**Florida Division of Emergency Management**

**Mutual Aid Branch Standard Operating Guide (SOG)**

**Version 5.0**

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# Introduction

1. Some emergencies, disasters, and planned events exceed the resource capabilities of local and state governments. To address these deficits, resources are often requested from other local jurisdictions, states, and the federal government. This act of sharing resources across jurisdictional lines is referred to as “Mutual Aid.”
2. The Florida Division of Emergency Management’s (FDEM) Mutual Aid Branch is responsible for the oversight, coordination, and implementation of Mutual Aid activities pertaining to the State of Florida. These activities include the Statewide Mutual Aid Agreement (SMAA), the Emergency Management Assistance Compact (EMAC), requests for federal resources (commonly referred to as “RRF”) and other specialized areas of Mutual Aid.
3. When an incident occurs at a local, state, or national level, resources may be requested from the State of Florida. The Mutual Aid Branch is responsible for coordinating Mutual Aid resources in support of these requests at the direction of the Governor or a Governor’s Authorized Representative (GAR).
4. The Mutual Aid Branch is led by the Mutual Aid Branch Director, also referred to as the State “Mutual Aid Coordinator” or “EMAC Coordinator.”
5. During an activation of the State Emergency Operations Center (SEOC), the Mutual Aid Branch falls under the Logistics Section, and the Mutual Aid Branch Director reports directly to the Logistics Section Chief. During normal day to day operations, the Mutual Aid Branch Director reports to the Deputy Bureau Chief of Response.

# Purpose

1. The purpose of this SOG is to provide instruction and guidance to the Mutual Aid Branch Director, his/her support staff, and other related parties to effectively implement and enhance Florida’s Mutual Aid capabilities.

# Scope

This SOG is limited to the State of Florida’s Mutual Aid responsibilities within the field of emergency management. It does not provide explicit direction for Mutual Aid programs used by other state agencies, municipalities, or non-governmental entities.

# Florida’s Mutual Aid Programs

1. The Mutual Aid Branch Coordinates Mutual Aid across all levels of government. This is accomplished locally through the Statewide Mutual Aid Agreement (SMAA), nationally through the Emergency Management Assistance Compact (EMAC), and federally through requests for Direct Federal Assistance also known as RRF. Each program is essential to Florida’s emergency preparedness, response, and recovery capabilities.
2. Statewide Mutual Aid Agreement (SMAA)
   1. The SMAA provides a legal framework for local governments and tribal nations within the State of Florida to conduct Mutual Aid with one another. It establishes responsibility between parties and standardizes Mutual Aid response and reimbursement requirements.
   2. Although the SMAA is signed and acknowledged by FDEM, only local governments are considered parties to the agreement.
   3. Once the SMAA is adopted by a local government and approved by FDEM, the local is referred to as a “Participating Party” or “Signatory.” Participating Parties may utilize the agreement with any other Participating Party to facilitate Mutual Aid.
   4. Under the SMAA, Mutual Aid is managed through a “[Resource](https://www.floridadisaster.org/globalassets/dem/response/logistics/smaa/form-b.xlsx) Support Agreement” (RSA), which is provided in the SMAA. The RSA is a two-party form that contains a Resource Request and a Resource Offer. The Resource Request is completed by the party requesting assistance (Requesting Party), and the Resource Offer is completed by the party providing assistance (Assisting Party).
   5. The RSA contains a cost estimate, a description of the resource, and any additional terms governing the mission. These processes are completed through the DEMES Mutual Aid Portal.
   6. Once an RSA is completed and signed by both parties, a binding agreement is established. Any terms agreed upon in the RSA will adhere to the provisions of the SMAA, unless specified otherwise in the RSA.
3. [Emergency Management Assistance Compact (EMAC)](https://www.emacweb.org/index.php/learn-about-emac/emac-legislation)
   1. EMAC is the legal framework which enables emergency management planning, response, and reimbursement across state and territorial boundaries. It was congressionally ratified in 1996 and as of 2019, all U.S. States and Territories have adopted it into law and are referred to as “Member States.”
   2. Each Member State has a designated “EMAC Coordinator.” EMAC Coordinators are responsible for implementing the EMAC responsibilities of their state. The Mutual Aid Branch Director is the Statewide Mutual Aid & EMAC Coordinator for the State of Florida.
   3. To request resources through EMAC, a state’s governor must first declare a state of emergency or disaster. Once this occurs, resource requests can be made to other Member States. Any state requesting a resource is referred to as a “Requesting State,” and any state providing a resource is referred to as an “Assisting State.”
   4. Usually, resource requests and offers are formalized in a Resource Support Agreement (RSA). Like the RSA for the SMAA, the EMAC RSA contains a cost estimate, a description of the resource, and any additional terms governing the mission.
   5. To strengthen EMAC nationwide, Member States have delegated EMAC’s programmatic enhancement to the National Emergency Management Association (NEMA). NEMA helps facilitate and develop EMAC through a variety of trainings, exercises, conferences, and online management tools.
4. Direct Federal Assistance
   1. Direct Federal Assistance (RRF) is a function of the Stafford Act program enables the State of Florida to request and receive emergency response resources from the federal government. All RRFs are processed through the Mutual Aid Branch to the Federal Emergency Management Agency (FEMA), and resources may come from a variety of federal departments.
   2. RRFs are only utilized when the State of Florida has expended its available resources or when an RRF would deliver a resource in a more time-efficient and lifesaving manner.
   3. The State of Florida is obligated to a percentage cost share of all RRFs, as determined by the President of the United States. RRFs are far more expensive and cost-inefficient than other procurement methods and should only be utilized when necessary.
5. Other Mutual Aid Programs
   1. Some Emergency Support Functions (ESFs) procure mutual aid without SMAA, EMAC, or RRFs. These procurements are not managed by FDEM but may still route through the Mutual Aid Branch for visibility and payment purposes. Examples include:
      1. ESF-16 manages law-enforcement mutual aid through [Chapter 23, *Florida Statutes*](http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=0000-0099/0023/0023.html), and is coordinated byFlorida Department of Law Enforcement, the Florida Sheriff’s Association, and the Florida Police Chief’s Association.
      2. ESF 4&9 manages fire rescue mutual aid through the Florida Fire Chief’s Association [Statewide Emergency Response Plan (SERP)](https://www.ffca.org/assets/docs/SERP/SERP%20Plan%20Approved%207-16-2021.pdf).

# Concept of Operations

1. Mutual Aid can be considered in three phases: (1) Planning, (2) Response, and (3) Reimbursement. The Mutual Aid Branch Director is responsible for implementing, integrating, and strengthening each phase across the State of Florida as well as nationwide.
2. The following sections provide general procedures and guidance for each phase as it pertains to the SMAA, EMAC, and RRF program areas, including overall program objectives and leveraging tools to effect change.

# Response Phase

1. Mission Flow
2. Once a resource need has been identified by an affected entity, they will input their request as a mission in WebEOC. The request should include all of the required fields in WebEOC to be considered a complete mission request. Resource requestors should be as specific as possible for their needs, and assisting entities are encouraged to ask questions for clarification.
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 mutual aid is determined to be the best option to address the resource shortfall, the State Logistics Section will task the mission to the Mutual Aid Branch.
5. The Mutual Aid Branch will acknowledge the request by changing the status in WebEOC from “Tasked,” to “In-Progress Mobilizing.” Each request will be recorded and tracked on the Daily Log. More information on the Daily Log can be found in the reporting section.
6. The Mutual Aid Branch will evaluate each request to determine:
   1. The viability and priority of the request,
   2. whether additional information is needed, and
   3. if adequate resources are available within the state to address the resource request.
7. The Mutual Aid Branch will work with the resource requestor to determine the best option to address the resource shortfall.
8. To complete the request, follow the procedure outlined in the SMAA, EMAC, and RRF Section in each specific portion of the concept of operations.
9. After the resource is acquired, the resource requestor will be responsible for the operational coordination, mobilization, demobilization process for the resource. However, the entity will work with the Mutual Aid Branch to ensure resource whereabout visibility, RSA completion, and documentation of the deployment as it relates to the claims process following the event. .
10. Upon completion of the mission, the WebEOC Mission is changed to “Demobilizing,” until the resources arrive back to their jurisdiction. Then, the mission is changed to “Complete.” The requesting party is responsible for reimbursing the assisting party.

# Statewide Mutual Aid Agreement (SMAA) Process ([SMAA - Resources](http://www.floridadisaster.org/DEMES))

1. Resources can often be secured through the SMAA process in an expedited and cost-effective manner. The following section provides guidance for coordinating and tasking resources through the SMAA.
2. Request for mutual aid is tasked to the Mutual Aid Branch through WebEOC.
3. When it is determined that in-state mutual aid through the SMAA is best to address the resource request, the Mutual Aid Branch will work with the resource requestor to complete the Resource Support Agreement (RSA) Section 1 within the Division of Emergency Management Enterprise System (DEMES).
4. When an assisting party has been identified, the Mutual Aid Branch will work with the assisting to complete the RSA which includes the SMAA Cost Estimate Form (CEF). The RSA serves as a legal agreement between the requesting and assisting party for reimbursement. Responding entities are *not authorized* to deploy without a completed RSA unless verbal authorization is given by the SERT Chief or SERT ESF.
   1. If deployment is authorized verbally; then the assisting party must submit a completed RSA section 2 within 10 days of deployment.
5. The completed RSA will be completed within DEMES and mission status updated to “En Route” or “On-Screen.”
   1. The Mutual Aid Branch will work with the assisting party to coordinate the deployment of resources. Once En Route resources have arrived, update the status of the mission to “On Scene.”
6. Upon completion of the mission, the WebEOC Mission is changed to “Demobilizing,” until the resources arrive back to their jurisdiction. Then, the mission is changed to “Complete.”
7. The requesting party is responsible for reimbursing the assisting party. The assisting party will complete the SMAA Claim Summary within DEMES. Reimbursement claims should be submitted including all applicable and required documentation including (but not limited to):F-ROC Daily Activity reporting forms for all responders which includes personnel and equipment daily activities.
   1. Time Sheets and payroll records for all deployed personnel and backfill (as needed)
   2. Travel related expense receipts such as hotels, airfare, rental vehicles, per diem and meals. These should include proof of reimbursement to personnel as applicable.
   3. Receipts for materials and other commodities required for deployment activities. Including proof of payment.
   4. Receipts and proof of payment for any deployment related repairs needed for equipment including detailed reports of the damage or accident and justification for the repairs.
   5. Please note that this list is not exhaustive of all requirements and additional information/documentation may be requested once the validation process begins for the reimbursement.
      1. If you are uncertain if an expense is reimbursable, please reach out to the Mutual Aid Coordinator for more information.

# Emergency Management Assistance Compact (EMAC) Process

1. This section serves as the guideline for implementing EMAC to support response and recovery operations within the State of Florida. EMAC is also used to provide support to other states that request assistance. The agreement for resource support is Resource Support Agreements or RSAs.
2. Requesting Assistance through EMAC
3. When the State of Florida requires resource support from other states, it can request resources using the EMAC Operating System (EOS). A state of emergency must be declared by the Governor of Florida before requesting resources through EMAC. The EMAC process is designed so that multiple staff members can work on any of the ongoing requests; a single individual is not requested to process an EMAC request from beginning to end.
   1. Once 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 to request resources through 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 on information regarding 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. When a request for mutual aid is tasked to the Mutual Aid Branch through WebEOC, in-state mutual aid should be evaluated before determining that EMAC will be used to address a resource shortfall.
   6. If it is determined that EMAC is the best means to fill the outstanding resource need, the Mutual Aid Branch will follow the process outlined in the EMAC Checklist to complete the RSA. **All resource requests should reference the**  [**EMAC Reimbursement Guidance**](https://www.emacweb.org/index.php/resources/emac-reimbursement)**.**
   7. At the conclusion of a response event, the Mutual Aid Branch Director should send an e-mail to the assisting states detailing how to request reimbursement, where to send their reimbursement packets, and reference the Florida EMAC Reimbursement Guidance.
4. Providing Assistance through EMAC
5. Other EMAC member states will request assistance through EMAC for response or recovery that exceeds their capabilities. The EMAC Coordinator will receive a notification via e-mail or phone call that their Governor has declared the State of Emergency in their state and they may begin requesting resources through EMAC.
6. The Mutual Aid Branch Director will gather the available information and brief the Director of the Division of Emergency Management, the State Logistics Chief, the Bureau Chief of Response, and any other essential personnel.
7. The Director or their designee will determine Florida’s ability to assist the requesting state. This decision is largely based on timing, available resources, and potential for impact to the state for 14 or more days.
8. If Florida can support EMAC requests from other states, the Mutual Aid Branch Director will work with the Director or their designee on individual requests.
9. The Mutual Aid Branch Director will request Operations to open a WebEOC database to document EMAC support provided.
10. If there are questions about the resource request, the Mutual Aid Branch Director should reach out to the Requesting State EMAC Coordinator.
11. The Mutual Aid Branch Director will work with the resource provider to complete a mission-ready package (using the MRP form on the [FDEM Website](https://floridadisaster.org/globalassets/dem/response/logistics/emac/copy-of-25-personnel---emac-mrp-with-cost-estimate-template.xlsx)) with a cost estimate for the resource.
12. The cost estimate is reviewed by the Director or designee. After approval, the Mutual Aid Branch Director will upload the offer to EOS for the requesting state to review.
    1. *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. An RSA still needs to be processed for these missions to ensure cost reimbursement and coverage under EMAC for deployed personnel.*
13. If the offer is accepted, then Mutual Aid Branch Director will work with the Director or designee to sign Section 1 of the RSA.
14. After the requesting state signs Section 2 of the RSA, the RSA is complete. The Mutual Aid Branch Director will work with the resource provider to prepare the resources to deploy, which includes a pre-deployment briefing. This should include expected working conditions, mission documentation, and reimbursement tracking.
15. Each agency and participating individual(s) are responsible for documenting their own costs. Deployed personnel *must* document their deployment using ICS-214 forms.
16. Once the mission has been completed and all resources have returned, each participating agency will submit their reimbursement request, along with detailed supporting documentation as outlined by the [EMAC Reimbursement Guidance](https://www.emacweb.org/index.php/resources/emac-reimbursement) to the Division of Emergency Management Finance & Administration Section.

# Federal Resource Request (RRF) Process

1. Resource request forms are used to request federal resource support. The event must be a federally declared disaster to request federal support. The process for requesting federal resources is detailed below:
2. 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.
3. The lead agency or ESF must consider in-state mutual aid, purchasing, vendors, and EMAC support before requesting federal resources. The exception to this is if the resource that they are requesting is a specialized federal resource that is not available through another source.
4. The Mutual Aid Branch will work with the lead agency or ESF to complete Sections I and II of the RRF.
5. Once the RRF is complete, it will be attached to the request in WebEOC.
6. The Mutual Aid Branch will print the RRF and bring it to an authorized representative for signature and approval. Only Authorized Representatives as designated in the memo between FDEM and FEMA Region IV Response.
7. After signature and approval, the Mutual Aid Branch will upload the RRF information into the FEMA WebEOC system.
8. FEMA will review the completed RRF and provide a cost estimate and scope of work information. The Mutual Aid Branch will review this information with a State Approving Official and identify any concerns or changes to be made.
9. 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 with the Mutual Aid Branch.

# Roles & Responsibilities

1. The Mutual Aid Branch can be 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.
2. There are four main roles within the Mutual Aid Branch: The Mutual Aid Branch Director, Mutual Aid Branch Deputy Director, and up to three Mutual Aid Specialists. In the event of a large-scale or catastrophic event that impacts the state, the Mutual Aid Branch Director must determine, in consultation with 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.
3. Mutual Aid Branch Director
4. The Mutual Aid Branch Director coordinates EMAC, SMAA, and RRF requests tasked to Mutual Aid. The Branch Director’s primary role is to ensure missions are tasked and fulfilled in a timely manner. They are also the primary mutual aid coordinator during blue skies. The Mutual Aid Branch Director also maintains documentation of previous activations and maintains SOPs, job aids, and conducts training for the Mutual Aid Branch.
5. When notified of an SEOC activation, the Mutual Aid Branch Director will assume a pre-designated workstation in the State Emergency Operations Center. The Mutual Aid Branch Director is responsible for the missions tasked to the Mutual Aid Branch 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.
   1. Review all EMAC, SMAA, and RFF request messages
   2. Insure all EMAC, SMAA, and RFF requests are tasked
   3. Develop a staffing pattern to support activity based on the current situation and anticipated requirements
   4. Determine need and request augmentees from county emergency management as required
   5. Determine non-impacted region or counties for establishment of regional mutual aid
   6. Determine need for EMAC A-Team as required
   7. Monitor all EMAC, SMAA, and RRFs; obtain status updates from each mutual aid request until completion
   8. Supervise the activities of the branch, to include A-Team
6. Mutual Aid Branch Deputy Director
   1. The Mutual Aid Deputy Director supports the Mutual Aid Branch Director during SEOC activations. This position ensures continuity of operations if the Mutual Aid Branch Director is otherwise occupied or unavailable. The Mutual Aid Branch Deputy Director should work with the Mutual Aid Branch Director to identify the specific responsibilities that they will carry out. The Mutual Aid Branch Deputy Director should be able to step in in the absence of the Mutual Aid Branch Director. This individual should be able to coordinate with multiple entities at once, to include assisting states, requesting ESF’s, assisting counties, requesting counties, staff members of the Mutual Aid Branch, etc.
   2. The Mutual Aid Branch Deputy Director should work with the Mutual Aid Branch Director to identify the specific responsibilities that they will carry out. The Mutual Aid Branch Deputy Director should be able to step in in the absence of the Mutual Aid Branch Director. This individual should be able to coordinate with multiple entities at once, to include assisting states, requesting ESF’s, assisting counties, requesting counties, staff members of the Mutual Aid Branch, etc.
7. Mutual Aid Specialists:
   1. The primary responsibility of the Mutual Aid Specialists within the Mutual Aid Branch is to augment the Mutual Aid Branch Director & Deputy Director. They manage WebEOC, maintain communication with resource requestors and providers to ensure that all mutual aid missions are completed in a timely and efficient manner. Specialists track incoming and outbound resources through EMAC, SMAA and other federal resources and monitoring communication via e-mail (the [mutualaid@em.myflorida.com](mailto:mutualaid@em.myflorida.com) inbox) and the phones at the SEOC desk. Specialists This position is responsible for maintaining the SMAA Tracker.
      1. See Reporting Section below for more details.
8. EMAC A-Team can be brought in depending on the size and scope of the incident. A-Teams are NEMA qualified personnel that can consist of in-state A-Team qualified personnel or offered via the EMAC Emergency Operations System through RSAs from an assisting state.
   1. Florida National Guard (FLNG) EMAC A-Team Member
      1. The FLNG EMAC A-Team Member is qualified to serve as a point of coordination for all EMAC requests from the Florida National Guard. They integrate with the Mutual Aid Branch as a support staff member but leverage their military expertise to assist with requests specific to the FLNG.

# Reporting

1. The Mutual Aid Branch maintains a SMAA and EMAC tracker daily for resource tracking and reporting (example tracker is attached as an addendum).
2. The SMAA Tracker spreadsheet should include (but may not be limited to) the following information:
   1. Requesting entity
   2. Responding entity
   3. Mission number
   4. EMAC/RRF tracking number
   5. Description of requested assistance
   6. Estimated cost
   7. Mission Status
   8. Additional notes or details
3. Financial Reporting can be completed through the [DEMES](https://fdem.lightning.force.com/lightning/o/Report/home?queryScope=mru) system by creating reports and views to show status of RSA, invoices and claims.
4. The Mutual Aid Branch reports their estimated costs or “burn rates” each day to the FDEM Finance Section.
5. The Mutual Aid Branch also reports the missions and estimated costs to the State Logistics Chief for review.
6. The Report should include the following information:
7. Up-to-date Mutual Aid Asset Tracker Spreadsheet
8. Number of EMAC Requests
9. Number of assisting states
10. Number of SMAA Requests
11. Number of assisting jurisdictions
12. Number of RRF Requests
13. Any issues or concerns that need attention

# Training

1. Mutual Aid Training for resource providers
2. The Mutual Aid Branch Director is responsible for hosting annual training. This training should be held prior to the Atlantic Hurricane Season.
3. Mutual Aid Coordinator will work with the FDEM Regional Coordinators to complete region training and outreach periodically throughout each year regarding Mutual Aid processes, agreement updates, and reimbursement procedures.
   1. This training informs resource requestors at the state and local levels how to request resources through SMAA, EMAC, and RRFs.
4. Mutual Aid Training for Mutual Aid Support Staff
   1. Mutual Aid Coordinator is responsible for training all branch and support staff on proper polices and procedures related to mission management, asset tracking, reimbursement processing and local entity contact and correspondence.
5. EMAC training is available from the National Emergency Management Association (NEMA) at the eLearning Center on the [EMAC website](https://www.emacweb.org/). You must create a login and sign up to access the eLearning Center.
   1. NEMA provides online A-Team Training. More information on this course is available [here](https://www.emacweb.org/index.php/elearning-course-summaries/emac-a-team-training-course-summary). The Mutual Aid Branch Director has the discretion to advise which personnel are eligible to complete this training. The course takes approximately 16 hours to complete.
   2. All pre-requisite courses are required to be completed prior to the A-Team training course. Pre-Requisite courses for the online EMAC A-Team training is as follows:
      1. EMAC Pre-Event Preparation for Resource Providers
      2. EMAC: Just in Time Training
      3. Practice and Implementation of EMAC
      4. EMAC Reimbursement for State Emergency Management Agencies
      5. The National Guard and EMAC
      6. EMAC Bootcamp for Authorized Representatives
   3. To receive A-Team certification, individuals must complete all course modules, pass the test with a minimum score of 80%, and complete an final exercise to demonstrate their knowledge of the EMAC Operations System.
6. Mutual Aid Branch Support Staff should work with the Mutual Aid Branch Director to receive training on activation responsibilities for EMAC, SMAA, and RRF.

# SOG Maintenance

The preparation and revision of the Mutual Aid Branch Standard Operating Guide (SOG) is the responsibility of the Florida Division of Emergency Management’s Statewide Mutual Aid & EMAC Coordinator with the assistance and involvement of the Logistics Section Chief, Operations Section Chief, and all applicable support partners.

Examination and review of this document, and all attachments referenced herein, will be conducted annually by the Mutual Aid Section to incorporate procedural changes and deficiencies identified from corrective actions.

# Attachments

## [DEMES Mutual Aid Portal](https://www.fdemportal.com/grants/s/login/?ec=302&startURL=%2Fgrants%2Fs%2F)

## [Mutual Aid Branch Asset/RSA Tracker](https://portal.floridadisaster.org/Division_Dropbox/Mutual%20Aid%20Documents/Mutual%20Aid%20RSA%20Tracker_SMAA-EMAC%20SAMPLE%20.xlsx?d=wc1b707da1eb74bb8b8baeae6c3796b08)

## [Claim Validation Checklist](https://portal.floridadisaster.org/Division_Dropbox/Mutual%20Aid%20Documents/Claim%20Validation%20Checklist.xlsx?d=web3308d80e0f4dc4bf53c1ad27fe4729)

## [FDEM Claim Substantiation Worksheet](https://portal.floridadisaster.org/Division_Dropbox/Mutual%20Aid%20Documents/FDEM%20Claim%20Substantiation%20Worksheet.xlsx?d=w776192624a244a7b9c798ae027f65f83)

## [RSA Terms and Conditions](https://portal.floridadisaster.org/Division_Dropbox/Mutual%20Aid%20Documents/RSA%20Terms%20and%20Conditions_Updated.docx?d=w943493492073484d99e7cb75116f1e3e)

## [Cost Estimate Form](https://portal.floridadisaster.org/Division_Dropbox/Mutual%20Aid%20Documents/Cost%20Estimate%20Form-BLANK.xlsx?d=w1026c20a5777472c9b445315589335c7)

## [EMAC R-1](https://portal.floridadisaster.org/Division_Dropbox/Mutual%20Aid%20Documents/EMAC%20R-1%20Reimbursement%20Form.xlsx?d=we46aca3aea57458cb583a53c5e797b58)

## [EMAC R-2 Workbook](https://portal.floridadisaster.org/Division_Dropbox/Mutual%20Aid%20Documents/EMAC%20R2%20Reimbursement%20Summary%20Form%20(1).xlsx?d=w16e30e2f9b0e4b608152b0c28f1b66c2)

## [2023 SMAA](https://portal.floridadisaster.org/Division_Dropbox/Mutual%20Aid%20Documents/SMAA%202023_Final%20Version.pdf?d=wcfb200297cfd4355bf769deadb703018)