tickets for premium class seating (e.g., first class or business class) – see exception clause above under Eligible Costs
- Costs for travel amenities (e.g., Wi-Fi, headphones, etc.)

LODGING

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

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

Notes:

- *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.*
- *Deployed Personnel may be required to provide their own lodging during primitive conditions (tents, etc.). In this case, there will be no lodging costs to claim for reimbursement except for possible lodging on travel days.*
 - *Assisting Parties may still have costs to claim for the use of the tents as well as any damages and/or decontamination costs. These types of costs will be covered under the Equipment and Other cost categories.*

DOCUMENTATION REQUIRED

- Receipt of paid invoice from vendor showing dates of stay, charges, name of guest, and zero balance due
- **Proof of payment:**
 - Proof of reimbursement by the Assisting Party to the Deployed Personnel when the lodging is paid by the Deployed Personnel.
 - When a P-Card is used, the credit card statement must be provided with proof the cost of the purchase(s) were paid by the Assisting Party.

INEGLIBLE COSTS

- Costs for lodging when accommodations are made available or paid for by the Requesting Party.

PARKING AND TOLLS

Costs associated with parking, tolls, etc. in relation to mission response.

ELIGIBLE COSTS

- Parking fees and highway/bridge tolls are eligible for reimbursement.

DOCUMENTATION REQUIRED

- Parking and tolls receipts with date, location, and amount paid
- **Proof of payment:**
 - Proof of reimbursement by the Assisting Party to the Deployed Personnel when parking/tolls were paid by Deployed Personnel.
 - When a P-Card is used, the credit card statement must be provided with proof the cost of the

purchase(s) were paid by the Assisting Party.

INELIGIBLE COSTS

- Parking fines

GROUND TRANSPORTATION

The costs of ground transportation (e.g., taxis, shuttles, ride share) in relation to mission response.

ELIGIBLE COSTS

- Rental vehicle and fuel (mileage is not eligible for rentals).
- Mileage rates for privately owned vehicle (POV), and government owned vehicle (GOV) to/from the airport, collective departure point, travel to/from mission location, or daily work location(s) during their deployment.
 - *Note: For POVs and GOVs, the cost of fuel or mileage are both acceptable as a basis of reimbursement.*
- The decision to request fuel or mileage is dependent on what the Assisting Party's organizational policy prescribes as allowable. If no policy exists, the Assisting Parties can adopt the Assisting 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 as detailed in the next column.

DOCUMENTATION REQUIRED

- Taxi/Shuttle/Ride Share: Receipts with date, origin/ destination points, and amount paid
- Rental Vehicle: Copy of rental agreement with name of renter and dates. Receipt or paid invoice for the cost of the rental vehicle and fuel
- **POV and GOV:**
 - **Fuel:** Receipt(s); credit card statements are not acceptable documentation for fuel receipts
 - **Mileage:** Policy authorizing the mileage rate
 - Daily F-ROC Logs (generated by entering in the Resource Management system) 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
- **Proof of Payment:**
 - Proof of reimbursement by the Assisting Party to the Deployed Personnel (for fuel, POV, rental, or other out-of-expense paid by the Deployed Personnel)
 - When a P-Card is used, the credit card statement must be provided with proof the cost of the purchase(s) were paid by the Assisting Party

INELIGIBLE COSTS

- Transportation costs where the purpose is not mission related (e.g., after-hours or leisure)
- Traffic violations or fines
- Mileage for rental vehicles

EQUIPMENT

Reimbursement for the use of equipment provided to the Requesting party is eligible based on either the terms of the agreement or FEMA equipment rates. Funding to repair damage to Assisting Party's equipment is eligible when the criteria for damage is met.

ELIGIBLE COSTS

- Equipment rates are established under FEMA's Schedule of Equipment Rates. <https://www.fema.gov/assistance/public/tools-resources/schedule-equipment-rates>
 - FEMA equipment rates are calculated to include fuel, oil, depreciation, overhead, and maintenance. Therefore, fuel cannot be claimed if the equipment is being reimbursed using hourly rates or by mileage.
- Hourly rates should only be used for working/running time (e.g., police car running with lights on) at the incident location.
- If the primary purpose of a vehicle is transportation to and from the incident site, mileage must be claimed with the start/end odometer readings documented, or fuel by receipt can be claimed.
- *Note: Both fuel and miles cannot be charged for the same vehicle. One must be chosen.*

DOCUMENTATION REQUIRED

- F-ROC Daily Activity Logs showing the name of the operator(s), equipment description, dates, and hours of operational use or mileage per day completed within the Resource Management system.
- F-ROC Equipment Inventory Log
- Documentation demonstrating the reasonableness of the chosen equipment rate (if FEMA equipment rate is unavailable).

INELIGIBLE COSTS

- Costs for fuel and maintenance when FEMA rate is being claimed
- Costs for hourly usage and mileage for the same piece of equipment on the same day
- Reimbursement of mileage or hours for leased equipment
- Equipment in "stand by": FDEM does not currently reimburse for equipment that is on standby or solely because equipment is unavailable to your home base due to being on deployment.
 - *Although costs associated with transporting equipment (e.g., labor and equipment costs used to transport equipment) to an eligible site are eligible, costs for standby time (time spent on hold or in reserve) are ineligible.*

NEGOTIATED COSTS

Negotiated costs are only eligible if included in the RSA and agreed on by both the Requesting and Assisting Parties and allowable by state and local laws and policies. Note that negotiated cost may not be eligible under federal funding but if agreed upon in the RSA must be reimbursed.

REIMBURSEMENT OF LEASED/RENTED EQUIPMENT

If an Assisting Party needs to lease equipment from a private vendor to perform the mission, they must include the terms, conditions, and estimated cost in the RSA. The reimbursement package should include the lease agreement, invoices or receipts with the days and rate for the lease and any fuel costs, if not included in the lease rate. They must follow the laws and policies established by the Assisting Party for leasing equipment.

Notes:

- Leased/Rented equipment is eligible for reimbursement through the FEMA Public Assistance (PA) Program.
 - Leased/Rented equipment cost must be necessary and reasonable.

DOCUMENTATION REQUIRED

The Applicant needs to submit the following to support leased equipment costs claimed (not an all-inclusive list)

- Lease/Rental agreements (required)
- Invoices or receipts (required)
- Locations and days used (required)
- Hours used (required if lease agreement charges hourly rates)
- Amount of fuel used, if not included in rental cost (required)
- **Proof of payment:**
 - Proof of reimbursement by the Assisting Party to the Deployed Personnel (for fuel, POV, rental, or other out-of-expense paid by the Deployed Personnel).
 - When a P-Card is used, the credit card statement must be provided with proof the cost of the purchase(s) were paid by the Assisting Party.

DAMAGE REPAIRS OR REPLACEMENTS

The repair of damaged equipment is eligible as part of the respective Emergency Work if the damage was: due to severe conditions resulting from the incident, unavoidable, and not due to improper or excessive use. For equipment damage, FEMA requires maintenance records to demonstrate that the equipment was regularly maintained and in good operational order prior to the incident, and details regarding when, where, and how damage occurred. This does NOT include regular equipment maintenance.

ELIGIBLE COSTS

- Reasonable costs to repair or restore damaged equipment to its pre-deployment condition or replace destroyed equipment.
- Equipment rehab/cache rehab to follow specific guidelines in demobilization order provided.

Note: 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 damages to the requesting party, images, affidavits, email, etc.). Damages that are not reported on-site within the Resource Management system prior to demobilization may not be reimbursed.

DOCUMENTATION REQUIRED

- Damaged Equipment Repair
 - Photographs documenting equipment damage and the cause of the damaged equipment (when possible)

in the Resource Management system

- Written explanation on how the equipment was damaged (e.g., affidavits or police reports)
- Copy of insurance claim
- Repair receipt
- Maintenance records showing the equipment was in good operational condition prior to the deployment
- Depreciation schedule for the equipment showing the book value, useful life, salvage value, and accumulated depreciation
- Equipment must be mobilized to the mission within the Resource Management Portal and usage during the deployment tracked on F-ROC Activity Logs via Resource Management
- **Proof of repair payment:**
 - Proof of reimbursement by the ASSISTING PARTY to the Deployed Personnel (for fuel, POV, rental, or other out-of-expense paid by the Deployed Personnel)
 - When a P-Card is used, the credit card statement must be provided with proof the cost of the purchase(s) were paid by the Assisting Party
- Damaged Equipment Replacement
 - Photographs documenting equipment destruction and the cause of the equipment destruction in the Resource Management system
 - Written explanation on how the equipment was destroyed (e.g., affidavits or police reports)
 - Copy of insurance claim
 - Maintenance records showing the equipment was in good operational condition prior to the deployment
 - Depreciation schedule for the equipment showing the book value, useful life, salvage value, and accumulated depreciation
 - Equipment must be mobilized to the mission on Resource Management and usage during the deployment tracked on F-ROC Activity Logs via Resource Management

Note: It is recommended that the RSA is amended to include damaged or destroyed equipment prior to claim creation.

CACHE REHAB (EQUIPMENT)

Equipment rehabilitation refers to the total hours specified in the demobilization order for personnel to replenish, clean, and restore deployed equipment and vehicles to operational status. 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. The timeframe for equipment or cache rehab hours commences upon the return of deployed personnel to their homes and their release from duty.

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 without detailed damage reports and other required documentation
- The replacement cost of equipment will be limited to the book value of the damaged or destroyed piece of equipment, less any insurance proceeds
- The cost to repair or replace damaged equipment that was found to be the result of willful misconduct, gross

negligence, recklessness, and/or poor maintenance practices

DOCUMENTATION REQUIRED

- F-ROC Activity/Equipment Logs (generated by the Resource Management Portal)
- Demobilization Order

COMMODITIES

Consumables and other supplies and materials that are necessary to perform the mission. All commodities purchased during the deployment (from mobilization to demobilization) must be included on the Daily Activity Logs in the Resource Management system to be eligible for reimbursement.

ELIGIBLE COSTS

- Examples of commodities includes, but is not limited to, the following:
 - Office supplies
 - PPE (Masks, gloves, sunscreen, bug spray, coveralls, respirator filters, eye protection, face shields)
 - Bottled water
 - Snacks
 - Batteries
 - MREs/pre-packaged meals
 - Fluids (related to equipment) not included in an equipment rate (bar/chain oil, fuel, engine oil, chainsaw chain)
 - Spark plugs
 - Medical supplies (disposable urinals, tongue depressors, syringes, medical tape, commode liners, gauze, alcohol pads, IV starter kits, catheter kit, cannula tubing, infection waste bags, shoe covers, pads for AED, etc.)
 - Decontamination soap
 - Self-sustainment supplies (ice, meals ready to eat (MREs), pre-packaged meals, water, snacks, toilet paper, 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)
 - Body bags
 - Animal feed (dog, cat, etc.)

DOCUMENTATION REQUIRED

- Receipt or paid invoice when commodities are purchased prior to deploying or during the deployment
- Documentation showing fair market value of items or paid invoice for items taken from Assisting Party's own inventory
- **Proof of payment:**
 - Proof of reimbursement by the ASSISTING PARTY to the Deployed Personnel (for fuel, POV, rental, or other out-of-expense paid by the Deployed Personnel)
 - When a P-Card is used, the credit card statement must be provided with proof the cost of the purchase(s) were paid by the Assisting Party

INELIGIBLE COSTS

- Personal items (e.g., personal medication, tobacco, alcohol, medications etc.)
- Supplies purchased that are not used during the deployment and remain in possession of the Assisting Party after demobilization

- If claiming the costs for MREs, there will be no cost to claim under the “Meals” category (except for meals purchased on travel days)

OTHER BY RATE

Non-equipment costs such as service charges that are billed by rate.

ELIGIBLE COSTS

- 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

DOCUMENTATION REQUIRED

- Receipt that establishes the rate

INELIGIBLE COSTS

- Replacement of non-equipment (mobile phone)

OTHER BY QUANTITY

Non-equipment costs that are billed by receipt or invoice.

ELIGIBLE COSTS

- Examples of other by quantity includes, but is not limited to, the following:
 - Laundry
 - Transportation of equipment and supplies
 - Costs for the decontamination of equipment
 - Replacement, or repair of non-equipment (mobile phone)

DOCUMENTATION REQUIRED

- Receipts or paid invoices
- Written explanation describing the reasoning for the repair/replacement
- **Proof of payment:**
 - Proof of reimbursement by the ASSISTING PARTY to the Deployed Personnel (for fuel, POV, rental, or other out-of-expense paid by the Deployed Personnel)
 - When a P-Card is used, the credit card statement must be provided with proof the cost of the purchase(s) were paid by the Assisting Party

INELIGIBLE COSTS

- Damage or replacement of personal property

APPENDIX: RESOURCES AND SUPPORT

MUTUAL AID, DEMES, F-ROC, AND RESOURCE MANAGEMENT RESOURCES

If issues are encountered, please use the point of contact below to assist in resolving the issue.

Resources can be found on various pages of the Florida Disaster website (links below). These pages contain webinars, job aids, and manuals that provide more detail on the step-by-step processes of mutual aid reimbursements and requirements. The link for the additional F-ROC Forms is for those not completed on DEMES Resource Management.

- **DEMES | Florida Disaster**
- **Logistics | Florida Disaster**
- **F-ROC Forms: Backfill Labor Form, Equipment Inventory Log, Fringe Calculation Worksheet, Daily Activity Report**

MUTUAL AID CONTACTS AND SUPPORT

The most efficient support will be received by utilizing the chatbot, Demi, located within Mutual Aid portal or by creating a case for support on the FAQ page of the FDEM Portal. However, support can also be requested at the DEMES Support email. Please note, responses to requests for support sent to the DEMES Support email will be delayed.

DEMES credentials are issued by the DEMES Program Consultant. New users should contact the DEMES Program Consultant, Melissa Hancock, along with the DEMES Support Team if they need access to the DEMES portal.

- DEMES.Support@em.myflorida.com

PORTAL ACCESS/MUTUAL AID QUESTIONS

The Statewide Mutual Aid Coordinator, Chasity Brown, should be contacted as soon as possible at MutualAid@em.myflorida.com for any of the following questions or concerns:

- Access to the Mutual Aid Portal
- Questions regarding supporting documentation

For additional information or questions regarding the Resource Management Portal, please contact the Resource Unit at SERTResourceUnit@em.myflorida.com.

APPENDIX: QUICK REFERENCE GUIDE

REIMBURSEMENT SUPPORTING DOCUMENTS

This Quick Reference Guide (QRG) outlines required documents for claimed costs but does not detail what classifies costs as eligible for reimbursement, please reference the sections in this SMAA Reimbursement Guide for more information. Please note, the submission of all supporting documents does not automatically qualify claim costs as eligible for reimbursement, the claim must undergo a review and validation process.

GENERAL REQUIREMENTS

- Fully executed 2023 SMAA on file
- RSA includes all costs requiring Requesting Party approval
- RSA total amount equal to or more than the total claim cost
- Claim reimbursement FPOC
- Signed copy of the agency's W-9
- All costs reflect the purpose of the mission

PERSONNEL & PERSONNEL BACKFILL

- All applicable payroll policies and CBAs in effect at the time of mobilization
- Hours and rates are accurate and adhere to all policies and CBAs as they pertain to each classification of employee
- Standby hours, portal-to-portal pay, and rehabilitation (if claimed) are clearly identified as allowable and adhere to all policies and CBAs
 - Pre- and post- deployment costs must be outlined in the RSA (e.g., preparing to deploy)
- Timesheets
- F-ROC Daily Activity Reports logged via Resource Management
- Cache rehab logged on F-ROC Daily Activity Reports, performing eligible rehab, and adhere to Assisting Party's policies
- Personnel rehab should be justified by the demobilization order and adhere to the Assisting Party's policies
- Detailed payroll records supporting all claimed costs
- Additional documentation for personnel backfill:
 - F-ROC Backfill Labor Form
 - Station/shift rosters or other documentation showing the backfill employee's assignment

EQUIPMENT

- Resource Management mobilization details (included in DEMES)
- All hours and/or mileage and equipment operators must be documented on an F-ROC Daily Activity Report via Resource Management and transposed accurately onto the claim
- Justification outlining the reasonableness for the rate used if no rate is available on the 2023 FEMA Equipment Rates
- Start/End odometer readings for claimed mileage on an F-ROC Daily Activity Report via Resource Management
- F-ROC Equipment Inventory Log with all claimed equipment and POV/GOV listed
- Cache Rehab should include an ICS 218 equipment form
- POV/GOV mileage differentiators for supporting documents:
 - Agency's policy should be provided stating the agency's mileage rates
 - Mileage log with start/end odometer readings uploaded to the Receipts/Other Attachments section of Resource Management or start/end odometer readings included on the Activity Log in the Description of

Work Performed section

- If no mileage log was maintained, map directions that identify the operator(s), miles, date(s) the route(s) were traveled, and the start/end locations must be clearly identified

EQUIPMENT DAMAGE

- Damage report completed on Resource Management
- Written explanation (e.g., affidavits or police report) to detail how the damage was attributed to the mission's emergency response
- Photos of the damaged equipment at the deployment site
- Photos of the cause of the damage, if possible (required if seeking replacement of the damaged equipment)
- Copy of the insurance claim
- Copy of the maintenance records
- Copy of the depreciation schedule showing the book value, useful life, salvage value, and accumulated depreciation
- Itemized receipts/invoices
- Proof of payment (check register, credit card statement, reimbursement to employee, etc.)

RENTALS

- Rental agreement listing the items rented, period of use, cost, and renter
- All rental equipment should be mobilized in Resource Management and identify days and locations used
- Hours used each day if the rental agreement charges hourly rates
- Record of the amount of fuel used
- Itemized receipts/invoices
- Proof of payment (check register, credit card statement, reimbursement to employee, etc.)
- Memorandum/explanation justifying the need for the rental

MATERIALS & OTHER (includes ground transportation)

- Costs documented on an F-ROC Daily Activity Report via Resource Management
- Itemized receipts/invoices uploaded in Resource Management
- Documentation showing fair market value of items or paid invoice for items if being claimed from agency's inventory
- Fuel receipts are to be notated with the vehicle in which it was used
- Proof of payment (check register, credit card statement, reimbursement to employee, etc.)
- Justification for miscellaneous items
- Justification for meals or grocery items explaining the need and why they weren't covered under meal allowances
- Rate justification for non-equipment being claimed by rate
- **Contracted expenses:**
 - Procurement policy
 - Contractor's invoice
 - Proof of payment to the contractor

MEALS

- All applicable travel policies in effect at the time of mobilization
- Costs are accurate and adhere to all policies
- Meals were not claimed when meals were provided
- **Receipt differentiators:**
 - Itemized receipts/invoices uploaded in Resource Management
 - Costs documented on an F-ROC Daily Activity Report via Resource Management
 - Proof of payment (check register, credit card statement, reimbursement to employee, etc.)
- **Per Diem differentiators:**
 - Proof of reimbursement to the employee

TRAVEL (lodging, airfare, etc.)

- All applicable travel policies in effect at the time of mobilization
- Costs are accurate and adhere to all policies
- Lodging or transportation was not claimed when they were already provided
- **Itemized receipts/invoices:**
 - Lodging receipts should identify each room's occupants, room numbers, dates of stay, charges, and reflect zero balance due
- Costs documented on an F-ROC Daily Activity Report via Resource Management
- Proof of payment (check register, credit card statement, reimbursement to employee, etc.)
- Costs requiring the approval of the Requesting Party are on the RSA