DEMES Mutual Aid Job Aid
Signing a Resource Support Agreement

Updated October 23, 2023

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Introduction

Purpose & Objectives

The purpose of this document is to provide users FDEM an overview of the views of the externally-facing Mutual Aid Portal for assisting agencies that serves as their landing point to view, apply for, and track status of missions, resource support agreements/cost estimates, and claims. This document serves as a self-guided learning with details on features and accompanying visuals.

Outcomes & Benefits

Streamlining the Digital FDEM Processes | Project Grey Sky

FDEM is continuously looking for ways to **improve and scale our mission and emergency operations**. Modernizing our processes is part of a larger steppingstone to digitizing and driving efficiencies in the way we operate and serve people.

What are we trying to accomplish?

Drive efficiency, accuracy and speed

By **digitizing** manual processes, eliminating paper forms, **integrating systems** and providing a centralized platform with **accurate production data**

Improvements to current functionality

By **refining current workflows**, **clarifying fields and requirements**, and **eliminating system challenges** that create duplications or allow for errors

Improve user experience

By **improving the user interface**, providing clearer instructions and pre-populating fields, when possible, to facilitate navigation and accurate workflow completion

Scenario: Approval and Signing the Resource Support Agreement

Approval Process

Once an agency submits a Resource Support Agreement, it is routed to the Mutual Aid team for review and approval. The Mutual Aid team can take one of three options on the RSA: Approve, Reject, or Return.

- **Approve** = RSA/Cost Estimate is in good order and is approved
- **Reject** = RSA application is not needed/will not be approved. Rejection explanation provided.
- **Return** = Enables Mutual Aid Coordinator to return the RSA to the Agency, allowing the agency to make edits to RSA/Cost Estimate and resubmit for review/approval

RSA Approved: Accessing and Signing an Approved Resource Support Agreement

Accessing RSA via Email

1. If the RSA meets the needs of the mission, it will be approved.
2. When the RSA/Cost Estimate is approved, the Mutual Aid team will generate an electronic copy of the RSA which will be emailed to the Agency representative.
    a. FDEM email will contain the following subject line: Please Sign the Document Section II Resource Offer – **RSA-####.pdf**
3. Agency representation should locate and open the email from FDEM.
4. Click the **View Document** button to access the Resource Support Agreement and initiate the signing process.
5. RSA document will appear in your browser.

6. Scroll through the document to confirm the contents are accurate.

Signing RSA

1. Click the box to provide a **digital signature**

7. Click the blue **Complete Signing** button (top right) to complete your signature process
    a. Download document for your records, if needed
8. A confirmation message will appear.

Multiple Signatures Needed

1. If more than one signature is needed, once the initial signature is obtained and saved, the document will be automatically routed to the next signature.
2. The second individual will need to add their **digital signature** and click **Complete Signing** button.

Signed RSA Returned to FDEM for FDEM Review/Approval

1. Once all required agency signatures are obtained, the RSA will be automatedly routed back to FDEM for their internal review and final signature.
2. Notification will be provided by email when the RSA/Cost Estimate is approved by FDEM.

Return RSA to FDEM for Modifications

1. Locate and open the email containing the RSA from FDEM
2. Click the **View Document** button in the email to access the Resource Support Agreement
3. RSA document will appear in your browser
4. Towards the top of the browser, click the **Cancel Transaction** button. This essentially indicates to FDEM that you decline to sign.

5. Agency will be prompted to provide a reason for declining via a text box. Provide details on why you have declined to sign. Click the **Confirm** button to execute the cancellation.
6. The Mutual Aid team will be notified of the cancellation. They will review the RSA, make adjustments, and resend the updated RSA for your signature.

Support Available

DEMES Support Resources

For more information and to stay informed of project updates, please visit the DEMES [website](#). Site contains support resources, including support contacts, FAQs, videos, and additional job aids.

- For **Mutual Aid** support, email the FDEM Statewide Mutual Aid Coordinator, Chasity Brown at Chasity.Brown@em.myflorida.com.
- **Technical Support** can be requested by emailing DEMES.Support@em.myflorida.com.

Feedback

Your feedback and input is important to the success of this initiative. Please share your feedback and ideas for enhancement at DEMES.Support@em.myflorida.com.