



# *State of California* Emergency Management Mutual Aid Plan

**November 2012**

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Governor



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**Cal EMA**  
CALIFORNIA EMERGENCY  
MANAGEMENT AGENCY



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## **SECTION ONE: BASE PLAN**

### **1.0 INTRODUCTION**

#### **1.1 PURPOSE**

The purpose of Emergency Management Mutual Aid (EMMA) is to provide emergency management personnel and technical specialists to support the disaster operations of affected jurisdictions during an emergency. This plan update supersedes the November 1997 EMMA Plan and the November 2001 EMMA Guidance.

#### **1.2 OBJECTIVES**

The objectives of the EMMA Plan include:

1. Providing emergency management personnel and technical specialists (collectively, “EMMA resources”) from unaffected areas to support local jurisdictions, Operational Areas (OAs), and regional emergency operations during emergencies.
2. Providing a system, including an organization, information, and forms necessary to coordinate the formal request, reception, assignment, training and demobilization of assigned personnel.
3. Establishing a structure to maintain this document (the Emergency Management Mutual Aid Plan), its appendices and its procedures (Annexes).
4. Providing for the coordination of training for EMMA resources, including Standardized Emergency Management System (SEMS) training, emergency management course work, exercises, and disaster response procedures.
5. Promoting professionalism in emergency management and EMMA response.

## **2.0 BACKGROUND**

In accordance with the California Master Mutual Aid Agreement, local and state emergency managers have responded in support of each other under a variety of plans and procedures. Immediately following the 1994 Northridge Earthquake, city and county emergency managers along with the Coastal, Inland and Southern Regions of the California Emergency Management Agency (Cal EMA), formerly the Office of Emergency Services, developed a coordinated emergency management concept called the Emergency Management Mutual Aid (EMMA) system. EMMA provided a valuable service during the emergency response and recovery efforts at the Southern Region Emergency Operations Center (REOC), local Emergency Operations Centers (EOCs), the Disaster Recovery Center (DRC), Local Assistance centers and in the field.

Since that time, EMMA has often been used to deploy emergency managers and other technical specialists not covered by Law Enforcement or Fire Mutual Aid plans in support of emergency operations and response throughout California. This document is an update to incorporate advancements in Emergency Management Mutual Aid.

## **3.0 STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)**

The Standardized Emergency Management System (SEMS) incorporates its five functions; management, planning/intelligence, operations, logistics, and finance/administration consistently, from the field level to the state level. All phases of the EMMA system are to operate consistently with SEMS regulations.

## **4.0 ASSUMPTIONS**

The Emergency Management Mutual Aid Plan is based on the following assumptions:

1. The main tenet of mutual aid operations is that the requesting jurisdiction has fully committed its resources or has a unique need prior to the initiation of a mutual aid request. This does not require actual exhaustion of all resources, but it does anticipate full mobilization and commitment to the emergency.
2. Mutual aid is requested and provided because it is needed to support the response to a credible threat or actual emergency, not because it is anticipated that local government will be reimbursed by state or federal disaster funds.

3. All personnel deployed as EMMA resources are qualified in the job for which they are being deployed.
4. When emergency management mutual aid is requested, the Cal EMA Regional Administrator, or designee, will assign an EMMA Coordinator at the regional level. Each SEMS level of government participating in EMMA will also designate an EMMA Coordinator. The EMMA Coordinator at each SEMS level will facilitate the assignment, reception and demobilization of EMMA resources.
5. Requests for mutual aid will follow normal mutual aid channels, consistent with the Master Mutual Aid Agreement and SEMS, using the Response Information Management System (RIMS).
6. Local government must use SEMS in order to be eligible for possible state funding of response-related personnel costs pursuant to activities identified in the California Code of Regulations.
7. The mutual aid extended under this agreement shall be without reimbursement unless otherwise expressly provided for by the parties to this agreement. This Agreement shall not supplant existing agreements between the parties hereto providing for the furnishing of certain types of facilities and services on a reimbursable, exchange or other basis.
8. The State may use the EMMA Plan to deploy EMMA resources from any level of government (State and Local) as a State coordinated resource.
9. All resources deployed under this Plan are public employees.
10. The EMMA Plan and Annexes do not apply to fire and law enforcement agencies which maintain their own mutual aid systems. EMMA does not supersede any government agency's internal deployment policies or procedures but should be used when deploying personnel outside of their organization.

## **5.0 ORGANIZATION**

The EMMA system is composed of emergency management personnel and other disciplines from local and state government. The process for the allocation of resources is as follows:

1. The county, cities, and special districts will forward their requests for mutual aid through their Operational Area.
2. The Operational Area will act as the coordination point between the county, cities, and special districts and the Cal EMA region.
3. The Cal EMA regional offices or Regional Emergency Operations Centers (REOCs), if activated, will act as the coordination point and facilitate mutual aid among Operational Areas within their jurisdiction.
4. The California Emergency Management Agency's State Operations Center (SOC) will facilitate the provision of mutual aid among Cal EMA regions.

## **6.0 POLICIES AND PROCEDURES**

### **6.1 GENERAL**

The general policies and procedures guiding EMMA include the following:

1. Cal EMA will develop training on the procedures and information contained in this plan. At the time of an event, Cal EMA may request a knowledgeable local emergency management official to assist with EMMA requests as part of the Logistics Section during REOC and/or SOC activation.
2. Cal EMA coordinates mutual aid from requesting to providing jurisdiction, primarily drawing from local government sources. As necessary, Cal EMA may provide state agency employees in response to mutual aid requests.
3. EMMA resources will typically be assigned to a local jurisdiction EOC/DOC, Operational Area EOC/DOC, REOC, or in some instances the SOC. EMMA resources could be deployed to field response (e.g. Incident



Command Posts, Shelters, Local Assistance Centers or other appropriate emergency coordination locations). EMMA resources may also be deployed to other states using the Emergency Management Assistance Compact (EMAC) or as part of a federal response to a disaster, with the concurrence of the EMMA resource, the State and providing jurisdiction.

4. The Response Information Management System (RIMS) forms will be utilized to the fullest extent possible.
5. Under certain circumstances (per Federal Disaster Assistance Policy 9523.6), mutual aid costs may be reimbursable. Individuals responding as mutual aid under the EMMA Plan are responsible for maintaining their own logs, time sheets, travel claims, and supporting documentation necessary for reimbursement. This documentation should be submitted to their home agency (the providing jurisdiction). The providing jurisdiction will submit this documentation to the requesting jurisdiction's EOC Finance/Administration Section.
6. Mutual aid between local jurisdictions is normally used as short-term assignments and should be no longer than 14 calendar days. In the event that a mutual aid assignment exceeds one operational period (normally considered to be a 12-hour shift worked at the requesting jurisdiction) per EMMA resource, post-event agreements for reimbursement of the services provided may be entered into. Nothing in this plan limits the right of a jurisdiction to make mutual aid requests pursuant to the Master Mutual Aid Agreement and the State Emergency Plan without entering into an assistance for hire post agreement.
7. Post-event agreements must be entered into immediately (within 30 days of the deployment) upon determining the need for extended commitment of the resource by both requesting and providing jurisdictions. The agreement should stipulate the conditions of reimbursement to be provided to memorialize the verbal agreement. Labor costs for the first operational period (normally considered to be 12 hours) of the original deployment are not reimbursed. Subsequent labor costs incurred will be reimbursable provided the labor rates are reasonable (to be determined case by case). The post-event agreement must be executed by the authorized official of each entity with the authority to request and provide assistance.

8. Reimbursement claims will be rejected/denied eligibility if there is not a formal agreement between the parties (in some instances, this agreement is post-event). Having a post-event agreement does not guarantee reimbursement. Any claim based on services provided that are in any way dependent on reimbursement (e.g., contingencies) will also be rejected.
9. EMMA resource documentation shall reflect operational periods as defined by the requesting jurisdiction's Incident Action Plan or Event Action Plan.
10. In an effort to assist with the EMMA Plan maintenance and improvement, *EMMA Form 4 - Exit Survey* should be completed by EMMA resources. This form should be forwarded to the Regional Administrator of the affected jurisdictions for review by the Mutual Aid Regional Advisory Committee (MARAC).

## 6.2 PERSONNEL

The following principles guide the selection and use of EMMA resources:

1. The primary source of EMMA resources will be from emergency management personnel, defined as: "A state or local government employee responsible for management, planning/intelligence, operations, logistics or finance/administrative support to emergency activities or programs."
2. All those who expect to be deployed as an EMMA resource must ensure they have the appropriate training necessary to perform the EOC position or other duty they are being asked to fill. They must also meet basic SEMS/NIMS/ICS training requirements. For training requirements, please refer to Annex A: EMMA Training and Credentialing.
3. The requesting jurisdiction is to make special arrangements with the providing jurisdiction, in coordination with the REOC, to continue the duty assignments of an EMMA resource for more than 14 calendar days.
4. All EMMA resources should receive written assignment details and information from their EMMA Coordinator prior to being deployed.

5. The requesting jurisdiction will brief assigned personnel and provide procedures, all paperwork, tools, and equipment necessary to perform the EMMA assignment.
6. The requesting jurisdiction may provide identification badges, if needed locally, to EMMA resources upon their arrival. All resources deployed under the EMMA Plan are required to have a current government issued identification card. All EMMA resources driving a vehicle during an EMMA deployment are required to have a valid driver's license appropriate for the vehicle they are driving.
7. The EOC position of EMMA Coordinator should be part of the Logistics Section (Personnel Branch) for State Level Coordinators. Local and OA Level Coordinators will be established within the EOC structure as per the local emergency management organization chart and structure.
8. In order to increase the number of experienced emergency management personnel available for mutual aid service, a "trainee" position to assist the requesting jurisdiction during the emergency may be established with the consent of all parties.
  - a. The definition of a trainee is a person with limited actual disaster response experience who accompanies and works under the general direction of an experienced EMMA responder on a given assignment.
  - b. The conditions of the trainee's assignment will include a statement of the general duties to be performed and the length of assignment.
  - c. If a providing and requesting jurisdiction agree to the deployment of an EMMA trainee/resource in a developmental or "shadow" role, the cost for that resource is not reimbursable, unless otherwise agreed to by the two parties.
9. Upon completion of an EMMA resource's assignment, the requesting local jurisdiction will send a release notification through the appropriate SEMS levels to the providing jurisdiction. The REOC/SOC will be kept informed via RIMS for tracking purposes.

## **6.3 LIABILITY**

Emergency management personnel provided under the EMMA Plan are public employees who, during disaster situations, are declared under California Government Code Section 3100 to be Disaster Service Workers. Work-related injuries to EMMA resources will be handled by the providing jurisdiction under Workers Compensation. EMMA resources must immediately report any injury suffered while deployed, to their assigned supervisor and home agency.

EMMA resources are Disaster Service Workers of the providing jurisdiction, and as such are provided the immunities, protections, and benefits of Disaster Service Workers, as provided in the California Emergency Services Act and the Master Mutual Aid Agreement. As between the jurisdictions requesting and providing assistance, the liability for the acts or omissions of EMMA resources, if any, shall be determined by the particular nature of those acts or omissions accomplished while providing or receiving mutual aid.

Responsibility for the repair or replacement of non-expendable equipment (e.g., vehicles, cell phones, laptop computers) that is extraordinarily damaged while being used in the performance of a specific assignment will be agreed upon between the requesting and providing jurisdictions, based on the particular situation. Generally, the requesting jurisdiction is not responsible for repair/replacement costs, unless the deployment of the equipment was specifically requested and documented on the original EMMA request. The requesting jurisdiction is not responsible for normal wear and tear.

## **7.0 RESPONSIBILITIES**

### **7.1 LOCAL GOVERNMENT AND OPERATIONAL AREAS**

Local government and Operational Areas are responsible for:

1. Reviewing and understanding the policies and procedures of the EMMA Plan.
2. Identifying staff and procedures to integrate the position of EMMA Coordinator into their emergency organization.
3. Participating in exercises of the system.

4. Coordinating information between local governments and the Operational Area, and between Operational Areas and Cal EMA Regions, as provided in SEMS to ensure timely resource information.

## **7.2 CALIFORNIA EMERGENCY MANAGEMENT AGENCY**

The California Emergency Management Agency, through the Administrative Regions, is responsible for:

1. Training state and regional Emergency Operations Center personnel on use of the EMMA system and the functions of an EMMA Coordinator.
2. Facilitating mutual aid among the Operational Areas and Regions.
3. Appointing an EMMA Coordinator to the REOC/SOC Logistics Section, when needed, for the purpose of coordinating EMMA requests.
4. Providing the EMMA system to coordinate information between Operational Areas and the Cal EMA Regions; and to coordinate and process information from the Cal EMA Regions to the REOC/SOC.

## **8.0 CONCEPT OF OPERATIONS OVERVIEW**

### **8.1 ACTIVATION**

Activation involves the following:

1. The system can be activated to support the response to a credible threat or actual emergency of any scale, from small, single-jurisdictional emergencies to large-scale disasters, involving multiple jurisdictions.
2. EMMA Plan activation must be approved by an authorized official of the requesting jurisdiction.
3. Local government requests for mutual aid are made to the Operational Area. The Operational Area is responsible for coordinating mutual aid within its jurisdiction.
4. Mutual aid requests that an Operational Area is unable to fill are forwarded to the Cal EMA Region, using RIMS whenever possible.

5. When EMMA resources are needed from another region, the request is made by the affected Cal EMA Region, through the SOC.
6. During all levels of activation, local jurisdictions coordinate information on resource utilization through their respective Operational Areas.
7. All SEMS levels will use RIMS whenever possible to initiate and process EMMA resource requests.

## **8.2 DEMOBILIZATION**

Demobilization involves the following:

1. Prior to demobilization, each individual responding under EMMA will complete and submit demobilization paper work to the requesting jurisdiction.
2. Each person assigned as an EMMA resource will submit all time-tracking and expense documentation to the appropriate person at their agency.
3. The EMMA Coordinator or the personnel branch coordinator at each affected SEMS level shall submit copies of *EMMA Form 4 - Exit Survey* (completed by EMMA resources) and all other feedback regarding the EMMA process to the Regional EMMA Coordinator, with recommendations for improvements.
4. The requesting OA Logistics Section Chief should provide all EMMA resource performance verification and evaluation forms to the appropriate Regional Administrator.

## **9.0 PLAN MAINTENANCE**

### **9.1 BASE PLAN, APPENDICES AND ANNEX MAINTENANCE**

1. Lead responsibility for forming an EMMA SEMS Specialist Committee to review and update the EMMA Plan, Appendices and Annexes resides with the Cal EMA Administrative Regions. The Northern Region will maintain lead in coordination with Southern Region.

2. The EMMA Plan, Appendices and Annexes are dynamic documents maintained and updated with input from all State and local government stakeholders. Plan maintenance falls within a continuous cycle of planning, organizing and training, exercising, evaluating and taking corrective action in an effort to ensure effective coordination during incident response.
3. The EMMA Plan, Appendices and Annexes can be updated together or singularly as needed.

## **9.2 MAINTENANCE THRESHOLDS**

1. Thresholds for reviewing and updating the EMMA Plan, Appendices and Annexes outside the bi-annual maintenance cycle include, but are not limited to:
  - a. Changes to State or Federal Law;
  - b. State or Federal emergency management procedural change;
  - c. Critical corrective actions to address lessons learned from activations and/or exercises;
  - d. Development of or advancement in emergency response capabilities;
  - e. Periodic Review as requested through the SEMS.

## **9.3 APPROVAL**

1. All changes to the EMMA Plan, Appendices and Annexes will be made in consultation and agreement with an EMMA SEMS Specialist Committee that, at a minimum, will include a representative from each MARAC and from each Cal EMA Administrative Region.
2. All changes to the EMMA Plan, Appendices and Annexes will be vetted through the SEMS Maintenance System.

## **SECTION TWO: APPENDICES**

### **APPENDIX 1: AUTHORITIES AND REFERENCES**

- The State of California Emergency Plan (July 2009)
- California Disaster and Civil Defense Master Mutual Aid Agreement
- California Code of Regulations, Title 19, Division 2, Sections 2400-2450 (Standardized Emergency Management System - SEMS)
- California Emergency Services Act (Gov. Code Section 8550 et seq.)
- California Disaster Assistance Act (Gov. Code Section 8680 et seq.)
- California Government Code Section 3100-3109 and California Labor Code, Section 3211.92 (Disaster Services Workers)
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288 as amended
- Homeland Security Presidential Directive-5
- National Incident Management System (December 2008)
- Mutual Aid Agreements for Public Assistance and Fire Management Assistance (Disaster Assistance Policy 9523.6)



## APPENDIX 2: ACRONYMS

<b>AAR</b>	After Action Report
<b>ACI</b>	Approved Course of Instruction
<b>AHJ</b>	Authority Having Jurisdiction
<b>Cal EMA</b>	California Emergency Management Agency
<b>CCR</b>	California Code of Regulations
<b>CGC</b>	California Government Code
<b>CSTI</b>	California Specialized Training Institute
<b>CSWC</b>	California State Warning Center
<b>DRC</b>	Disaster Recovery Center
<b>DSW</b>	Disaster Service Worker
<b>EMAC</b>	Emergency Management Assistance Compact
<b>EMMA</b>	Emergency Management Mutual Aid
<b>EMST</b>	Emergency Management Support Team
<b>EOC</b>	Emergency Operations Center
<b>EOP</b>	Emergency Operations Plan
<b>ESA</b>	Emergency Services Act
<b>FEMA</b>	Federal Emergency Management Agency
<b>GETS</b>	Government Emergency Telephone System
<b>GSA</b>	U.S. General Services Administration
<b>ICS</b>	Incident Command System
<b>IDE</b>	Initial Damage Estimate
<b>IMT</b>	Incident Management Team
<b>JIC</b>	Joint Information Center
<b>LAC</b>	Local Assistance Centers
<b>MARAC</b>	Mutual Aid Regional Advisory Committee

<b>MMAA</b>	California Disaster and Civil Defense Master Mutual Aid Agreement
<b>MRT</b>	Mission Resource Tasking
<b>NIMS</b>	National Incident Management System
<b>OA</b>	Operational Area
<b>PPE</b>	Personal Protective Equipment
<b>REOC</b>	Regional Emergency Operations Center
<b>RIMS</b>	Response Incident Management System
<b>SEMS</b>	Standardized Emergency Management System
<b>SOC</b>	State Operations Center

## APPENDIX 3: GLOSSARY

**Administrative Region:** A Mutual Aid Region or several Mutual Aid Regions assigned to a Cal EMA Administrator to facilitate effective emergency response and span of control during emergency operations.

**Authorized Official:** A person with expressed authority by a legal governing body to request resources, authorize purchases, and/or enter into contracts on behalf of a Requesting or Providing Jurisdiction during an emergency.

**Disaster Service Worker (DSW):** Any public employee (person employed by the state or any county, city, city and county, state agency or public district, excluding aliens legally employed) or any person registered with an accredited Disaster Council involved in any activities authorized by and carried out pursuant to the California Emergency Services Act. These activities include, but are not limited to, assisting any unit of an organization or performing any act contributing to the protection of life or property or mitigating the affects of an emergency. *(The EMMA Plan pertains only to public employee Disaster Service Workers.)*

**Emergency Management Assistance Agreement:** A contract-for-hire agreement that describes the liability and reimbursement details that govern the deployment of emergency management personnel for longer-term (normally 2-14 days) support.

**Emergency Management Assistance Compact (EMAC):** The Nation's state-to-state mutual aid system ratified by Congress and all 50 States, the District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands.

**EMMA Coordinator:** Local, Operational Area or California Emergency Management Agency (Cal EMA) (Region or State) staff member designated to support and coordinate Emergency Management Mutual Aid preparedness and response activities.

**EMMA Resource:** A person with a combination of training, experience and credentials that would serve in an ICS position, either in the field or an EOC, or as a technical specialist during an emergency response.

**Home Agency:** Agency or department for which an EMMA resource regularly works.

**Mutual Aid:** The interchange of services and facilities, including, but not limited to, emergency management, fire, police, medical and health, communication, and transportation services and facilities, to cope with response and recovery issues which would arise in the event of a disaster. This interchange will be conducted without the expectation of reimbursement unless otherwise expressly provided for by the parties involved.

**Mutual Aid Agreements and/or Assistance Agreements:** Written or oral agreements between and among agencies/organizations and/or jurisdictions that provide a mechanism to quickly obtain emergency assistance in the form of personnel,

equipment, materials and other associated services. The primary objective is to facilitate rapid short-term deployment of emergency support prior to, during and/or after an incident.

**Mutual Aid Region:** A geographical subdivision of California, made up of multiple Operational Areas, established to assist in the application, administration and coordination of mutual aid and other emergency-related activities. California's 58 Operational Areas are divided into six Mutual Aid Regions.

**Operational Area (OA):** An intermediate level of the state emergency services organization consisting of a county and all political subdivisions within the county area.

**Providing Jurisdiction:** The government entity providing EMMA resources. The different levels of providing jurisdictions include providing local jurisdiction, providing OA and providing region.

**Requesting Jurisdiction:** The government entity requesting EMMA resources. The different levels of requesting jurisdictions include requesting local jurisdiction, requesting OA and requesting region.

## **APPENDIX 4: EMMA FORMS**

The following forms will facilitate the request and provision of EMMA resources throughout California:

- EMMA Form 1 - Resource Request & Assignment, Part A & B
- EMMA Form 2 - Deployment Checklist
- EMMA Form 3 - Voluntary Performance Rating
- EMMA Form 4 - Exit Survey
- EMMA Form 5 - Individual Demobilization Checkout
- Sample Pre/Post-Event Agreement

# EMMA FORM 1- RESOURCE REQUEST & ASSIGNMENT

(Rev. 2/25/13)

Part A of this form must be attached to a RIMS Mission Request when the request is submitted. Part B must be attached to the RIMS Mission Request when an EMMA resource has been selected for assignment. The RIMS Mission Request may only be approved and a Mission # made available after Parts A and B are completed and attached.

**Request #:** (Generated by Requesting Jurisdiction to match Parts A and B.)

**Incident Name:**

**Request Date / Time:** /

**Approved RIMS Mission #:**  
(May only be generated after EMMA resource has been selected for assignment.)

## PART A (To be completed by Requesting Jurisdiction)

**Requesting Jurisdiction Name:**

**24 Hour Phone Number:** ( ) - ,

**EMMA Coordinator / PRIMARY Point of Contact Name:**

**Position / Title:** **Phone:** ( ) - , **Alt Phone:** ( ) - ,

**Fax:** ( ) - **E-Mail:**

**Alternate Point of Contact:**

**Position / Title:** **Phone:** ( ) - , **Alt Phone:** ( ) - ,

**Fax:** ( ) - **E-Mail:**

**Request Authorized By:** (The following signature of an authorized official of the Requesting Jurisdiction indicates the Requesting Jurisdiction understands that this form does not constitute a contract with potential Providing Jurisdictions. Mutual aid extended under the EMMA Plan shall be without reimbursement unless otherwise expressly provided for in a separate pre/post-event agreement between the Requesting and Providing Jurisdictions. Such an agreement does not guarantee state or federal reimbursement.)

\_\_\_\_\_  
**Print Name and Title**

\_\_\_\_\_  
**Signature**

## Resource Requested:

(One position / team per request form. More than one of the indicated position / team may be requested if they have the same check-in location and expected working conditions.)

Position	Quantity	Start Date and Time / End Date and Time	Shift	Security Clearance?	
				<input type="checkbox"/> Yes	<input type="checkbox"/> No
			<input type="checkbox"/> Day <input type="checkbox"/> Night	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**Tasks to be performed:**

**Any special skills / certifications / licenses required?**  Yes  No If yes, please explain:

**EMMA resource needs to bring the following equipment (Laptop, vehicle, personal protective equipment, etc.):**

## Check-in Location Information:

**Check-in Location Address:** **24 Hour Phone Number:**  
( ) - ,

**Point of Contact Name / Title:** **Cell Phone:** ( ) - **Alt Phone:** ( ) - **Email:**

## Expected Working Conditions

**Special health or environmental concerns in the assignment area?**

**Hardship living conditions (Lack of power or potable water, etc.)?**

**Special housing / transportation instructions:**

# EMMA FORM 1- RESOURCE REQUEST & ASSIGNMENT

(Rev. 2/25/13)

Part A of this form must be attached to a RIMS Mission Request when the request is submitted. Part B must be attached to the RIMS Mission Request when an EMMA resource has been selected for assignment. The RIMS Mission Request may only be approved and a Mission # made available after Parts A and B are completed and attached.

**Request #:** (Generated by Requesting Jurisdiction to match Parts A and B.)

**Incident Name:**

**Request Date / Time:** /

**Approved RIMS Mission #:**  
(May only be generated after EMMA resource has been selected for assignment.)

## PART B (To be completed by Providing Jurisdiction)

**Providing Jurisdiction Name:**

**24 Hour Phone Number:** ( ) - ,

**EMMA Coordinator / PRIMARY Point of Contact Name:**

**Position / Title:** **Phone:** ( ) - , **Alt Phone:** ( ) - ,

**Fax:** ( ) - **E-Mail:**

**Alternate Point of Contact (Optional):**

**Position / Title:** **Phone:** ( ) - , **Alt Phone:** ( ) - ,

**Fax:** ( ) - **E-Mail:**

**Providing Jurisdiction Authorization:** (The following signature of an authorized official of the Providing Jurisdiction indicates the Providing Jurisdiction has made a good-faith effort to ensure the potential EMMA resource(s) listed on this form is qualified to fulfill the corresponding request and is available for deployment. It is understood that this form does not constitute a contract with the Requesting Jurisdiction. Mutual aid extended under the EMMA Plan shall be without reimbursement unless otherwise expressly provided for in a separate pre/post-event agreement between the Requesting and Providing Jurisdictions. Such an agreement does not guarantee state or federal reimbursement.)

\_\_\_\_\_  
**Print Name and Title**

\_\_\_\_\_  
**Signature**

## Potential EMMA Resource Information:

(For Requesting Jurisdiction only: Check this box to select EMMA resource for assignment.)

**Name:** **Cell Phone:** ( ) - **Alt Phone:** ( ) - ,

**Email:** **Available for the period specified above?**  Yes  No

**Able to perform the tasks described above?**  Yes  No **Security Clearance (If applicable)?**  Yes  No

**Equipment needed for deployment as specified above is available?**  Yes  No **Has been made aware of the expected working conditions?**  Yes  No

**Experience / EOC Position Credentials:**

**Special Skills / Certifications / Licenses:**

**Emergency Contact Name:** **Relationship:** **Cell Phone:** **Alt Phone:**  
( ) - ( ) - ,

## Additional Comments:

**EMMA FORM 1 - PART B (Continued)**  
**Additional Potential EMMA Resource Information:**

(For Requesting Jurisdiction only: Check this box to select EMMA resource for assignment.)

**Name:** \_\_\_\_\_ **Cell Phone:** ( ) - \_\_\_\_\_ **Alt Phone:** ( ) - \_\_\_\_\_

**Email:** \_\_\_\_\_ **Available for the period specified above?**  Yes  No

**Able to perform the tasks described above?**  Yes  No **Security Clearance (If applicable)?**  Yes  No

**Equipment needed for deployment as specified above is available?**  Yes  No **Has been made aware of the expected working conditions?**  Yes  No

**Experience / EOC Position Credentials:**

**Special Skills / Certifications / Licenses:**

**Emergency Contact Name:** \_\_\_\_\_ **Relationship:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_ **Alt Phone:** \_\_\_\_\_  
 ( ) - ( ) - \_\_\_\_\_

(For Requesting Jurisdiction only: Check this box to select EMMA resource for assignment.)

**Name:** \_\_\_\_\_ **Cell Phone:** ( ) - \_\_\_\_\_ **Alt Phone:** ( ) - \_\_\_\_\_

**Email:** \_\_\_\_\_ **Available for the period specified above?**  Yes  No

**Able to perform the tasks described above?**  Yes  No **Security Clearance (If applicable)?**  Yes  No

**Equipment needed for deployment as specified above is available?**  Yes  No **Has been made aware of the expected working conditions?**  Yes  No

**Experience / EOC Position Credentials:**

**Special Skills / Certifications / Licenses:**

**Emergency Contact Name:** \_\_\_\_\_ **Relationship:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_ **Alt Phone:** \_\_\_\_\_  
 ( ) - ( ) - \_\_\_\_\_

(For Requesting Jurisdiction only: Check this box to select EMMA resource for assignment.)

**Name:** \_\_\_\_\_ **Cell Phone:** ( ) - \_\_\_\_\_ **Alt Phone:** ( ) - \_\_\_\_\_

**Email:** \_\_\_\_\_ **Available for the period specified above?**  Yes  No

**Able to perform the tasks described above?**  Yes  No **Security Clearance (If applicable)?**  Yes  No

**Equipment needed for deployment as specified above is available?**  Yes  No **Has been made aware of the expected working conditions?**  Yes  No

**Experience / EOC Position Credentials:**

**Special Skills / Certifications / Licenses:**

**Emergency Contact Name:** \_\_\_\_\_ **Relationship:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_ **Alt Phone:** \_\_\_\_\_  
 ( ) - ( ) - \_\_\_\_\_



## **EMMA FORM 2 - DEPLOYMENT CHECKLIST (1 OF 3)**

### **When placed on standby for potential deployment:**

- Inform the notifying Emergency Management Mutual Aid (EMMA) Coordinator of any special accommodations you may need**
- Check work and personal schedules for potential conflicts; develop plans or strategies to clear conflicts**
- Follow proper protocol within your agency to gain approval for the potential deployment**
  - Check deployment personal 'Go Kit' to ensure readiness**
  - Ensure that you have a two-week supply of prescription medications**
  - Ensure you have adequate travel cash**
  - Ensure personal identification is included**
- Charge and pack cell phone, pack charger**
  - If you plan on bringing your personal electronics consider rules regarding replacement of items not requested as part of your deployment**
- Monitor media and other information sources to develop situational awareness**

---

### **Once requested to deploy:**

- Contact the appropriate SEMS level EMMA Coordinator to do the following:**
  - Request a copy of the most recent Situation Summary to establish operational awareness**
  - Identify assigned position/role, deployment location, special route or other travel instructions (e.g., preferred mode of travel)**
  - Identify assigned supervisor and phone/e-mail contact information**
  - Identify travel arrangement process (e.g., has the Requesting jurisdiction blocked hotel rooms?)**
  - Request a copy of the completed EMMA Form 1 - *Resource Request and Assignment***
  - Request briefing on any special work site security or access procedures and any special environmental or health concerns for the area where you are being deployed**
  - Exchange cell phone and other contact information**
- Notify your employer of your deployment schedule, change voicemail and e-mail messages to reflect your absence**
- Inform key business contacts of your deployment**

## **EMMA FORM 2 –DEPLOYMENT CHECKLIST (2 OF 3)**

- Non-state personnel: Log on to the Federal General Services Administration website, [www.gsa.gov](http://www.gsa.gov) (see Policy & Regulations – Travel, Transportation & Relocation) to access the travel allowance schedules for the assigned city**
- Make travel, rental car and lodging reservations, provide travel and lodging information to local and Regional EMMA Support Coordinators**
- Complete packing and travel**

---

### **Upon arrival at assigned location:**

- Notify Providing Jurisdiction EMMA Coordinator and family of safe arrival**
- Sign in through the appropriate location and obtain any security passes/identification that may be required**
- Whenever possible obtain a copy of your ‘sign in sheet’, this may be an ICS-211 Incident Check-in List or other similar form**
- Notify the Requesting EMMA Coordinator of your arrival and verify assigned location (requesting EMMA Coordinator should inform Regional EMMA Coordinator)**
- Check in with your assigned supervisor for an assignment briefing, including:**
  - **Your position, operational period and shift assignment**
  - **Delegation of authority, resource request and financial commitment approval procedures**
  - **Personnel list for assigned staff**
  - **Information security protocols**
  - **Potential political issues or sensitivities**
  - **Workstation location**
  - **Point of contact to set up computer network and voicemail system access, acquire phone number directory, e-mail address lists and Emergency Operations Center (EOC) software tip sheets or operational software training**
  - **Copy of the current Incident Action Plan/Action Plan, including:**
    - **Daily meeting and conference call schedules**
    - **Reporting deadlines**
    - **Situation status**
    - **Current priority activities**

## **EMMA FORM 2 –DEPLOYMENT CHECKLIST (3 OF 3)**

- **Request a copy of available EOC orientation/operations information, including incident-specific safety briefing materials**
- **Set up workstation, including files to track assignment information:**
  - **Copy of the *EMMA Form 1 - Resource Request and Assignment***
  - **Timesheets to track hours worked (unless otherwise specified, deployed EMMA personnel should track time and hours as done at home agency)**
- **Maintain Duty Log (May use ICS 214-1 & 214-2) for reference after deployment, maintain copy.**
- **Note lessons learned and suggestions for improvement of the Emergency Management Mutual Aid plan**
- **Obtain *EMMA Form 4 - Exit Survey* to build a useful summary of after action items specifically aimed to build a better EMMA Plan.**

## EMMA FORM 3 - VOLUNTARY PERFORMANCE RATING

**INSTRUCTIONS:** The immediate job supervisor will prepare and review this form with and only at the request of an individual responding under the EMMA Plan. If the rating form is signed this indicates concurrence with the rating and it will be forwarded to Cal EMA according to EMMA Plan Guidance. This Document is not Confidential

**THIS RATING IS VOLUNTARY AND CAN BE USED AS CREDIT TOWARD STATE EMERGENCY MANAGEMENT TRAINING AND CREDENTIALING.  
THIS FORM IS ONLY TO BE PROVIDED TO THE REQUESTING REGION EMMA COORDINATOR FOR RECORDING AND FORWARDING TO CREDENTIALING PROGRAM**

<b>1. Name</b>	<b>2. Incident Name and Number</b>
<b>3. Home Jurisdiction &amp; Address</b>	<b>4. Location of Assignment</b>
<b>5. Position</b>	<b>6. Date of Assignment</b> From: _____ To: _____
<b>7. Type of event</b>	<b>8.</b>

**9. Evaluation**

Enter X under appropriate rating number and under proper heading for each category listed. Definition for each rating number follows:

**0 – Deficient = Does not meet minimum requirements of the individual element.**

**1 - Needs to improve = Meets some or most of the requirements of the individual element.**

**IDENTIFY IMPROVEMENT NEEDED IN REMARKS.**

**DEFICIENCIES MUST BE IDENTIFIED IN REMARKS.**

**2 – Satisfactory = Employee meets all requirements of the individual element.**

**3 – Superior = Employee consistently exceeds the performance requirements.**

<b>Rating Factors</b>	EOC				REOC				SOC				OTHER			
	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Knowledge of the job																
Ability to obtain performance																
Attitude																
Decisions under stress																
Initiative																
Consideration for personnel welfare																
Obtain necessary equipment and supplies																
Physical ability for the job																
Safety																
Other (specify)																

**10. Remarks**

**11. Rebuttal remarks**

<b>12. EMMA Resource (Signature indicates request for rating to be forwarded to Cal EMA Regional EMMA Coordinator)</b>	<b>13. Date</b>
--	-----------------

<b>14. Evaluator</b>	<b>15.</b>	<b>16. Address</b>	<b>17. Date</b>
----------------------	------------	--------------------	-----------------

## EMMA FORM 4 - EXIT SURVEY

### EMMA System Evaluation

The information collected in this survey will be used during the after action review process to identify opportunities to strengthen the overall EMMA Plan. Please complete this form and return it to your requesting EMMA Coordinator and leave a copy with your assignment supervisor prior to departure.

#### **Assignment Information:**

**Incident Name:**

**Assignment Location** (EOC, Command Post, Field, etc.):

**Position/Task:**

**Shift** (Day / Night):

**Assignment Dates:**

**Number of Shifts** (In days, do not include travel):

#### **A. Mobilization Process:**

- Alert Notification  **Excellent**       **Good**       **Poor**
- Recruitment  **Excellent**       **Good**       **Poor**
- Assignment Briefing  **Excellent**       **Good**       **Poor**
- Comments (Attach an additional page if necessary):

#### **B. Assignment Support:**

- Travel Arrangements  **Excellent**       **Good**       **Poor**
- EOC In-processing  **Excellent**       **Good**       **Poor**
- Deployment Support Kit  **Excellent**       **Good**       **Poor**       **N/A**
- SOPs/Forms  **Excellent**       **Good**       **Poor**
- Comments (Attach an additional page if necessary):

#### **C. Demobilization Process:**

- EOC Out-processing  **Excellent**       **Good**       **Poor**
- Personal Expense Reimbursement  **Excellent**       **Good**       **Poor**
- Post-Assignment Debriefing  **Excellent**       **Good**       **Poor**
- Overall Experience  **Excellent**       **Good**       **Poor**
- Comments (Attach an additional page if necessary):

#### **D. General Comments/Suggestions**

## EMMA FORM 5 - INDIVIDUAL DEMOBILIZATION CHECKOUT

1. Incident Name/Number	2. Date/Time (Of Release Notification)	3. Arrival Date/Time
-------------------------	--	----------------------

4. Name of Released	5. Position of Released
---------------------	-------------------------

(Returning via Airline Name & Flight Number, POV...)

6. Transportation Type
------------------------

7. Actual Release Date/Time	8. MRT # (RIMS Mission Tasking Number)
-----------------------------	---

9. Destination (Location Agreed Upon)	10. Notified: Agency { } Region { } Area { } Dispatch { } (check one, list information below) Name:
---------------------------------------	---

11. Cell Phone or Emergency Contact #	Time:  Date:
---------------------------------------	--------------------

12. EMMA Coordinator Name (Providing Jurisdiction)
--

13. Unit/Personnel
--------------------

You have been released subject to sign off from the following:  
(Demobilization Unit Leader check the appropriate box)

<b>Logistics Section</b>	<b>Comment and Sign Off</b>
--------------------------	-----------------------------

{ } EMMA Coordinator	EMMA Form 3 – Voluntary Performance Rating Copy Provided? Y N EMMA Form 4 - Exit Survey Provided? Y N
----------------------	--

{ } Supply Unit	
-----------------	--

{ } Communications Unit	
-------------------------	--

{ } Facilities Unit	
---------------------	--

{ } Ground Support Unit	
-------------------------	--

<b>Plans/Intel Section</b>	<b>Comment and Sign Off</b>
----------------------------	-----------------------------

{ } Documentation Unit	
------------------------	--

<b>Finance/Admin Section</b>	<b>Comment and Sign Off</b>
------------------------------	-----------------------------

{ } Time Unit	
---------------	--

<b>Other</b>	<b>Comment and Sign Off</b>
--------------	-----------------------------

{ }	
-----	--

{ }	
-----	--

14. Remarks
-------------

15. Prepared by (include Date and Time)
---

## SAMPLE PRE/POST-EVENT AGREEMENT (1 of 2)

### MEMORANDUM OF AGREEMENT (MOA) BETWEEN \_\_\_\_\_ (PROVIDING AGENCY/JURISDICTION) AND THE COUNTY OF \_\_\_\_\_ (REQUESTING JURISDICTION) PERTAINING TO ASSISTANCE PROVIDED UNDER THE EMERGENCY MANAGEMENT MUTUAL AID (EMMA) PLAN

*NOTE: Use of such an agreement does not guarantee state or federal reimbursement.*

**WHEREAS**, this event and associated conditions will collectively be referred to as (Name of incident); and

**WHEREAS**, on (DATE), this declared emergency event consists of (List type of incident, i.e. fire, flood, earthquake, etc); and

**WHEREAS**, the following extreme conditions exist: (Briefly describe the incident, i.e. lives threatened, extent of property/infrastructure damaged and/or threatened. List the type of conditions contributing to the disaster such as strong winds and low humidity aiding fires that swept through the region); and

**(If applicable) WHEREAS**, on (DATE) a Presidential Declaration of Emergency (FEMA-XXXX-DR) was issued; and

**WHEREAS**, the Emergency Management Mutual Aid Plan delineates the current state policy concerning Emergency Management Mutual Aid; and

**WHEREAS**, the Emergency Management Mutual Aid Plan describes the standard procedures used to acquire emergency management mutual aid resources and the method to ensure coordination of emergency management mutual aid planning and readiness; and

**WHEREAS**, the county emergency manager is the Operational Area Emergency Management Mutual Aid Coordinator; and

**WHEREAS**, Emergency Management Mutual Aid Plan provides, in pertinent part, "When an emergency develops or appears to be developing which cannot be resolved by emergency management resources within an Operational Area, it is the responsibility of the Operational Area Mutual Aid Coordinator to provide assistance and coordination to control the problem;" and

**WHEREAS**, the Emergency Management Mutual Aid Plan provides, in pertinent part, "A request for emergency management mutual aid requires the approval of an authorized official of the requesting jurisdiction;" and

**WHEREAS**, the (Authorized Official Title) of the County of \_\_\_\_\_ (Requesting Jurisdiction) requested the mutual aid assistance of \_\_\_\_\_ (Providing Agency/Jurisdiction), pursuant to the Emergency Management Mutual Aid Plan to provide emergency management support in connection with the (Name of incident); and

**WHEREAS**, \_\_\_\_\_ (Providing Agency/Jurisdiction) provided emergency management mutual aid consisting of emergency management personnel, equipment, and/or materials from (date through date) to assist with emergency management services in connection with the (Name of incident); and

## SAMPLE PRE/POST-EVENT AGREEMENT (2 of 2)

**WHEREAS,** \_\_\_\_\_ (*Providing Agency/Jurisdiction*) agrees to document all of its mutual aid assistance costs related to the (Name of incident) as attachments to this MOA and submit to the County of \_\_\_\_\_ (*Requesting Jurisdiction*) as soon as practicable;

**NOW, THEREFORE, IT IS HEREBY AGREED** by and between the County of \_\_\_\_\_ (*Requesting Jurisdiction*) and \_\_\_\_\_ (*Providing Agency/Jurisdiction*) that the County of \_\_\_\_\_ (*Requesting Jurisdiction*) shall reimburse all reasonable costs associated with \_\_\_\_\_ (*Providing Agency/Jurisdiction*) emergency management mutual aid assistance during the (Name of incident).

### Providing Jurisdiction

### Providing Agency (*If different from Providing Jurisdiction*)

By \_\_\_\_\_  
(Signature)

By \_\_\_\_\_  
(Signature)

Name:

Name:

Title:

Title:

County:

Agency:

Date:

Date:

### Requesting Jurisdiction

By \_\_\_\_\_  
(Signature)

Name:

Title:

County:

Date:

### DEFINITIONS

**Authorized Official:** A person with expressed authority by a legal governing body to request resources, authorize purchases, and/or enter into contracts on behalf of a Requesting or Providing Jurisdiction during an emergency.

**EMMA Resource:** A person with a combination of training, experience and credentials that would serve in an ICS position, either in the field or an EOC, or as a technical specialist during an emergency response.

**Operational Area (OA):** An intermediate level of the state emergency services organization consisting of a county and all political subdivisions within the county area.

**Providing Agency/Jurisdiction:** The government entity providing EMMA resources. The different levels of providing jurisdictions include providing local jurisdiction, providing OA and providing region.

**Requesting Jurisdiction:** The government entity requesting EMMA resources. The different levels of requesting jurisdictions include requesting local jurisdiction, requesting OA and requesting region.



### **SECTION THREE: FUNCTIONAL ANNEXES**

The following documents are attached:

**ANNEX A: EMMA TRAINING AND CREDENTIALING**

**ANNEX B: EMMA RESOURCE ACTIVATION AND DEPLOYMENT**

**ANNEX C: EMMA TEAMS**

**ANNEX D: EMMA COORDINATOR / CONCEPT OF OPERATIONS**

**ANNEX E: EMMA DEMOBILIZATION**

**ANNEX F: EMMA REIMBURSEMENT**



# ***State of California*** **Emergency Management Mutual Aid Plan**

## **ANNEX A: EMMA Training and Credentialing**

**November 2012**

**Edmund G. Brown, Jr.**  
Governor

**Mark Ghilarducci**  
Secretary  
California Emergency Management Agency



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## **1.0 PURPOSE**

The primary goal of the Emergency Management Mutual Aid (EMMA) Plan is to provide emergency management personnel and technical specialists (collectively, “EMMA resources”) to support the disaster operations of affected jurisdictions during an emergency. The purpose of this Annex is to provide a baseline standard of training among all levels of government that is consistent with the Cal EMA Emergency Response/Management Credentialing Program.

## **2.0 EMERGENCY MANAGEMENT MUTUAL AID RESOURCES**

Depending on response requirements and resource needs, EMMA resources can be deployed in accordance with SEMS as an individual, multiple individuals, or as an organized team. The requesting local jurisdiction, in coordination with the Operational Area (OA) and/or Regional EMMA Coordinators, will fill the request with available, qualified local emergency management or technical specialist resources.

## **3.0 EMMA SELECTION CONSIDERATIONS**

EMMA Coordinators at each SEMS level will make a good-faith effort to provide personnel qualified to be EMMA resources. Until the State credentialing program has matured and a database is established and maintained, EMMA resources may be required to show proof of training and/or experience before being activated under the EMMA Plan. Selection of prospective EMMA resources will be based on the following considerations:

1. Experience during an EOC activation and exercise participation in accordance with the Emergency Response/Management Credentialing Program. (For more information about credentialing, including position task books with details about training and other requirements, visit the Cal EMA website at [www.calema.ca.gov](http://www.calema.ca.gov), search keyword “credentialing”.)
2. Training (see Training Requirements in Section 4.1).
3. Willingness/ability to work any shift, including weekends, and holidays as needed and/or under adverse conditions associated with the emergency, including extreme weather, heat, dust, smoke, etc.
4. Willingness/ability to work long Operational Periods of varying length as needed by requesting jurisdiction.
5. Willingness/ability to travel to various locations within California and/or other parts of the United States.
6. Willingness/ability to work in a team environment.
7. Availability for assignment on short notice.

8. Willingness/ability to contribute to EMMA program development by:
  - a. Participating in After Action Review process meetings (sharing best practices and lessons learned).
  - b. Completing the *EMMA Form - 4 Exit Survey* and other EMMA process evaluation documents.
  - c. Providing input on future training/exercise needs and updates.
  - d. Acting as an EMMA resource mentor, when appropriate.

## **4.0 EMMA RESOURCE TRAINING AND CREDENTIALING REQUIREMENTS**

### **4.1 TRAINING**

EMMA resources have the responsibility to maintain their emergency management education. Basic Incident Command System (ICS) and NIMS training is available in a self-study format on the FEMA website, search keyword “Emergency Management Institute”. Basic SEMS study material can be found on the Cal EMA website, search keyword “SEMS training”.

Continuing education can be met through participation in one or more of the following, at least every three years:

1. Participation in an exercise that includes functions of an EOC.
2. Participation in an EOC activation, minimum of 8 hours.
3. Attend EOC position training.

The Position Credentialing Incident Response & Exercise Performance Rating forms found in the credentialing task books may be used to document participation in an activation or exercise. Links to each task book are found on the Cal EMA website at [www.calema.ca.gov](http://www.calema.ca.gov), search keyword “credentialing”.

#### **4.1.1 EMMA Resource Training Requirements**

Training requirements outlined by the Cal EMA Emergency Response/Management Credentialing Program are:

1. SEMS Introduction
2. IS 700 NIMS Introduction
3. IS 800 b. National Response Framework
4. ICS – 100.a Introduction to the Incident Command System (ICS)
5. ICS – 200.a ICS for Single Resources and Initial Action Incidents
6. ICS – 300 Intermediate Incident Command System
7. ICS – 400 Advanced Incident Command System
8. ICS Position-Specific Training (for all selected positions)
9. SEMS G611 Emergency Operations Center or G-775 (Federal EOC course)
10. Web EOC Basic Training (recommended, but not required)
11. Response Information Management System (recommended, but not required)
  - a. Situation Reports
  - b. Mission Request Form
  - c. Initial Damage Estimate Form (IDE)

#### **4.2 CREDENTIALING**

Credentialing of emergency management personnel will be coordinated through local jurisdictions and agencies, along with Cal EMA. Standards and processes are consistent with Cal EMA Emergency Response/Management Credentialing Program.

To promote ongoing EMMA Plan improvement, professional development of EMMA resources, and documentation of EMMA resource experiences as recognized by the Cal EMA Emergency Response/Management Credentialing Program, the *EMMA Form 3 - Voluntary Performance Rating* and *EMMA Form 4 - Exit Survey* will be forwarded through the appropriate Regional EMMA Coordinator to Cal EMA's State Agency Direct Support Section, Mather Office.

For detailed information on the Emergency Response/Management Credentialing Program, visit the Cal EMA website at [www.calema.ca.gov](http://www.calema.ca.gov), search keyword "credentialing".



# ***State of California*** **Emergency Management Mutual Aid Plan**

## **ANNEX B: EMMA Resource Activation and Deployment**

**November 2012**

**Edmund G. Brown, Jr.**  
Governor

**Mark Ghilarducci**  
Secretary  
California Emergency Management Agency



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## 1.0 PURPOSE

Activation of the Emergency Management Mutual Aid (EMMA) Plan must be approved by an authorized official, as defined in the Base Plan, Appendix 3 –Glossary, of the requesting jurisdiction. The EMMA system is based on the Standardized Emergency Management System’s (SEMS) organizational structure, which begins at the local level of government. Requests for EMMA resources are submitted to the next SEMS level, through the Operational Area (OA), State Administrative Regions (Cal EMA Regions) and the State Operations Center.

The purpose of this Annex is to outline the deployment procedures of EMMA resources under SEMS and the EMMA Plan, utilizing EMMA Coordinators and other qualified staff. EMMA Coordinators operate at each SEMS level and are responsible for coordinating EMMA resources between jurisdictions, as well as their logistical needs prior to and during an EMMA deployment. (See Annex D: EMMA Coordinator/Concept of Operations)

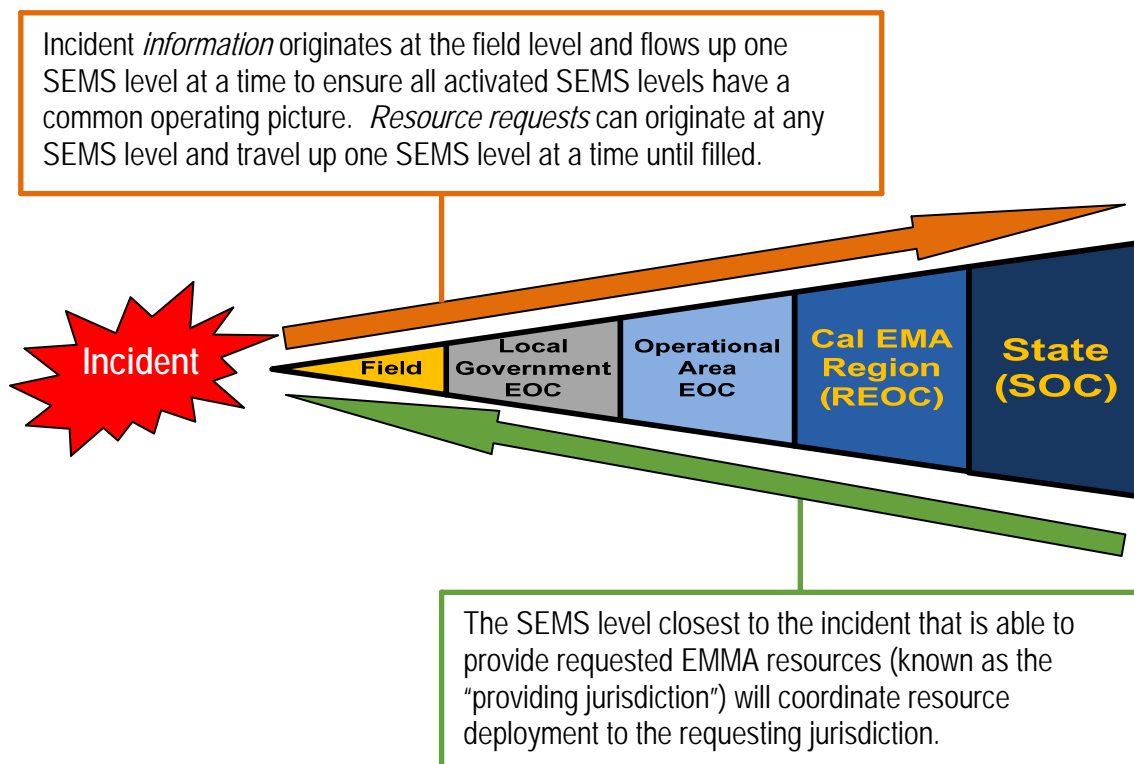
EMMA resources can be deployed as an individual, multiple individuals, or as an organized team that would assist jurisdictions in emergency management and other emergency response activities.

## 2.0 EMMA RESOURCE REQUESTS

EMMA Coordinators will be designated to act as the primary point of contact for the coordination of EMMA resource requests at each SEMS level. These specially trained personnel are responsible for providing coordination of EMMA resources between jurisdictions and logistical support prior to and during deployments under the EMMA Plan.

- A. Jurisdictions requesting assistance under the EMMA Plan may request an individual, multiple individuals or an EMMA Team to operate an entity’s EOC or other appropriate location. Requests for EMMA resources will follow the SEMS process and must be entered into RIMS to obtain a mission request tasking (MRT) number. In addition, the requesting jurisdiction must complete and submit the appropriate EMMA forms. The *EMMA Form 1 - Resource Request and Assignment* should be attached to the MRT in RIMS. It may also be emailed, scanned and or provided by FAX to the appropriate EMMA Coordinator for attachment. (See Base Plan, Appendix 4: EMMA Forms)

Under the SEMS process, resource requests move upward to the next SEMS level from the requesting jurisdiction, as illustrated in the following diagram:



- B. Entities requesting EMMA resources should have or expect to have significant commitment of their own resources prior to submitting requests for mutual aid assistance. This does not require total exhaustion of all resources, but resources are expected to be at risk or imminent risk of exhaustion.

### 3.0 EMMA RESOURCE PREPAREDNESS

To be an EMMA resource, becoming a credentialed emergency management professional is highly recommended but not currently required. However, a requesting jurisdiction may reject an EMMA resource that is not credentialed or qualified. For detailed information on the Emergency Response/Management Credentialing Program, visit the Cal EMA website at [www.calema.ca.gov](http://www.calema.ca.gov), search keyword “credentialing”.

EMMA resources may be deployed to various parts of the State of California, as well as to other states under the Emergency Management Assistance Compact.

### **3.1 EMMA TEAM PREPAREDNESS**

All personnel deployed under the EMMA Plan are required to have a current government issued identification card. All EMMA resources driving a vehicle during an EMMA deployment are required to have a valid driver's license appropriate for the vehicle they are driving. As a potential EMMA resource, individuals should be prepared to deploy on short notice and consider preparing a "Go Kit". The following are just a few items a Go Kit should contain:

- Current government issued I.D. and Agency identification
- USB memory stick
- Cell Phone with charger
- Laptop Computer
- ICS Field Operations Guide
- California Map Book (Thomas Guide or equivalent)
- Spiral 6" x 9½" notepad
- Ink Pens (Blue), highlighters, etc.
- Government Emergency Telecommunications System (GETS) card
- Personal medical information card
- Flashlight with batteries
- Change of clothing and other essentials

Jurisdictions requesting assistance under EMMA will be seeking experienced EMMA resources to provide assistance. Therefore, guidelines regarding training and experience have been developed to assist in setting parameters for those qualified to deploy under the EMMA Plan. (See Annex A: EMMA Training and Credentialing)

### **4.0 PUBLIC EMPLOYEE DISASTER SERVICE WORKER STATUS**

California law (G.C. §§ 3100–3109) declares each public employee is a Disaster Service Worker (DSW). All resources deployed under this Plan are public employees. Regular time and overtime pay rates and eligible benefits apply.

## **5.0 EMMA RESOURCE ACTIVATION**

When requests are made by an affected jurisdiction for an EMMA resource, the request is processed by the EMMA Coordinator or other personnel as designated. Once the resource is identified and approved, the EMMA resource is considered activated. As soon as details are coordinated through the appropriate SEMS level EMMA Coordinators, the EMMA resource may be deployed.

### **5.1 ASSIGNMENT LOCATION**

EMMA resources shall report to the assigned location immediately upon arrival. EMMA responders may be assigned to a variety of work settings, based on the operational requirements of the response. The following list provides examples, but should not be considered as the only potential assignment locations:

- Local jurisdiction EOC
- Incident Command Post
- Field Operations
- OA EOC
- Local Assistance Center (LAC)
- Regional EOC
- State Operations Center (SOC)
- Disaster Assistance Center
- FEMA Joint Field Office (when FEMA and the State are operating under Unified Command)

### **5.2 ASSIGNED ROLES**

EMMA resources will normally function in a support role based on the operational needs of the requesting jurisdiction. Assigned roles may include, but are not limited to:

- Command Staff
- Management or General Staff
- Branch Director/Coordinator

- Technical Specialist
- Team

Depending on the circumstances of the assignment, deployed resources may be asked to temporarily assume a role of higher or lesser rank than initially assigned, to fill a critical need. EMMA resources should make every effort to provide the necessary support to the requesting jurisdiction.

If a deployed resource is assigned to a role they believe is outside of their skill set, the individual should express their concerns to their immediate supervisor at the assigned location. If the concern cannot be resolved, the EMMA resource should then consult with the EMMA Coordinator of the requesting jurisdiction, or may contact the on-duty Regional EMMA Coordinator for assistance to resolve the issue. If a suitable resolution cannot be reached, the resource assignment can be terminated. A replacement will require a new RIMS request.

### **5.3 LENGTH OF ASSIGNMENT**

The length of an EMMA deployment will be for a specific period of time for each emergency response. Normally, an assignment should be no longer than 14 calendar days. In the event that a mutual aid assignment exceeds one operational period (normally considered to be a 12-hour shift) per EMMA resource, post-event agreements for reimbursement of the services provided may be entered into. In extraordinary circumstances, such as a catastrophic disaster, extended assignment lengths may be necessary. If this occurs, the requesting jurisdiction will notify the appropriate SEMS level EMMA Coordinator of its intent to request an extension. The specific length of an assignment extension will be agreed upon by the requesting and providing jurisdictions and the EMMA resource.

Deployed personnel retain the right to turn down an assignment extension or redeployment. Personnel also have the right to request an early release from an assignment for personal or employment reasons.

The EMMA Coordinator from the providing jurisdiction will serve as the primary point of contact for family and friends of the EMMA resource. If the EMMA request requires regional level response, the Regional EMMA Coordinator may serve as a backup.

## 5.4 DEPLOYMENT SUPPORT

When using EMMA, steps must be taken to ensure successful use and continued maintenance of the system. This is done from the time of activation through the demobilization process. The following table provides a summary of deployment support actions and the parties with primary responsibility for providing the support.

**Table 1: Deployment Support**

Phase	Support Action	Responsible Parties
Pre	Assignment and situation briefing information	<ul style="list-style-type: none"> <li>• Providing EMMA Coordinator</li> </ul>
Pre	Travel arrangements	<ul style="list-style-type: none"> <li>• Requesting EMMA Coordinator</li> <li>• Providing EMMA Coordinator</li> </ul>
Deploy	Emergency family/friends point of contact	<ul style="list-style-type: none"> <li>• Providing EMMA Coordinator</li> <li>• Regional EMMA Coordinator</li> </ul>
Deploy	Assignment problem resolution	<ul style="list-style-type: none"> <li>• Immediate Supervisor</li> <li>• Requesting EMMA Coordinator</li> <li>• Regional EMMA Coordinator</li> </ul>
DeMob	Coordination of critical incident stress debriefings	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Safety Officer</li> </ul>
Home	Coordination of After Action Report	<ul style="list-style-type: none"> <li>• Appropriate SEMS level EMMA Coordinator</li> </ul>

EMMA resources must immediately report any injury suffered while deployed, to their assigned supervisor and home agency. Non-expendable equipment (e.g., vehicles, cell phones, laptop computers) lost or damaged as a result of an EMMA deployment must be documented at the time of the occurrence, in an accepted manner to the requesting jurisdiction (use of their forms), and reported through the immediate supervisor to the Logistics and Finance Sections at the assigned location. Details of the incident should also be recorded in the EMMA resource's personal duty log (e.g. ICS 214 Individual Duty Log or similar document).

Responsibility for the repair or replacement of non-expendable equipment that is extraordinarily damaged while being used in the performance of a specific assignment will be agreed upon between the requesting and providing jurisdictions, based on the particular situation. Generally, the requesting jurisdiction is not responsible for repair/replacement costs, unless the deployment of the equipment was specifically

requested and documented on the original EMMA request. The requesting jurisdiction is not responsible for normal wear and tear.

## **5.5 DEMOBILIZATION PROCESS**

Careful attention to detail during the demobilization process is essential to ensure a smooth transition of response activities, prompt payment of personnel, the reimbursement to the providing jurisdiction (if any), as well as the collection of After Action information critical for improvements to the EMMA Plan. (See Annex E: EMMA Demobilization)



# *State of California* Emergency Management Mutual Aid Plan

## ANNEX C: EMMA Teams

**November 2012**

**Edmund G. Brown, Jr.**  
Governor

**Mark Ghilarducci**  
Secretary  
California Emergency Management Agency





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## **1.0 PURPOSE**

Recent experiences during catastrophic disasters, such as the 2007 Southern California fires and hurricanes Katrina and Rita have highlighted the need for a more robust, integrated Emergency Management Mutual Aid (EMMA) system. This system needs to ensure that impacted jurisdictions throughout California have the capacity to staff emergency operations centers (EOCs), regardless of the duration of event response, with well-qualified personnel.

The purpose of this annex is to provide a framework for expanding the scope of available EMMA resources beyond individuals and ad hoc groups of emergency managers. This annex lays the groundwork for establishing, maintaining and deploying teams of emergency managers based on SEMS/NIMS standards that include personnel from a variety of agencies and disciplines who are qualified to fill Incident Command System (ICS) positions in an EOC or other response coordination site.

## **2.0 EMERGENCY MANAGEMENT SUPPORT TEAM DEFINITION**

A team deployed under the EMMA Plan is defined as a designated team, typically staffed by 5-20 trained personnel. These personnel can be from a single jurisdiction or from different departments, organizations, agencies, and jurisdictions within the state. The team is deployed to support emergency management at major and/or complex incidents requiring a significant number of local, regional, and state resources, and incidents that extend into multiple operational periods and require a written Action Plan (AP), such as a fire, earthquake or flood.

The teams described in this annex will primarily fill the support and coordination role at the EOC level. To reflect this support role, teams deployed under the EMMA Plan will be called Emergency Management Support Teams (EMSTs). Requests for Incident Management Teams (IMTs) to direct fire and law enforcement operations will be processed through the Cal EMA Fire and/or Law mutual aid systems.

## **3.0 TEAM ASSUMPTIONS**

1. Building, training and deploying EMSTs is voluntary. The participation of state agencies, operational areas and other political subdivisions in EMSTs should be based on the availability of qualified personnel and support resources within their jurisdictions.
2. All EMST members will be public employees.
3. EMST members are expected to comply with the baseline standard of training outlined in Annex A: EMMA Training and Credentialing.

4. Demographics throughout the state vary widely. To promote flexibility and the ability to meet varying needs both in team development and deployment, EMSTs can be structured using a variety of models to most efficiently utilize available resources and personnel. For example:
  - a. An EMST may consist of personnel from the same agency/jurisdiction or individuals from various agencies/jurisdictions.
  - b. Team functions may include command and general staff (5) or, staffing a specific section or branch. For instance, command staff may be provided by the requesting jurisdiction but a qualified EMST may fill all section coordinator functions (known as “general staff”).
  - c. An EMST may also be deployed to fill one specific section in its entirety.

#### **4.0 GENERAL PROCEDURES**

1. Depending on the response requirements of the situation, EMMA requests can be made for a single position or for multiple positions. The requesting jurisdiction, in consultation with the appropriate EMMA Coordinator, will determine if the request can be filled by any available qualified EMMA resource or if the complexity and potential duration of the assignment requires deployment of a partial or full EMST.
2. When the members of an EMST come from a variety of agencies or jurisdictions, they shall be recorded on a single RIMS MRT and receive the same MRT number with expectation of deployment for the same arrival, duration and return dates.
3. Should a deployed EMST member choose to or be required to return home prior to the commitment period specified on the MRT, the EMST member, date and time of departure will be noted in RIMS or relayed to the appropriate EMMA Coordinator for update to the RIMS MRT. The EMST member’s replacement must be requested on a separate MRT providing the same time commitment period as the original EMST deployment. This must only be done in the closest coordination with the requesting jurisdiction.
4. Overall responsibility of any event resides with the authority having jurisdiction (AHJ) or the requesting jurisdiction. In the event the AHJ requests the EMST to manage EOC operations, they will provide a Delegation of Authority to the EMST.
5. When an EMST is deployed, a providing jurisdiction may request authorization to deploy an EMMA Trainee in a shadow role in order to build local capability, but with no expectation of cost reimbursement.

## 5.0 TEAM STRUCTURE

EMSTs will be deployed with their designated members whenever possible. An EMST should roster three members for each position to increase the likelihood of full team functionality in the event of short-notice activation. If a particular position cannot be filled by a designated EMST member, it will be backfilled with available personnel outside the pre-formed team roster.

### 5.1 TEAM CONFIGURATION

EMSTs are available at both the State and OA/local levels and can be maintained as a component of normal preparedness/capacity-building programs. The teams will typically be comprised of the following positions:

- Emergency Operations Center (EOC) Management (Director and Deputy)
- Public Information Officer (PIO)
- Safety Officer
- Liaison Officer
- Section Chiefs/Coordinators
  - Plans
  - Operations
  - Logistics
  - Finance and Administration

Additional positions, such as Branch Coordinators within the Planning and Logistics Sections of the EMSTs, may be added to the team composition. There are no predetermined limitations regarding where a State or OA/local EMST may be assigned.

### 5.2 TEAM LEADERSHIP

To ensure effective team support and coordination when a full or partial EMST is deployed, a team member will be designated as the “Team Lead”. Unless otherwise defined, the individual who is designated in the EOC Management position will act as the Team Lead. However, depending on the situation and the team configuration, another member of the team may be designated by the Regional EMMA Coordinator to fill this role. Specific responsibilities of the Team Lead include:

#### **Preparedness**

- Collaborate with appropriate EMMA Coordinators to schedule periodic EMST training and exercises.
- Provide team leadership during exercises.
- Support ongoing team recruiting outreach efforts.

## **During Deployments**

- Team status communication with appropriate EMMA Coordinators.
- During the initial deployment transit phase, account for team personnel and provide them with appropriate logistical support.
- Serve as the primary on-site team point of contact to facilitate emergency communications between team members and their families (with support from the appropriate EMMA Coordinator).
- Ensure capability and stability of the deployed team.
- Establish meeting schedules for off-shift communication with EMST members throughout the deployment to ensure they are provided the support required to be successful. Once EMST personnel have arrived at their assigned location, they will report to their designated site supervisor (rather than their Team Lead).
- Review safety concerns with EMST members as appropriate.
- Encourage EMST members' use of personal evaluations prior to demobilization for training and accreditation records.
- Facilitate completion of team assignment documentation and brief the requesting jurisdiction on team demobilization requirements and processes.
- Encourage After Action participation as a Team

## **5.3 MEMBERSHIP CRITERIA**

One of the primary goals of the EMMA system is to identify all available assets throughout the state that will benefit the public welfare of anyone at risk from enemy or natural disasters and then provide a streamlined process to request, activate, deploy and demobilize those assets when needed. Establishing EMST membership criteria will help to accomplish that goal.

EMST membership criteria include, but are not limited to, the following:

- Selection considerations and minimum training standards as outlined in Annex A: EMMA Training and Credentialing.
- A team member must have the endorsement of his/her home agency, which also must certify that the individual will be released whenever possible for deployment.
- A team member may be required to participate in one team training session and one exercise per year.

- A team member must also be generally available (subject to special circumstances) for a minimum of one deployment (normally 14 calendar days or less) per year.
- A team member must be able and willing to contribute to program development by sharing best practices and lessons learned, assisting with training development, and when appropriate, acting as a team instructor or mentor.

Applicants that satisfy most but not all of the membership criteria may be granted “provisional” membership status for a period of up to 24 months, allowing them the opportunity to acquire additional training and gain operational experience. The decision to grant provisional membership status rests with the Team Lead. If an EMST member is designated as a provisional team member, that individual will be assigned in secondary roles, with an experienced team member as a mentor.

#### **5.4 ASSIGNMENT ROLE**

EMST assignments will be based on the operational requirements of the requesting jurisdiction. Assigned roles may include:

Designated primary EOC position (any shift)

Deputy

Branch Coordinator

Depending on the circumstances during an assignment, deployed personnel may be asked to temporarily assume a role of higher or lesser rank to fill a critical personnel shortfall. Team members are expected to be flexible and make every effort to provide the necessary support required to ensure the success of the response.

If a deployed individual is assigned to a role that (s)he believes is outside of his/her skill set, the individual should express his/her concerns to his/her immediate supervisor at their assigned location. If the concern cannot be resolved at that level, the person can consult with his/her Team Lead, or can contact the appropriate EMMA Coordinator. The EMMA Coordinator will work with the requesting jurisdiction to resolve the issue. If a suitable resolution cannot be reached, the person’s assignment can be terminated and replacement team member deployed.

Team members or other personnel have the option of turning down an activation request based on employment or personal reasons. However, because their absence can have a negative impact on team efficacy, members with a pattern of being unavailable for assignment continuing for more than 18 months may be placed in an inactive status and removed from the deployment roster.

Personnel assigned under this EMMA Plan cannot be transferred to another assignment in a different jurisdiction without the knowledge and consent of the providing jurisdiction.

## **5.5 ASSIGNMENT LENGTH**

The normal length of an emergency management assignment will be 14 calendar days or less. In extraordinary circumstances, such as a catastrophic disaster, extended assignment lengths or multiple deployments may be necessary. If this occurs, the requesting jurisdiction will notify the Regional EMMA Coordinator of its intent to request an extension. The specific length of an assignment extension will be negotiated between the requesting jurisdiction, the team member and the providing jurisdiction.

Deployed personnel retain the right to turn down an assignment extension or redeployment. They also have the right to request an early release from an assignment for personal or employment reasons.



# ***State of California*** **Emergency Management Mutual Aid Plan**

## **ANNEX D: EMMA Coordinator / Concept of Operations**

**November 2012**

**Edmund G. Brown, Jr.**  
Governor



**Mark Ghilarducci**  
Secretary  
California Emergency Management Agency

**Cal EMA**  
CALIFORNIA EMERGENCY  
MANAGEMENT AGENCY



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## **1.0 PURPOSE**

The Emergency Management Mutual Aid (EMMA) Plan is based on the Standardized Emergency Management System's (SEMS) organizational structure, which begins at the local level of government. Requests for emergency managers and technical specialists (collectively, "EMMA resources") are submitted to the next SEMS level, through the Operational Area (OA), State Administrative Regions (Cal EMA Regions) and the State Operations Center.

The purpose of this Annex is to outline the roles, responsibilities and procedures of the EMMA Coordinator under SEMS and the EMMA Plan. EMMA Coordinators operate at each SEMS level and are responsible for coordinating EMMA resources between jurisdictions, as well as their logistical needs prior to and during an EMMA deployment.

## **2.0 POSITION DESIGNATION**

The designation within each SEMS level normally given to the person that would act as the EMMA Coordinator when Emergency Operations Center (EOC)s are not activated or fully staffed are commonly referred to as:

- Emergency Manager or designee at the Local & OA SEMS Level
- Regional Duty Officer at Administrative Region SEMS level
- Executive Duty Officer at State SEMS level

### **2.1 LOCAL JURISDICTION EMMA COORDINATOR**

The Local Jurisdiction EMMA Coordinator position will be designated as deemed appropriate by the Jurisdiction. It is assumed this position may be assigned to the Emergency Manager, or their designee. Accordingly, this position will be established within the EOC organizational structure, as per the local emergency management organization chart and structure.

### **2.2 OPERATIONAL AREA EMMA COORDINATOR**

The OA EMMA Coordinator position will be designated as deemed appropriate by the OA. It is assumed this position may be assigned to the OA Emergency Manager or their designee. Accordingly, this position will be established within the EOC organizational structure, as per the OA emergency management organization chart and structure.

### **2.3 CAL EMA ADMINISTRATIVE REGION EMMA COORDINATOR**

The Cal EMA Region EMMA Coordinator will be designated by the corresponding

Regional Administrator. This position will be assigned to the Regional Emergency Operations Center (REOC) Logistics Section, Personnel Branch.

## **2.4 CAL EMA STATE EMMA COORDINATOR**

The Cal EMA State EMMA Coordinator may be designated by the Cal EMA Assistant Secretary of Prevention, Information, Analysis and Operations. This position will be assigned to the State Operations Center (SOC) Logistics Section, Personnel Branch.

## **3.0 TRAINING**

EMMA Coordinators are an integral part of the jurisdiction requesting EMMA resources AND the jurisdictions providing them. Because the EMMA process relies so heavily on the coordinator position, individuals acting as EMMA Coordinators are expected to meet state training requirements and be credentialed as an EMMA Coordinator at all SEMS levels. (For detailed training information see Annex A: EMMA Training and Credentialing.)

## **4.0 ROLES AND RESPONSIBILITIES**

The roles and responsibilities for EMMA Coordinators will reflect the functions appropriate to the corresponding SEMS level. EMMA Coordinators at each level act as lead to establish and maintain the processes and procedures necessary to support EMMA Plan implementation. Responsibilities include, but are not limited to:

- Coordinating EMMA program outreach and training within jurisdiction.
- Coordinating with other EMMA Coordinators at all levels to maintain and refine procedures for requesting and providing assistance.
- Promoting training in the use of Cal EMA's Response Incident Management System (RIMS), the system currently used to track EMMA resource requests and status updates.
- Coordinating periodic status updates of personnel qualified as EMMA resources within jurisdiction.
- Facilitating development and use of existing notification and call out systems for EMMA resources deployment.

During emergencies:

- Acting as the primary point of contact for the EMMA Coordinators on each SEMS level.
- Determining and communicating the need for EMMA resources in a jurisdiction affected by a disaster.

- Making a good-faith effort to select and provide personnel qualified to be EMMA resources from unaffected jurisdictions. Until the State credentialing program has matured and a database is established and maintained, EMMA resources may be required to show proof of training and/or experience before being activated under the EMMA Plan.
- Providing EMMA resource availability information as required.
- Facilitating the activation, deployment and demobilization of those EMMA resources.
- Acting as point of contact for EMMA resources deployed into or out of their jurisdiction.

During and after demobilization:

- Encouraging participation of requesting and providing jurisdictions and all EMMA resources in the development of After Action Reports.
- Coordinating or participating in the improvement planning cycle.
- Maintaining all records pertaining to the activation and demobilization of EMMA resources.

## 5.0 POSITION CHECKLISTS

The checklists below detail functions needed to adequately meet the EMMA Coordinator roles at each level of SEMS. These lists provide general guidance and each Coordinator may wish to add tasks and/or provide more implementation details as appropriate.

### 5.1 LOCAL JURISDICTION EMMA COORDINATOR

#### 5.1.1 Local Requesting Jurisdiction - Request Process

- Coordinate with EOC Logistics Section to activate EMMA Plan.
- Create a complete Mission Request Tasking (MRT) in RIMS.
- Prepare *EMMA Form 1 - Resource Request and Assignment*, complete all required sections to identify positions or tasks to be performed, special skills needed, reporting location, date and time, duration of assignment, logistics responsibility information and two (2) contact names with phone numbers; attach to RIMS MRT and alert OA EMMA Coordinator.
- Confirm OA EMMA Coordinator reviews MRT submittal; discuss options.
- If the local jurisdiction does not have RIMS access they may request the OA EMMA Coordinator create the MRT in RIMS on behalf of local jurisdiction. The local jurisdiction must still complete the *EMMA Form 1 - Resource Request and Assignment* and provide it to the OA EMMA Coordinator for attachment to the RIMS MRT.
- Prior to an EMMA Resource being committed to an assignment, the requesting EMMA Coordinator will be advised of EMMA resource availability and shall approve or reject the proposed resource for each assignment.
- Inform EOC Logistics Section of planned arrival of EMMA resources and coordinate logistical support.
- Upon check-in, confirm EMMA resource has deployed under the corresponding MRT number.
- Update EMMA resource status in RIMS (or request that the OA EMMA Coordinator update RIMS); notify providing jurisdiction and OA EMMA Coordinator of RIMS update submittals.
- Confirm responding EMMA resources are properly briefed on sign-in and check-out processes, work area, work assignments, operational periods, expectations and duration of assignments.
- Ensure responding EMMA resources have necessary equipment and supplies to perform assigned functions (i.e., timesheets, daily activity logs, travel claim forms, etc.).

- If the duration of the EMMA deployment is expected to exceed the time commitment described on the MRT, the requesting jurisdiction EMMA Coordinator must make special arrangements to continue the duty assignment of an EMMA resource in coordination with the appropriate EMMA Coordinators and the EMMA resource or create a new RIMS MRT for replacement.

### **5.1.2 Local Requesting Jurisdiction - Demobilization Process**

- Provide EMMA resource with copy of the *Resource Demobilization Checklist*.
- Update EMMA resource status in RIMS (or request that the OA EMMA Coordinator update RIMS); notify providing jurisdiction and OA EMMA Coordinator of RIMS update submittals.
- Ensure that all EMMA resources are provided the option of receiving an *EMMA Form 3 - Voluntary Performance Rating* to enhance their training and credentialing records (Optional).
- If an EMMA resource does request an *EMMA Form 3 - Voluntary Performance Rating*, confirm the immediate supervisor completes the *EMMA Form 3 - Voluntary Performance Rating* prior to demobilization of the EMMA resource.
- Confirm copy of the completed *EMMA Form 3 - Voluntary Performance Rating* is provided to the EMMA Resource and forwarded through the EMMA Coordinator to the appropriate Regional Administrator where all Performance Rating Forms will be gathered, recorded and forwarded to the Cal EMA Training Branch.
- Confirm EMMA resource receives, completes, and returns an *EMMA Form 5 - Individual Demobilization Checkout* prior to demobilization. This form should be retained and used as part of the official incident record and confirmation of resource return.
- Confirm EMMA resource receives, completes, and returns an *EMMA Form 4 - Exit Survey* prior to demobilization. This form should be retained and used to develop the After Action report and Improvement Plan for the EMMA program.
- At close of the Operation, the EMMA Coordinator will use all *EMMA Form 4 - Exit Surveys* (including their own) to identify information to be used in the After Action Report process. They should provide a single consolidated document to the next level EMMA coordinator or, if appropriate, directly to Cal EMA outlining considerations and recommendations for EMMA program improvement.
- Follow up on open or unresolved issues with EMMA resources and/or appropriate SEMS level EMMA Coordinators.

### **5.1.3 Local Providing Jurisdiction - Resource Activation Process**

- Receive notification of EMMA request via any number of media to include RIMS, *EMMA Form 1 - Resource Request and Assignment* Fax or Scan via Email.

- Confirm understanding of the resource needs and other relevant details by contacting the appropriate SEMS level EMMA Coordinator.
- Identify local EMMA resources qualified to fill the resource request.
- Confirm acceptance of EMMA resource with requesting jurisdiction EMMA Coordinator.
- Confirm that complete MRT has been initiated and approved with an assigned MRT number.
- Provide MRT numbers to the deploying EMMA resources to facilitate check-in process at requesting jurisdiction.
- Coordinate details of logistical support to be provided for the EMMA resource with appropriate EMMA Coordinators.

#### **5.1.4 Local Providing Jurisdiction - Demobilization Process**

- Collect from returning EMMA resource the following forms and information for review:
  - EMMA resource documentation (i.e., timesheets, travel claims, daily activity logs, EOC Duty Log, etc)
- At close of their activation, the EMMA Coordinator will complete an *EMMA Form 4 - Exit Survey* to identify information to be used in the After Action Report process. They should submit the survey to the next level EMMA coordinator or, if appropriate, directly to Cal EMA outlining considerations and recommendations for EMMA program improvement.
- Follow up on open or unresolved issues with EMMA resources and/or appropriate SEMS level EMMA Coordinators.

## 5.2 OPERATIONAL AREA (OA) EMMA COORDINATOR

### 5.2.1 Requesting OA - Request Process

#### 5.2.1.1 Local Jurisdiction as Requesting Jurisdiction

- Coordinate with EOC Logistics Section to activate EMMA Plan.
- Review RIMS MRT and *EMMA Form 1 - Resource Request and Assignment* submitted by requesting jurisdiction; confirm MRT identifies positions or tasks to be performed, special skills needed, reporting location, date and time, duration of assignment, logistics responsibility information and two (2) contact names with phone numbers.
- Discuss EMMA resource options with requesting jurisdiction EMMA Coordinator.
- If the local requesting jurisdiction does not have RIMS access, create the RIMS MRT on their behalf; attach the *EMMA Form 1 - Resource Request and Assignment*.
- Distribute *EMMA Form 1 - Resource Request and Assignment* to local EMMA Coordinators within the Operational Area to identify qualified personnel.
- Once identified, discuss available EMMA resource options with potential providing jurisdiction EMMA Coordinators.
- Prior to committing an EMMA Resource, advise the requesting EMMA Coordinator of the resource availability and record acceptance or rejection of proposed EMMA resource.
- Request approval of RIMS MRT from Cal EMA Administrative Region EMMA Coordinator; provide corresponding MRT numbers and planned arrival of EMMA Resources to requesting jurisdiction EMMA Coordinator.
- If local requesting jurisdiction does not have RIMS access, update EMMA resource status in RIMS; notify requesting jurisdiction EMMA Coordinator of RIMS update submittals.
- If EMMA resources are unavailable within the OA, forward *EMMA Form 1 - Resource Request and Assignment* to the Cal EMA Administrative Region EMMA Coordinator.
- Discuss EMMA resource options with Cal EMA Administrative Region EMMA Coordinator.
- Prior to committing an EMMA Resource, advise the requesting jurisdiction EMMA Coordinator of the resource availability and record acceptance or rejection of proposed EMMA resource; advise Cal EMA Administrative Region EMMA Coordinator of resource acceptance or rejection.
- Request approval of RIMS MRT from Cal EMA Administrative Region EMMA Coordinator; provide the MRT number to the local requesting jurisdiction EMMA Coordinator.



- Review resource status RIMS reports submitted by requesting jurisdiction; update Cal EMA Administrative Region EMMA Coordinator as appropriate.
- If local requesting jurisdiction advises the duration of the EMMA deployment will exceed the time commitment described on the MRT, discuss extension with the appropriate EMMA Coordinators and affected EMMA resources. If local requesting jurisdiction does not have RIMS access, support process to create a new RIMS MRT for replacement.
- If local requesting jurisdiction does not have RIMS access, update EMMA resource status in RIMS; and notify all involved SEMS level Coordinators of RIMS update submittal.

#### 5.2.1.2 County as Requesting Jurisdiction

- Coordinate with EOC Logistics Section to activate EMMA Plan.
- Create a complete Mission Request Tasking (MRT) in RIMS.
- Prepare *EMMA Form 1 - Resource Request and Assignment*, complete all required sections to identify positions or tasks to be performed, special skills needed, reporting location, date and time, duration of assignment, logistics responsibility information and two (2) contact names with phone numbers; attach to RIMS MRT and alert OA EMMA Coordinator.
- Distribute *EMMA Form 1 - Resource Request and Assignment* to local EMMA Coordinators to identify personnel qualified to fill the EMMA resource request within the Operational Area; discuss options.
- Evaluate proposed EMMA resources available from local jurisdictions; accept or reject proposed assignment.
- Inform County EOC Logistics Section of pending arrival of EMMA resources; confirm provision of logistical support.
- Request approval of RIMS MRT from Cal EMA Administrative Region EMMA Coordinator; provide MRT number to requesting jurisdiction EMMA Coordinator.
- Upon check-in, confirm EMMA resource has deployed under the corresponding MRT number.
- Confirm County EOC tracks and documents EMMA resource arrival and release.
- If qualified EMMA resources are unavailable within the Operational Area, forward *EMMA Form 1 - Resource Request and Assignment* to Cal EMA Administrative Region EMMA Coordinator.
- Discuss EMMA resource options; accept or reject proposed EMMA assignments.
- If the duration of the EMMA deployment is expected to exceed the time commitment described on the MRT, the requesting jurisdiction EMMA Coordinator must make special arrangements to continue the duty assignment of an EMMA resource in coordination with the appropriate EMMA Coordinators and affected EMMA resources or create a new RIMS MRT for replacement.

- Confirm responding EMMA resources are properly briefed on sign-in and check-out processes, assignment area, work assignments, expectations and duration of assignments.
- Ensure responding EMMA resources have necessary equipment and supplies to perform assigned functions (i.e., timesheets, daily activity logs, travel claim forms, etc.).
- Update EMMA resource status in RIMS; notify providing jurisdiction and all involved SEMS level Coordinators of RIMS update submittals.

## **5.2.2 Requesting OA - Demobilization Process**

### 5.2.2.1 Local Jurisdiction as Requesting Jurisdiction

- Review RIMS MRT status updates input by requesting jurisdiction EMMA Coordinator.
- At close of the Operation, ensure the local jurisdiction EMMA Coordinator submits all completed *EMMA Form 4 - Exit Surveys* to be used in the After Action Report process. Consolidate all Operational Area level input and provide a single document to Cal EMA outlining considerations and recommendations for EMMA program improvement.
- Follow up on open or unresolved issues with EMMA resources and/or appropriate SEMS level EMMA Coordinators.

### 5.2.2.2 County as Requesting Jurisdiction

- Provide EMMA resource with copy of the *Resource Demobilization Checklist*.
- Update EMMA resource status in RIMS; notify all appropriate SEMS level EMMA Coordinators of RIMS update submittals.
- Ensure that all EMMA resources are provided the option of receiving an *EMMA Form 3 - Voluntary Performance Rating* to enhance their training and credentialing records (Optional).
- If an EMMA resource does request an *EMMA Form 3 - Voluntary Performance Rating*, confirm the immediate supervisor completes *EMMA Form 3 - Voluntary Performance Rating* prior to demobilization of the EMMA resource.
- Confirm copy of the *EMMA Form 3 - Voluntary Performance Rating* is provided to the EMMA Resource and forward to the appropriate Cal EMA Administrative Regional EMMA Coordinator.
- Confirm EMMA resource receives, completes, and returns an *EMMA Form 5 - Individual Demobilization Checkout* prior to demobilization. This form should be retained and used as part of the official incident record and confirmation of resource return.
- Confirm EMMA resource receives, completes, and returns an *EMMA Form 4 - Exit Survey* prior to demobilization. This form should be retained and used to develop

the After Action report and Improvement Plan for the EMMA program.

- At the close of the operation, complete an *EMMA Form 4 - Exit Survey*.
- At close of the Operation, ensure the local jurisdiction EMMA Coordinator submits all completed *EMMA Form 4 - Exit Surveys* to be used in the After Action Report process. Consolidate all Operational Area level input and provide a single document to Cal EMA outlining considerations and recommendations for EMMA program improvement.
- Follow up on open or unresolved issues with EMMA resources and/or appropriate SEMS level EMMA Coordinators.

### **5.2.3 Providing OA - Resource Activation Process**

#### **5.2.3.1 Local OR County as Providing Jurisdiction**

- Review RIMS MRT and *EMMA Form 1 - Resource Request and Assignment* submitted by the requesting jurisdiction; request clarification as needed.
- Identify personnel qualified to fill the EMMA resource request from the County jurisdiction and/or, distribute *EMMA Form 1 - Resource Request and Assignment* to local EMMA Coordinators to identify qualified personnel from within the Operational Area.
- Discuss available EMMA resource options with requesting jurisdiction EMMA Coordinator.
- Confirm requesting jurisdiction acceptance or rejection of proposed EMMA resource.
- Upon confirmation of acceptance of proposed EMMA resource from the local or county requesting jurisdiction, notify providing jurisdiction EMMA Coordinator to activate the EMMA resource.
- Confirm that complete MRT has been initiated and approved with an assigned MRT number.
- Provide MRT numbers to the deploying EMMA resources and appropriate EMMA Coordinators to facilitate check-in process at requesting jurisdiction.
- Coordinate details of logistical support to be provided for the EMMA resource with appropriate EMMA Coordinators.

*Note: Providing jurisdiction may request authorization to deploy an EMMA Trainee in a shadow role in order to build local capability, but with no expectation of cost reimbursement.*

## 5.2.4 Providing OA - Demobilization Process

### 5.2.4.1 Local OR County as Providing Jurisdiction

- Upon notification from appropriate SEMS Level EMMA Coordinator, review EMMA resource status updates input into RIMS by requesting jurisdiction EMMA Coordinator.
- For EMMA resources provided by local jurisdiction, at the completion of activation, collect *EMMA Form 4 - Exit Surveys* from Local Providing EMMA Coordinator; review and identify data appropriate for inclusion in the consolidated EMMA program After Action report and Improvement Plan.
- For EMMA resources provided by county jurisdiction, collect from deployed EMMA resource all appropriate documentation (i.e., timesheets, travel claims, copy of daily activity logs, etc.).
- Develop the EMMA Program After Action Report and Improvement Plan; submit to the Cal EMA Administrative Region EMMA Coordinator.
- Follow up on open or unresolved issues with EMMA resources and/or appropriate SEMS level EMMA Coordinators.

## 5.3 ADMINISTRATIVE REGION EMMA COORDINATOR

### 5.3.1 Requesting Administrative Region – Request Process

#### 5.3.1.1 OA to OA within Administrative Region - Request Process

- Region is notified by OA EMMA Coordinators of pending Mission Requests in the RIMS System, should also receive copy of the *EMMA Form 1 - Resource Request and Assignment, Part A* generated from the requesting jurisdiction.
- Coordinate with the REOC Logistics Section to activate the EMMA Plan; if the plan is implemented with Region EMMA Coordinator as a Duty Officer, the EMMA Coordinator will act as the Logistics Section and follow established Duty Officer procedures.
- Review RIMS MRT and *EMMA Form 1 - Resource Request and Assignment, Part A* for accuracy and confirm MRT identifies positions or tasks to be performed, DSW status, special skills required, reporting location, date and time needed, duration of assignment, logistic responsibility information and two (2) contact names with phone numbers from the requesting jurisdiction.
- If needed, make contact with the requesting jurisdiction EMMA Coordinator for clarification of the request.
- Request EMMA resource by providing the *EMMA Form 1 - Resource Request and Assignment, Part A* to OA EMMA Coordinators throughout the Region following pre-established protocol in order to identify qualified EMMA resources for response.
- Receive and review *EMMA Form 1 - Resource Request and Assignment, Part B* from OA EMMA Coordinators within the Region with consideration to the details outlined on the *EMMA Form 1 - Resource Request and Assignment, Part A* and the MRT.
- Compare the requested qualifications, time commitment, special skills, DSW status and reporting time requirements. Select only those candidates who best meet the request.
- Provide the selected EMMA resources' *EMMA Form 1 - Resource Request and Assignment, Part Bs* to the requesting jurisdiction EMMA Coordinator for consideration.
- Upon approval of the *EMMA Form 1 - Resource Request and Assignment, Part B* by the requesting EMMA Coordinator, the Region EMMA Coordinator will approve the MRT and notify all appropriate SEMS level EMMA Coordinators of the MRT number.
- It is appropriate at this point in the process for the EMMA Resource and the requesting jurisdiction to engage in regular communication.
- Review resource status RIMS reports submitted by the requesting jurisdiction; include this information in daily reports.

### 5.3.1.2 Region to Region – Request Process

- Coordinate with the REOC Logistics Section to activate the EMMA Plan; if the plan is implemented with Region EMMA Coordinator as a Duty Officer, the EMMA Coordinator will act as the Logistics Section and follow established Duty Officer procedures.
- Review RIMS MRT and *EMMA Form 1 - Resource Request and Assignment, Part A* for accuracy and confirm MRT identifies positions or tasks to be performed, DSW status, special skills required, reporting location, date and time needed, duration of assignment, logistic responsibility information and two (2) contact names with phone numbers from the requesting jurisdiction.
- When the resource cannot be found within an Administrative Region, provide the *EMMA Form 1 - Resource Request and Assignment, Part A* to the State EMMA Coordinator or Executive Duty Officer following pre-established protocol in order to identify qualified EMMA resources from another Administrative Region.
- Receive and review *EMMA Form 1 - Resource Request and Assignment, Part B* from the State EMMA Coordinator or Executive Duty Officer with consideration to the details outlined on the *EMMA Form 1 - Resource Request and Assignment, Part A* and the MRT.
- Compare the requested qualifications, time commitment, special skills, DSW status and reporting time requirements. Select only those candidates who best meet the request.
- Provide the selected EMMA resources' *EMMA Form 1 - Resource Request and Assignment, Part Bs* to the requesting jurisdiction EMMA Coordinator for consideration.
- Upon approval of the *EMMA Form 1 - Resource Request and Assignment, Part B* by the requesting EMMA Coordinator, the Region EMMA Coordinator will request approval of the MRT by the State EMMA Coordinator or Executive Duty Officer and notify all appropriate SEMS level EMMA Coordinators of the MRT number.
- It is appropriate at this time for the requesting OA EMMA Coordinator to make contact with the EMMA Resource.
- Review resource status RIMS reports submitted by the requesting jurisdiction; include this information in daily reports.

### **5.3.2 Requesting Administrative Region – Demobilization Process**

- Receive EMMA resource release notifications from requesting OA EMMA Coordinator and disseminate to appropriate SEMS level EMMA Coordinators.
- Review EMMA resource status updates in RIMS from the requesting jurisdiction EMMA Coordinator.

- Collect from the requesting region EMMA Coordinator copies of the following forms for review:
  - EMMA Form 4 - Exit Survey*
  - EMMA resource documentation (i.e. timesheets, travel claims, daily activity logs, EOC Modified ICS-221, etc)
- Forward the *EMMA Form 4 - Exit Survey* to the providing OA EMMA Coordinator for use in the After Action Process and the review of the EMMA Plan.
- Update MRT upon notification from the requesting jurisdiction that the EMMA resource has been released.
- Update MRT upon notification from providing jurisdiction that the EMMA resource has returned and is accounted for.
- Evaluate all forms collected to gather information that may be used in the After Action Report process for EMMA program improvement.
- Follow up on open or unresolved issues with EMMA resources and/or appropriate SEMS level EMMA Coordinators.

### **5.3.3 Providing Administrative Region – Resource Activation Process**

- Receive notification from the State EMMA Coordinator of pending Mission Requests in the RIMS System, should also receive a copy of the *EMMA Form 1 - Resource Request and Assignment, Part A* generated from the requesting jurisdiction.
- Coordinate with the REOC Logistics Section to activate the EMMA Plan; if the plan is activated with Region EMMA Coordinator acting as a Duty Officer, the EMMA Coordinator will act as the Logistics Section and follow established Duty Officer procedures.
- Review RIMS MRT and *EMMA Form 1 - Resource Request and Assignment, Part A* for accuracy and confirm MRT identifies positions or tasks to be performed, DSW status, special skills required, reporting location, date and time needed, duration of assignment, logistic responsibility information and two (2) contact names with phone numbers from the requesting jurisdiction.
- If needed, make contact with the requesting jurisdiction EMMA Coordinator for clarification of the request.
- Request EMMA resource by providing the *EMMA Form 1 - Resource Request and Assignment, Part A* to OA EMMA Coordinators throughout the Region following pre-established protocol in order to identify qualified EMMA resources for response.
- Receive and review *EMMA Form 1 - Resource Request and Assignment, Part B* from OA EMMA Coordinators within the Region with consideration to the details outlined on the *EMMA Form 1 - Resource Request and Assignment, Part A* and the MRT.

- Compare the requested qualifications, time commitment, special skills, DSW status and reporting time requirements. Select only those candidates who best meet the request.
- Provide the selected EMMA resources' *EMMA Form 1 - Resource Request and Assignment, Part Bs* to the State EMMA Coordinator for consideration.
- Upon approval of the *EMMA Form 1 - Resource Request and Assignment, Part B* by the requesting EMMA Coordinator, the State EMMA Coordinator or Executive Duty Officer will approve the MRT and notify all appropriate SEMS level EMMA Coordinators of the MRT number.
- Notify providing jurisdiction EMMA Coordinator to activate the EMMA resource and provide MRT number for dissemination to EMMA resources; this will assist with the check-in process at the requesting jurisdiction.
- Coordinate details of logistical support to be provided for the EMMA resource with appropriate EMMA Coordinators.

Note: *Providing jurisdiction may request authorization to deploy an EMMA Trainee in a shadow role in order to build local capability, but with no expectation of cost reimbursement.*

#### **5.3.4 Providing Administrative Region – Demobilization Process**

- Receive EMMA resource release notifications from requesting region EMMA Coordinator and disseminate to appropriate SEMS level EMMA Coordinators.
- Confirm logistical support from the requesting jurisdiction to return EMMA resource to home agency.
- Review EMMA resource status updates in RIMS from the requesting jurisdiction EMMA Coordinator.
- Collect from the requesting region EMMA Coordinator copies of the following forms for review:
  - EMMA Form 4 - Exit Survey*
  - EMMA resource documentation (i.e. timesheets, travel claims, daily activity logs, EOC Modified ICS-221, etc)
- Update MRT upon notification from the requesting jurisdiction that the EMMA resource has been released.
- Update MRT upon notification from the providing jurisdiction that the EMMA resource has returned and is accounted for.
- Evaluate all forms collected to gather information that may be used in the After Action Report process for EMMA program improvement and forward them to State EMMA Coordinator as appropriate.
- Follow up on open or unresolved issues with EMMA resources and/or appropriate SEMS level EMMA Coordinators.



## 5.4 STATE EMMA COORDINATOR

### 5.4.1 Region to Region – Resource Activation Process

- Receive notification from a Region EMMA Coordinator of pending Mission Requests in the RIMS System, should also receive a copy of the *EMMA Form 1 - Resource Request and Assignment, Part A* generated from the requesting jurisdiction.
- Coordinate with REOC Logistics Section to activate EMMA Plan; if EMMA Plan is activated with the State EMMA Coordinator acting as Executive Duty Officer, the State EMMA Coordinator will act as the Logistics Section and follow established Duty Officer procedures.
- Review RIMS MRT and *EMMA Form 1 - Resource Request and Assignment, Part A* for accuracy and confirms MRT identifies positions or tasks to be performed, DSW status, special skills required, reporting location, date and time needed, duration of assignment, logistic responsibility information and two (2) contact names with phone numbers from the requesting jurisdiction.
- Request EMMA resource by providing the *EMMA Form 1 - Resource Request and Assignment, Part A* to other Region EMMA Coordinators for distribution to OA EMMA Coordinators throughout their respective region in order to identify qualified EMMA resources for the response.
- Receive and review the *EMMA Form 1 - Resource Request and Assignment, Part B* from Region EMMA Coordinators and forward to the requesting region EMMA Coordinator.
- Receive notification of the EMMA Resource being identified and cleared for the assignment and approve the State MRT.
- Confirm that the MRT has been approved and number assigned.
- Provide MRT numbers to the providing region EMMA Coordinator for dissemination to OA and EMMA resource; this will assist with the check-in process at the requesting jurisdiction.

#### **5.4.2 Region to Region - Demobilization**

- Receive EMMA resource release notifications from requesting region EMMA Coordinator and disseminate to appropriate SEMS level EMMA Coordinators.
- Review EMMA resource status updates in RIMS from the receiving jurisdiction EMMA Coordinator.
- Collect from the requesting region EMMA Coordinator copies of the following forms for review:
  - EMMA Form 4 - Exit Survey*
  - EMMA resource documentation (i.e. timesheets, travel claims, daily activity logs, EOC Modified ICS-221, etc)
- Update MRT upon notification from the requesting jurisdiction that the EMMA resource has been released.
- Update MRT upon notification from the providing jurisdiction that the EMMA resource has returned and is accounted for.
- Evaluate all forms collected to gather information that may be used in the After Action Report process for EMMA program improvement.
- Follow up on open or unresolved issues with EMMA resources and/or appropriate SEMS level EMMA Coordinators.



# *State of California* Emergency Management Mutual Aid Plan

## ANNEX E: Demobilization

**November 2012**

**Edmund G. Brown, Jr.**  
Governor

**Mark Ghilarducci**  
Secretary  
California Emergency Management Agency



**Cal EMA**  
CALIFORNIA EMERGENCY  
MANAGEMENT AGENCY

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## **1.0 PURPOSE**

The purpose of this annex is to outline the process for the demobilization of EMMA resources. The demobilization process is essential to ensuring a smooth transition of response activities, prompt payment of personnel, efficient processing of reimbursement requests (if any) and proper collection of after action information critical for system improvement.

## **2.0 DEMOBILIZATION PROCESS**

### **2.1 PROCESS**

Demobilization of EMMA resources may occur on an individual basis. However, it may also involve the rotation or demobilization of an entire team of EMMA resources. Demobilization normally involves one or more of the following situations:

- Incident response activities have concluded or transitioned to the recovery phase and the support requirement no longer exists.
- Resources have served for their agreed-upon length of assignment.
- Resources are released for health or other personal reasons.

A deployed individual must be formally released by his/her on-site supervisor. If the resource is part of a team, the individual must be released by the team lead before formalizing travel arrangements. The release and demobilization process should be documented using the *EMMA Form 5 - Individual Demobilization Checkout* or per jurisdictional protocol.

The Demobilization Checklist in this Annex outlines the specific steps that resources are required to follow during the demobilization process. Questions regarding the process should be clarified through the appropriate Regional EMMA Coordinator.

### **2.2 PERFORMANCE EVALUATION PROCESS**

The performance rating process plays a key role in building both individual and system capacity by highlighting the strengths and developmental opportunities of deployed

EMMA resources. The *EMMA Form 3 - Voluntary Performance Rating* Form provides a tool to document the performance of personnel.

Performance criteria are based on several rating factors. Performance is rated on a scale from 0-3:

- 0 = Deficient
- 1 = Needs Improvement
- 2 = Satisfactory
- 3 = Superior

*EMMA Form 3 - Voluntary Performance Rating* is voluntary and must be requested by the responding EMMA resource from their immediate supervisor at the requesting jurisdiction. This may be completed at demobilization following all deployments lasting one operational period (normally considered to be 12 hours) or longer. Once the supervisor completes the *EMMA Form 3 - Voluntary Performance Rating*, the form becomes the basis for the supervisor's performance evaluation discussions with the assigned individual.

For purposes of improving the EMMA system and facilitating professional development of EMMA resources, if a *EMMA Form 3 - Voluntary Performance Rating* is requested by the EMMA resource, a copy will be provided to:

- The EMMA resource
- The requesting region EMMA Coordinator for recording and forwarding to Credentialing Program (see **Annex A: Training and Credentialing**)

### **2.3 CRITICAL INCIDENT STRESS DEBRIEFING**

EMMA resources shall participate in a Critical Incident Stress Debriefing if required by the EOC Director and/or Safety Officer.

### **2.4 AFTER ACTION REVIEW PROCESS**

The adequacy of procedures, forms, tools and training sessions must be continually evaluated and improved. The *EMMA Form 4 - Exit Survey* is designed to collect input from assigned resources and should be provided to the requesting jurisdiction's EOC Planning Section and all SEMS level EMMA Coordinators. The information collected is later used in the development of the After Action Report and Improvement Plan.

## 2.5 DEMOBILIZATION CHECKLIST

Once informed of the projected release date of the EMMA resource by the requesting EMMA Coordinator:

- Inform home agency of projected release date.
- Complete a first draft of the *EMMA Form 4 - Exit Survey*.
- Complete all work assignments.
- Transition all position information, as directed by the immediate supervisor.
- Ensure assigned workstation is left clean.
- Return all assigned equipment (i.e. vehicle, radios, laptops, PPE, communication devices) to appropriate representative of requesting jurisdiction.
- Assemble personal expense receipts and other information to facilitate possible reimbursement.
- Submit and retain copies of site check-in and duty assignment forms (e.g. ICS-211 Incident Check-in List, ICS-204 Assignment List or ICS-214 Unit Log) to facilitate home agency reimbursement documentation and provide to requesting jurisdiction.
- If desired, request a performance evaluation from immediate supervisor (*EMMA Form 3 - Voluntary Performance Rating*).
- Complete any recommended Critical Incident Stress Debriefings.
- Check out with the Planning Section.
- Finalize travel arrangements.
- Provide copies of the following documents to the providing EMMA Coordinator:
  - *EMMA Form 4 - Exit Survey*
  - *EMMA Form 5 - Individual Demobilization Checkout*

After the EMMA resource has returned home:

- To facilitate reimbursement, complete the appropriate personal expense reimbursement paperwork and submit along with check-in and duty assignment forms to:
  - Providing jurisdiction through the normal finance process for reimbursement
  - Requesting jurisdiction
  
- Complete any recommended Critical Incident Stress follow-up counseling, as needed.





# *State of California* Emergency Management Mutual Aid Plan

## ANNEX F: EMMA Reimbursement

**November 2012**

**Edmund G. Brown, Jr.**  
Governor



**Mark Ghilarducci**  
Secretary  
California Emergency Management Agency

**Cal EMA**  
CALIFORNIA EMERGENCY  
MANAGEMENT AGENCY

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## **1.0 PURPOSE**

The primary goal of the Emergency Management Mutual Aid (EMMA) Plan is to provide qualified emergency management personnel and technical specialists (collectively, “EMMA resources”) to support the disaster operations of affected jurisdictions during an emergency. The purpose of this annex is to enhance understanding of the circumstances and the process under which reimbursement may occur.

## **2.0 EMERGENCY MANAGEMENT SUPPORT SYSTEM**

### **2.1 MUTUAL AID**

California's emergency assistance is based on a statewide mutual aid system designed to coordinate the provision of additional resources to the state's political subdivisions whenever their own resources are overwhelmed or inadequate. The basis for this system is the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA), which is entered into by and between the State of California, its various departments and agencies and the various political subdivisions, municipal corporations and public agencies to assist each other by providing resources during an emergency. Mutual aid is typically provided without the expectation of reimbursement.

### **2.2 ASSISTANCE FOR HIRE**

The EMMA Plan has been developed in accordance with the MMAA. However, it also allows the requesting and providing jurisdictions to enter into an agreement referred to as assistance for hire.

For deployments of less than or equal to one operational period (normally considered to be a 12-hour shift), mutual aid as defined by the MMAA will be in effect unless otherwise agreed upon in advance. For deployments greater than one operational period (normally considered to be a 12-hour shift), reimbursement may be formally agreed upon in the form of a written agreement as assistance for hire. (See Appendix 4: EMMA Forms, *Sample Pre/Post-Event Agreement*)

## **3.0 EMERGENCY ASSISTANCE COST RECOVERY GUIDELINES**

An agency or jurisdiction providing EMMA resources will be referred to as the providing jurisdiction. Jurisdictions requesting EMMA resources will be referred to as the requesting jurisdiction. The guidelines contained in this section focus on the cost recovery process should the providing and requesting jurisdictions opt to enter into an assistance for hire contract.

Cost recovery for providing jurisdictions under the EMMA Plan will be done in accordance with state and federal regulations.

### **3.1 DEPLOYMENT COSTS**

Under the EMMA Plan, requesting jurisdictions are responsible for reimbursing 100 percent of the reasonable deployment costs to providing jurisdictions. Deployment costs may include, but are not limited to:

- Travel (including airfare or vehicle mileage allowance);
- Ground support costs – lodging, rental car, per diem allowance for meals and allowable incidental expenses; and
- Equipment and materials (when equipment and materials are deployed at the request of the requesting jurisdiction).

Cost recovery for lodging, mileage and per diem expenses under the EMMA Plan should follow the current U.S. General Services Administration (GSA) expense schedule for the assigned location. State employees and all EMMA resources deployed on behalf of the State must follow state reimbursement guidelines. Air travel is assumed to be standard coach class (Refer to the Department of General Services website at [www.dgs.ca.gov](http://www.dgs.ca.gov) for details).

### **3.2 SALARY AND BENEFITS**

For an EMMA resource, labor costs for the first operational period of the original deployment (normally considered to be 12 hours worked at the requesting jurisdiction) are not reimbursed. Labor expenses may be treated as contracted labor after the initial operational period. Regular time, overtime and eligible benefits will be reimbursable provided labor rates are reasonable (to be determined case by case). Labor expenses should be calculated for hours worked after completion of the initial operational period and continue until the date of return to the providing jurisdiction unless another agreement has been made.

If a providing and requesting jurisdiction agree to the deployment of an EMMA trainee/resource in a developmental or “shadow” role, the cost for that resource is not reimbursable, unless otherwise agreed to by the two parties.

### **3.3 VEHICLES USED DURING DEPLOYMENT**

All resources deployed under the EMMA Plan are required to have a current government issued identification card. All EMMA resources driving a vehicle during an EMMA deployment are required to have a valid driver’s license appropriate for the vehicle they are driving and to maintain the state minimum for vehicle liability insurance coverage. Use of personal vehicles is not recommended as a method of transportation for deploying EMMA resources. It is understood that it may be necessary to use a personal vehicle; however, rental or government-owned vehicles are preferred. If a personal vehicle is used during a deployment, it is important to meet the insurance requirements of the providing jurisdiction. Parking tickets and moving violations incurred before, during and after deployment are the responsibility of the EMMA resource.

If EMMA resources are deployed to their assignment location via either personal vehicle or commercial air and use a rental car for local transportation, the requesting jurisdiction is responsible for reimbursement for the following:

- Personal vehicle used as primary transportation to the assigned work location: Mileage fee (as defined by the current U.S. General Services Administration rate schedules for non-state employees or the state rate for state employees), or
- Rental car: Daily rental fee, (as defined by the current GSA rate schedules for non-state employees or the state rate for state employees) plus insurance coverage and gas.

#### **4.0 ASSIGNMENT DOCUMENTATION**

The requesting jurisdiction may not be required to reimburse expenses unless EMMA resources are deployed in response to an official request placed through SEMS or other arrangements are made in advance. Resources assigned under the EMMA Plan will be provided with a copy of the *EMMA Form 1 - Resource Request and Assignment, Part A & B*, signed by an authorized official of the requesting jurisdiction to verify their status as an authorized resource.

EMMA resources are required to maintain assignment documentation for reimbursement and system improvement. These documents include:

- Copy of *EMMA Form 1 - Resource Request and Assignment, Part A & B*;
- Copies of *ICS-204 Assignment List* or *EOC Modified ICS-214 Duty Logs (or similar duty logs)*;
- Copies of check-in and demobilization check-out forms (e.g., *EOC Modified ICS-211 Check-in List* and *EMMA Form 5 - Individual Demobilization Checkout*);
- Timesheets tracking hours worked by day (if available);
- *EMMA Form 4 - Exit Survey*, documenting lessons learned and suggestions for improvement of the EMMA Plan; and

When the demobilization process is initiated, the appropriate EMMA Coordinator should brief the requesting jurisdiction's Emergency Operations Center (EOC) Director on the required documentation and performance evaluation process established under the EMMA Plan.

## **5.0 REIMBURSEMENT FILING (PROVIDING JURISDICTION)**

Reimbursement filings must be done as soon as possible following the completion of a deployment, ideally within 30 days of demobilization. The following support documentation should be submitted by the providing jurisdiction for each resource deployed:

- Copy of *EMMA Form 1 - Resource Request and Assignment*, Part A & B;
- Copies of check-in and demobilization check-out forms (e.g., EOC Modified ICS-211 *Check-in List* and *EMMA Form 5 - Individual Demobilization Checkout*);
- Timesheets tracking hours worked by day;
- Copies of related receipts, payment vouchers, etc.; and
- Transportation (e.g., airfare) invoices and a copy of the related payment voucher.

Cost recovery paperwork should be submitted to the requesting jurisdiction's EOC Finance/Administration Section. Questions regarding submission of the cost recovery documentation should be directed to the appropriate SEMS-level EMMA Coordinator or the local authorized representative assigned to manage the disaster recovery application.

## **6.0 DOCUMENT RETENTION**

Requesting and providing jurisdictions should retain copies of reimbursement-related records in accordance with state and federal guidelines.