



State of California Emergency Management Mutual Aid Plan

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Cal OES
GOVERNOR'S OFFICE
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EMERGENCY MANAGEMENT MUTUAL AID PLAN

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1 INTRODUCTION

1.1 PURPOSE

The purpose and goal 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 to assist with response and recovery for the whole community without imposing additional financial burden on the impacted jurisdiction.

Each level of government has roles and responsibilities throughout the coordination process as described in this plan. It is imperative for all levels of government, elected officials, and emergency managers to understand what EMMA is, what it is not, and how to use it.

1.2 BACKGROUND

In accordance with the California Disaster and Civil Defense Master Mutual Aid Agreement¹ (MMAA), 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 Office of Emergency Services (Cal OES), developed a coordinated emergency management concept called the EMMA system. EMMA provided a process to effectively augment emergency management resources for the Southern Region Emergency Operations Center (REOC), local Emergency Operations Centers (EOCs), the Disaster Recovery Center, Local Assistance Centers, and in the field.

Since that time, emergency managers and other technical specialists have deployed under EMMA in support of emergency operations and response throughout California. This document is an update to incorporate advancements in EMMA, which supersedes the November 2012 EMMA Plan.

1.3 OBJECTIVES

The objectives of the EMMA Plan are to:

- Establish a process for providing emergency management personnel and technical specialists (hereinafter referred to as **EMMA resources**) from Providing Jurisdictions (hereinafter referred to as **Providers**) in unaffected areas to support Requesting Jurisdictions (hereinafter referred to as **Requestors**) in local jurisdictions, Operational Areas (OAs), and regional or state emergency operations during emergencies.
- Provide a system that includes an emergency organization structure, an information flow process, and forms necessary to coordinate the formal request, assignment, deployment, and demobilization of EMMA resources.

¹ <https://www.caloes.ca.gov/wp-content/uploads/Preparedness/Documents/CAMasterMutAidAgreement.pdf>

1.3.1 Assumptions

Below are assumptions that jurisdictions must consider for the EMMA Plan to be successful:

- All phases of EMMA operate consistently with the Standardized Emergency Management System² (SEMS) regulations.
- Requests for mutual aid will follow normal mutual aid channels, consistent with the MMAA and SEMS.
- Jurisdictions are encouraged to enter into pre-existing local mutual aid and/or mutual assistance agreements with neighboring jurisdictions outside of this EMMA plan for a quicker response to local incidents.
- The Requestor has committed all its resources or anticipates full commitment to an emergency or has a unique need prior to the initiation of a mutual aid request. This does not require actual exhaustion of all resources.
- Jurisdictions will not request or provide mutual aid with the expectation of reimbursement by local agency, state, or federal disaster funds.
- All personnel deployed as EMMA resources have the knowledge, skills, and abilities to work in their assigned positions. The EMMA resources can be verified as possessing such knowledge, skills, and abilities by their own agency's EMMA Coordinator, the OA EMMA Coordinator, or by the Requestor's EMMA Coordinator.
 - A suggested qualified resource could be Type-2 or Type-1 credentialed EOC personnel under the Cal OES Credentialing Program.
- All resources deployed under this Plan are public employees.
- All individuals responding on an EMMA request must respond under the EMMA request process outlined in this Plan and coordinate their response with their OA EMMA Coordinator.
- The EMMA Plan, Appendices, and Annexes do not apply to fire, law enforcement, medical/health, coroner, public works, or other established mutual aid processes. However, such personnel responding to fill an EMMA requested position that falls outside of their normal mutual aid system are subject to the terms and conditions of this plan.
- EMMA does not supersede any government agency's internal deployment policies, OA agreements, or procedures.
- Nothing in this plan limits the right of a jurisdiction to make mutual aid requests pursuant to the California Master Mutual Aid Agreement and the State Emergency Plan without entering into a post-event MOU/MOA.
- No jurisdiction is obligated to send assistance during an EMMA request without receiving reimbursement, but the foundation of mutual aid is neighbor helping neighbor without expectation of reimbursement.

² <https://www.caloes.ca.gov/office-of-the-director/operations/planning-preparedness-prevention/planning-preparedness/standardized-emergency-management-system/>

2 ORGANIZATION AND RESPONSIBILITIES

2.1 ALL LEVELS OF GOVERNMENT

The EMMA process applies to all levels of government when addressing the need to fulfill EOC positions. It is important that all levels of government:

- Understand how to use and apply this plan;
- Identify specific staff and procedures to integrate the position of the EMMA Coordinator into their EOC;
- Know and utilize the appropriate communication procedures between all SEMS levels when using the EMMA Plan;
- Receive and provide training on a regular basis; and,
- Incorporate EMMA into annual exercises.

2.2 EMMA COORDINATOR ROLE AND RESPONSIBILITY AT ALL LEVELS

All SEMS levels of government should identify an individual and back-up staffing that is designated as that agency's EMMA Coordinator. The EMMA Coordinator is a position that can be activated without EOC activation. The designation of EMMA Coordinator within each SEMS level normally given to the person that would act as the EMMA Coordinator when EOCs are not activated or fully staffed are commonly referred to as:

- Emergency Manager, or designee, at the local and OA SEMS Level
- Regional Duty Officer at Administrative Region SEMS level
- Deputy Director of Response, or designee, at State SEMS level

2.3 LIABILITY AT ALL LEVELS

Emergency management personnel provided under the EMMA Plan are public employees. During disaster situations, under California Government Code Section 3100, public employees are designated as Disaster Service Workers. The Provider's Workers' Compensation covers any work-related injuries suffered by an EMMA resource when deployed. EMMA resources must immediately report any injury suffered while deployed to their assigned deployment supervisor, their OA EMMA Coordinator, and home agency.

3 CONCEPT OF OPERATIONS

Before EMMA can be activated, the Requestor is advised to review the following questions:

- Are we unable to reach our operational support goals and objectives with the current personnel?
- With which county and/or jurisdictions do we have pre-event agreements?
- Do we have a thorough understanding of the EMMA Plan and process?

- Do we understand the impact EMMA can have on our jurisdiction?
- Who is the official authorizing EMMA requests for our jurisdiction? (Examples: Emergency Manager, CEO, Board of Supervisors, etc.)
- What are the critical positions needed to support this response?
- At what location(s) (EOC, Joint Information Center (JIC), field, etc.) do we need personnel?
- What is the anticipated length of assignment for EMMA resources?
- Are we able to support incoming EMMA resources with housing, transportation, and/or feeding? If not all, what are we able to support?
- Do we need to activate EMMA?

Responses to these questions may determine if you have the need to, and have sufficient information and resources to, activate and support EMMA.

3.1 ACTIVATION OF EMMA

Activation of the EMMA Plan must be approved by an authorized official FROM THE REQUESTOR.

3.1.1 Activation Criteria

Activation criteria may include:

- Supporting the response to a credible threat or actual emergency of any scale, from small, single-jurisdictional emergencies to large-scale disasters involving multiple jurisdictions.
- Entities requesting EMMA resources should have, or expect to have, significant commitment of their own resources prior to submitting requests for mutual aid.
- The Requestor needs a specific response position that is absent, understaffed, or requires additional specialization.

3.2 EMMA REQUESTS

EMMA will not be used to request equipment or positions that are ordered under other mutual aid processes. Jurisdictions will use their normal requesting system to process these resources.

- ALL EMMA requests must be documented on *EMMA Form 1A – EMMA Resource Request*. This form is in Annex A: EMMA Coordinator Checklists and Forms.
- Requestor must complete all sections of *EMMA Form 1A – EMMA Resource Request*.
- Providers must complete *EMMA Form 1B – EMMA Resource Candidate(s)* to indicate the specific EMMA request they are able to potentially fill.

- The primary system for ordering EMMA resources is CalEOC, or WebEOC if jurisdictions utilize that program for their internal emergency operations.

3.3 ASSIGNMENT LOCATION

EMMA resources shall report to the assigned location immediately upon arrival. EMMA resources may be assigned to a variety of locations. This is based on response and operational needs. The following list includes, but is not limited to, examples of potential assignment locations:

- Local Jurisdiction EOC
- Incident Command Post (ICP)
- OA EOC
- JIC
- Local Assistance Center
- REOC
- State Operations Center (SOC)
- Disaster Assistance Center
- Joint Field Office

3.4 EMMA POSITIONS

EMMA resources will normally function in a support role based on the operational needs of the Requestor. Requestors should refer to the Emergency Organization Structure in their Emergency Operations Plan to determine which positions need to be filled under EMMA. Every position requested through EMMA should be vetted and EMMA Coordinators must verify the position does not fall under another established mutual aid system. Jurisdictions requesting assistance under the EMMA Plan may request an individual, or multiple individuals, to operate in an entity's EOC or other locations. Unmet personnel needs may include the following positions under EMMA:

- Management Staff
- General Staff
- Branch Director/Coordinator
- Unit/Team
- Technical Specialist

EMMA was created to provide support for specific emergency management functions without taking over or assuming the autonomy or authority of the Requestor. Whenever possible, EMMA resources should not assume the roles of positions with specific authorities and directives described in that jurisdiction's emergency ordinance or positions that have fiscal decision-making authority. The concern with using EMMA resources for certain positions

includes, but is not limited to, their authority to make critical life safety decisions and fiscal decisions on behalf of another jurisdiction, which can create liabilities for both the individual as well the Requestor. The use of EMMA resources for these positions should be evaluated by the Requestor's legal counsel prior to a disaster to determine which positions should not be filled by EMMA. It is generally recommended that the following positions should not be filled by EMMA resources, unless absolutely necessary:

- EOC Director/Incident Commander
- Finance and Administration Section Chief/Coordinator
- EMMA Coordinator
- Purchasing/Procurement related positions
- And others that may be identified by the Requestor's legal counsel

Only under extraordinary circumstances should these positions listed above be filled with an EMMA resource. In such cases, the Requestor must establish a Delegation of Authority for legal and liability reasons after they refer to their existing emergency ordinances and procurement policies. The Requestor must provide the responding EMMA resource the completed Delegation of Authority that is signed by the Requestor's official with the authority, or designee, prior to the deployment of the EMMA resource. (See Annex A = EMMA Coordinator Checklists and Forms, *Sample Delegation of Authority*.)

3.4.1 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 extraordinary circumstances, such as a catastrophic disaster, extended assignment lengths may be necessary. If this occurs, the Requestor will notify the appropriate SEMS level EMMA Coordinator of its intent to request an assignment extension. The Requestor and Provider, along with the EMMA resource, will reach an agreement on the specific length of an assignment extension.

Deployed personnel, or their home agency, retain the right to turn down an assignment extension or redeployment. Personnel also have the right to request an early release through the Requestor's EMMA Coordinator from an assignment for personal or employment reasons.

Depending on the circumstances of the assignment, deployed resources may be asked to temporarily assume a role which differs from the resource request to fill a critical need. If the EMMA resource has the knowledge, skills, and abilities, they should make every effort to provide the necessary support to the Requestor.

3.5 SELECTION OF PERSONNEL

Once a Provider has completed *EMMA Form 1B – EMMA Resource Candidate(s)*, the form will be forwarded to the Requestor's EMMA Coordinator for review and acceptance or refusal of the resource. Only the Requestor has the authority to accept or refuse EMMA resources, unless a Delegation of Authority is in place for a third-party entity to accept resources on behalf

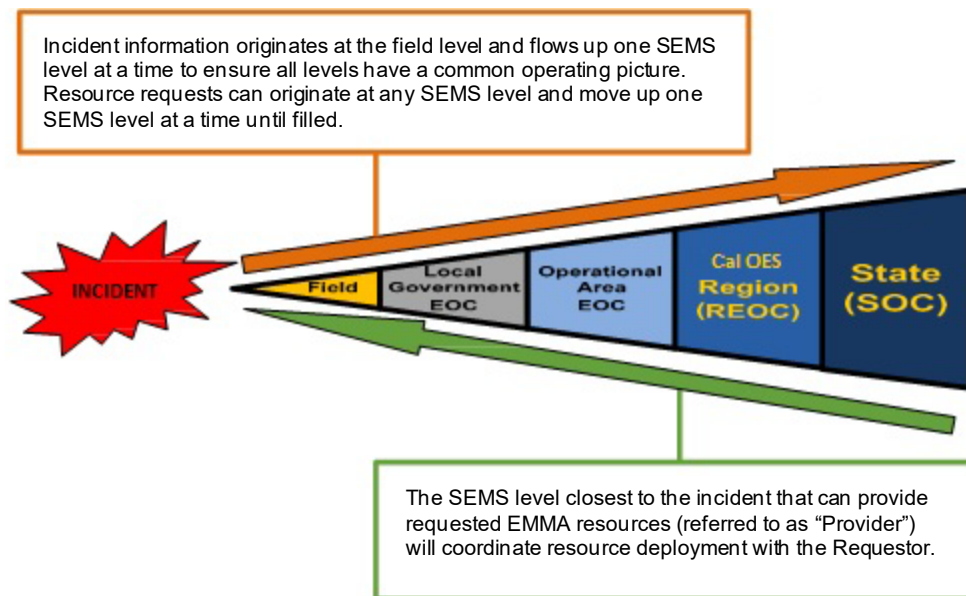
of the Requestor. It is the Requestor's responsibility to identify which resources are needed and how to best fill those resource needs.

The selection of potential responding personnel should only be made by the Requestor's EMMA Coordinator under the authority of the jurisdiction's official. At no time should EMMA resources working on an incident request people to respond outside of the EMMA process.

For EOC personnel, a suggested source of qualified candidates is the Cal OES Credentialing Program for Type-1 and Type-2 resources capable of responding under EMMA.

3.6 EMMA REQUEST PROCESS

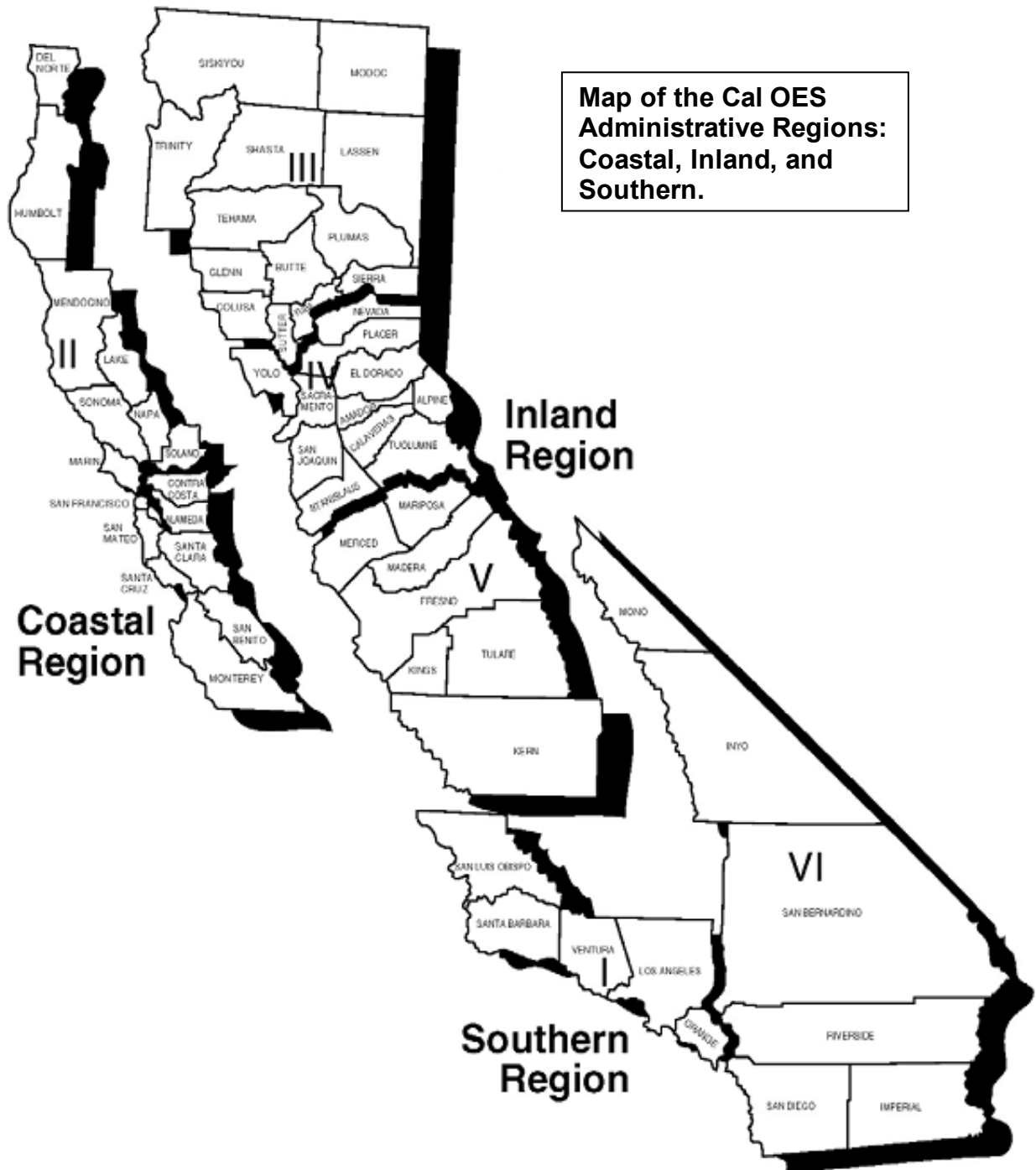
The EMMA system is composed of emergency management personnel and other disciplines from local and state government. Under the SEMS process, resource requests move upward to the next SEMS level from the Requestor, as illustrated in the following diagram:



The process for the allocation of EMMA resource requests is as follows:

- The county, cities, and special districts will forward their requests for mutual aid through their OA. The OA is responsible for coordinating mutual aid within its jurisdiction supplementing any existing local mutual aid agreements, protocols, and/or standard operating processes.
- The OA will act as the coordination point between the county, cities, and special districts and the Cal OES Administrative Region.
- The Cal OES REOCs, if activated, or the Regional Duty Officers, will act as the coordination point and facilitate EMMA requests among OAs within their Administrative Region. When EMMA resources are needed from another Administrative Region, the affected Cal OES Region sends the request to the other Regions.

- The SOC, if activated, will act as the state level coordination point and coordinate EMMA requests for potential state or federal resources.
- Tracking of Resources: during all levels of response, both the requesting and providing Operational Areas are responsible for tracking EMMA resources.
 - Providing OAs: The OA EMMA Coordinator has responsibility to track all EMMA resources that are filled with staffing from within their OA.
 - Requesting OAs: The OA EMMA Coordinator has responsibility to track all EMMA resources received within the impacted OA.



3.7 EMMA COORDINATORS

3.7.1 Local Jurisdiction EMMA Coordinator

The local jurisdiction will assign its EMMA Coordinator position to whomever the jurisdiction deems appropriate and establish this position within their respective EOC organizational structure.

Requesting Jurisdiction EMMA Coordinators

This position should have an understanding of the following:

- When to request EMMA
- Proper EMMA resource request process and where to send requests
- What logistical support they are obligated to provide to the EMMA resource
- Ensure reimbursement agreements are in place, if applicable (see Section 4 – Reimbursement Process)
- How to fill out *EMMA Form 1A – EMMA Resource Request*
 - Jurisdictions within the OA may use the hardcopy form
 - The OA must enter the EMMA request into WebEOC/CalEOC, or submit the hardcopy if WebEOC/CalEOC cannot be accessed

EMMA Checklists and *EMMA Form 1A – EMMA Resource Request* are in Annex A: EMMA Coordinator Checklists and Forms.

Providing Jurisdiction EMMA Coordinators

This position should have an understanding of the following:

- Proper EMMA resource response process and where to send requests
- Ensuring the responder is properly trained to fill the position
- What equipment they agree to send with their responder as requested in *EMMA Form 1A – EMMA Resource Request*
- Ensure reimbursement agreements are in place, if applicable (see Section 4 – Reimbursement Process)
- How to fill out *EMMA Form 1B – EMMA Resource Candidate(s)* and send to the OA EMMA Coordinator
 - Jurisdictions within the OA may use the hardcopy form
 - The OA must enter the response into WebEOC/CalEOC, or submit the hardcopy if WebEOC/CalEOC cannot be accessed

EMMA Checklists and *EMMA Form 1B – EMMA Resource Candidate(s)* are in Annex A: EMMA Coordinator Checklists and Forms.

3.7.2 Operational Area EMMA Coordinator

The OA EMMA Coordinator position will be designated as deemed appropriate by the OA and establish this position within their respective EOC organizational structure.

Requesting Jurisdiction's OA EMMA Coordinator

If the OA is the Requestor or the Requestor is within their OA, the OA EMMA Coordinator should have an understanding of the following:

- When to request EMMA
- Proper EMMA request process and how to submit the request to the Region
- What logistical support they are obligated to provide to the EMMA resource
- Ensure reimbursement agreements are in place, if applicable (see Section 4 – Reimbursement Process)
- How to fill out *EMMA Form 1A – EMMA Resource Request*
 - WebEOC/CalEOC is the primary system for ordering EMMA resources outside of the OA; hardcopy forms received from Local Jurisdictions within the OA must be input into WebEOC/CalEOC
 - Hardcopy forms may be submitted if WebEOC/CalEOC is unavailable

EMMA Checklists and *EMMA Form 1A – EMMA Resource Request* are in Annex A: EMMA Coordinator Checklists and Forms.

Providing Jurisdiction's OA EMMA Coordinator

If coordinating responses to an EMMA request with potential Providers within their OA, the OA EMMA Coordinator should have an understanding of the following:

- Proper EMMA resource request response process
- Ensure the potential Provider has filled out *EMMA Form 1B – EMMA Resource Candidate(s)* appropriately
- Ensuring the EMMA resource is properly trained to fill position by validating certificates indicated by the EMMA resource on *EMMA Form 1B – EMMA Resource Candidate(s)*
- Ensure the Providers understand the reimbursement process, if applicable
- Ensure the responder does not deploy until confirmation is received from the Requestor
- Ensure the Provider understands what to send with their EMMA resource as requested in *EMMA Form 1A – EMMA Resource Request*
- Ensure the Providers have provided the responder packet (Annex B: EMMA Resource Deployment and Demobilization Packet) to the EMMA resource

- Once *EMMA Form 1B – EMMA Resource Candidate(s)* is received, transcribe the information into WebEOC/CalEOC
 - If WebEOC/CalEOC is not available, send hardcopy to the Requestor

EMMA Checklists and *EMMA Form 1B – EMMA Resource Candidate(s)* are in Annex A: EMMA Coordinator Checklists and Forms.

3.7.3 Cal OES Administrative Region EMMA Coordinator

The Cal OES Regional Duty Officer will act as the Region EMMA Coordinator. If the REOC is activated, this position will be assigned to the REOC Logistics Section. Responsibilities include:

- Explain and answer any questions on the EMMA process and provide guidance
- Coordinate the EMMA resource requests through the appropriate levels of SEMS

3.7.4 Cal OES State EMMA Coordinator

The Cal OES State EMMA Coordinator may be designated by the Deputy Director of Response. This position will be assigned to the SOC Logistics Section, if activated. The State EMMA Coordinator will:

- Coordinate the EMMA resource requests for state and federal resources if local resources are not available.

3.8 DEPLOYMENT

The Provider will not deploy any personnel until a message of acceptance is received from the Requestor and an EMMA tracking number is provided. EMMA resources that self-deploy prior to being properly ordered and accepted through the EMMA process may be considered a voluntary contribution from the Provider and not subject to reimbursement. Once confirmation is received by the Provider, the Requestor accepts the EMMA resource. The EMMA resource will deploy after the EMMA resource is issued a responder packet (Annex B: EMMA Resource Deployment and Demobilization Packet) along with a copy of the *EMMA Forms 1A and 1B*.

Prior to deployment, EMMA resources will receive a responder packet (ANNEX B: EMMA Resource Deployment and Demobilization Packet) for further deployment and demobilization instructions and procedures. The Provider's OA EMMA Coordinator must explain the components of the packet with each responding individual to ensure they understand their role, responsibilities, and the conditions of their deployment (including housing, transportation, and feeding).

Providers shall not send personnel to the impacted area until the Requestor approves the EMMA resource chosen to fill the EMMA request. Accepted EMMA resources will receive formal notification from the Providing OA's EMMA Coordinator.

3.8.1 Personal Accountability

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 Requestor (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).

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 Requestor. If a suitable resolution cannot be reached, the resource assignment can be terminated. A replacement will require a new EMMA request.

Cal OES has no authority to change the deployment, assignment, or release of any resource(s). This remains under the authority of the Requestor with agreement of the Provider. The Requestor reserves the right to demobilize EMMA resources, if deemed necessary.

3.9 DOCUMENTATION

This section outlines the required documentation for EMMA Coordinators and EMMA resources.

3.9.1 Pre-Deployment

The Requestor's EMMA Coordinator will provide EMMA resources information on check-in procedures, equipment needs, expectations and other requirements (see Annex A: EMMA Coordinator Checklists and Forms). The Provider's EMMA Coordinator must retain a copy of the *EMMA Forms 1A* and *1B* in addition to any reporting instructions.

3.9.2 During Deployment

The deployed EMMA resource must maintain accurate records on behalf of the Requestor and retain copies for themselves. Required copies of records include, but are not limited to, the following:

- Incident Check-In List (ICS 211) – or print-out of sign into Requestor's operations system (WebEOC, CalEOC, etc.)
- Activity Log (ICS 214) – or a print-out of the activity log records produced in Requestor's operations system (WebEOC, CalEOC, etc.)
- Demobilization Check Out (ICS 221) and/or
- EMMA Form 3 – Exit Survey
- EMMA Form 4 – Individual Demobilization Checkout

- ICS 225 – Personnel Performance Rating³ used for Cal OES Credentialing (optional)
- Signed copy of the Delegation of Authority (if applicable)
- Receipts for items not paid by Requestor, including, but not limited to lodging, rental car, airfare, gas, tolls, meals, etc.

3.9.3 Post-Deployment

The EMMA resource, through their OA EMMA Coordinator, should collect the following paperwork for the Requestor and maintain a copy for their records. While reimbursement is not guaranteed, the EMMA resource must provide this paperwork in a timely manner to the Requestor. At minimum, the following paperwork may be required, although the Requestor may have additional documentation needs:

- Timecard signed by home agency supervisor
- General Ledger statement from home agency indicating proof of compensation of employee hours for the service period

EMMA resources are encouraged to participate in the Requestor's after-action process to help improve future responses and utilization of EMMA resources.

3.10 DEMOBILIZATION

Demobilization involves the following:

- Prior to demobilization, each individual responding under EMMA will complete and submit demobilization paperwork to the Requestor.
- Each person assigned as an EMMA resource will obtain a copy of all the paperwork they completed during deployment, including, but not limited to, timesheets, activity logs, exit paperwork, demobilization packet paperwork, and all time-tracking and expense documentation as included in Annex B and provided at the Requestors' location. This paperwork will be returned to the EMMA coordinator for their jurisdiction.
- The EMMA Coordinator at each SEMS level shall submit copies of *EMMA Form 3 - Exit Survey* (completed by EMMA resources) and all other feedback regarding the EMMA process to their Cal OES Administrative Region with recommendations for improvements for review by the SEMS Technical Group and/or EMMA SEMS Specialist Committee.
- The Requestor's OA EMMA Coordinator should provide all EMMA resource performance verification and evaluation forms to the EMMA resource and Provider's EMMA Coordinator.

³ Required for personnel seeking a CSTI Position Credential

4 REIMBURSEMENT PROCESS

The purpose of this section is to enhance understanding of the circumstances and the process under which reimbursement may occur when a post-event agreement is in place.

4.1 POST-EVENT MEMORANDUM OF UNDERSTANDING (MOU/MOA)

For deployments of 12 hours or less (12 hours is normally considered to be one operational period), mutual aid, as defined by the MMAA, will be in effect unless otherwise agreed upon in advance. For deployments greater than 12 hours, reimbursement may be formally agreed upon in the form of a written post-event MOU/MOA and may cover all hours worked during the assignment and reasonable deployment costs, including, but not limited to: travel costs, meals, lodging, and other agreed upon expenses. (See Annex A = EMMA Coordinator Checklists and Forms, *Sample Post-Event Agreement*)

The 12 hours begins when the resource arrives and is accepted by the Requestor's EMMA Coordinator or designee, and the shift begins. A resource is considered in "travel status" until the resource is accepted by the Requestor. Travel status is not included in the 12-hour mutual aid period and is subject to reimbursement.

4.1.1 Requests Made Mutual Aid vs. Post-Event MOU/MOA

The Requesting Jurisdiction will identify whether EMMA Resources are being requested as "Mutual Aid" or "Post-Event MOU/MOA" on the *EMMA Form 1A – EMMA Resource Request*. This allows potential Providing Jurisdictions to understand whether their EMMA Resources may be reimbursed before agreeing to deploy. On an EMMA Request, those terms are defined as:

- Mutual Aid – The Requesting Jurisdiction is making the request under the MMAA and without the expectation of reimbursement.
- Post-Event MOU/MOA – The Requesting Jurisdiction is making the request with the agreement that reasonable costs will be reimbursed to the Providing Jurisdiction via post-event MOU/MOA.

Reasonable costs are outlined in Section 4.2; however, the Requesting Jurisdiction may identify specific costs for reimbursement. Any specific costs must be identified on the *EMMA Form 1A – EMMA Resource Request* at the time of the request.

4.2 EMERGENCY ASSISTANCE COST RECOVERY GUIDELINES

The guidelines contained in this section focus on the cost recovery process should the Provider's and Requestor's opt to enter into a post-event MOU/MOA. Cost recovery for Providers under the EMMA Plan will be done in accordance with state and federal regulations.

4.2.1 Deployment Costs

Reasonable deployment costs may include, but are not limited to:

- Travel to and from the Requestor (including reasonable travel time labor, airfare, rental car costs and/or vehicle mileage allowance).
- Wrap around support costs – lodging, rental car, per diem allowance for meals and allowable incidental expenses; unless otherwise provided by the Requestor (e.g., Base Camp, agency provided meals, provided transportation).
- Equipment and materials (when equipment and materials are deployed with the EMMA Resource at the request of the Requestor). Reimbursement of equipment shall be based on a rate agreed upon between the Requestor and Provider. This agreed upon rate should be a reasonable rate that the Requestor and/or the Provider use in their normal day-to-day operations. If a local rate is unavailable, State and FEMA Equipment rates may be used.
- Reasonable Administrative Costs for processing the EMMA request can be reimbursed at a rate agreed upon between the Requestor and Provider.

4.2.1.1 State Employees

State employees 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 for details).

4.2.2 Salary and Benefits

Labor expenses may be treated as contracted labor after the initial operational period, unless otherwise agreed upon in advance. Regular time, overtime and eligible benefits will be reimbursable provided labor rates are reasonable (to be determined case by case). (See section 4.1 for the definition of reimbursable timeframes.)

If a Provider and Requestor 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. However, even if agreed upon, these costs may not be reimbursable from the state or federal government.

4.2.3 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 Provider. Parking tickets and moving violations incurred before, during, and after deployment are the responsibility of the EMMA resource.

4.2.4 Transportation Costs

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 Requestor is responsible for reimbursement for the following:

- Personal vehicle or government 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)
- Rental car: Daily rental fee (state employees may be subject to the current GSA rate schedules), insurance coverage, and gas
- Airfare: As agreed to between the Requestor and Provider

4.3 REIMBURSEMENT FILING AND DOCUMENTATION CHECKLIST

Reimbursement filings must be done as soon as possible following the completion of a deployment, no later than 90 days after demobilization. The Requestor may elect to refrain from making payments on delinquent paperwork submissions of greater than 90 days. For each deployed EMMA Resource, copies of the following documentation are required:

- EMMA Form 1A – EMMA Resource Request* with EMMA request number
- EMMA Form 1B – EMMA Resource Candidate(s)*
- EMMA Form 3 – Exit Survey*
- EMMA Form 4 – Individual Demobilization Checkout)*
- ICS 225 – Personnel Performance Rating* used for Cal OES Credentialing (optional)
- Individual Activity Logs (*ICS 214*) per operational period
- Sign-in sheet for each operational period worked
- Timesheets tracking hours worked by operational period (inclusive of payment vouchers and general ledgers)
- Transportation and/or other receipts such as: meals, lodging, mileage, rentals, etc.

Cost recovery paperwork should be submitted to the Requestor's EMMA Coordinator. Questions regarding submission of the cost recovery documentation should be directed to the appropriate SEMS-level EMMA Coordinator.

4.4 DOCUMENT RETENTION

Requestors and Providers must retain copies of reimbursement-related records in accordance with state and federal guidelines.

5 PLAN MAINTENANCE

5.1 BASE PLAN, APPENDICES, AND ANNEX MAINTENANCE

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

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, training, exercising, evaluating, and taking corrective action to ensure effective coordination during incident response.

The EMMA Plan, Appendices, and Annexes can be updated together or singularly as needed.

5.2 MAINTENANCE THRESHOLDS

Thresholds for reviewing and updating the EMMA Plan, Appendices, and Annexes outside the bi-annual maintenance cycle include, but are not limited to:

- Changes to state or federal law
- State or federal emergency management procedural change
- Critical corrective actions to address lessons learned from activations and/or exercises
- Development of or advancement in emergency response capabilities
- Periodic review as requested through the SEMS

5.3 APPROVAL

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 local government representative from each Mutual Aid Regional Advisory Committee (MARAC) and from each Cal OES Administrative Region.

All changes to the EMMA Plan, Appendices, and Annexes are reviewed and approved by the SEMS Technical Group. The SEMS Technical Group, at their discretion, may require any changes to be reviewed and approved by the SEMS Advisory Board.

6 AUTHORITIES AND REFERENCES

- The State of California Emergency Plan (October 2017)
- California Standardized Emergency Management System Guidelines
- 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)
- Current FEMA Policies and Procedures

APPENDIX 1: ACRONYMS

CalEOC	California Emergency Operations Center (web-based program)
Cal OES	California Governor’s Office of Emergency Services
CCR	California Code of Regulations
CGC	California Government Code
CSTI	California Specialized Training Institute
CSWC	California State Warning Center
DSW	Disaster Service Worker
EMMA	Emergency Management Mutual Aid
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESA	Emergency Services Act
FEMA	Federal Emergency Management Agency
GSA	U.S. General Services Administration
ICS	Incident Command System
JIC	Joint Information Center
MARAC	Mutual Aid Regional Advisory Committee
MMAA	California Disaster and Civil Defense Master Mutual Aid Agreement
MOU/MOA	Memorandum of Understanding/Memorandum of Agreement
NIMS	National Incident Management System
OA	Operational Area
REOC	Regional Emergency Operations Center
SEMS	Standardized Emergency Management System
SOC	State Operations Center
WebEOC	Web-based Emergency Operations Center

APPENDIX 2: 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 Provider during an emergency.

Credentialing – Type 1 and Type 2: Position typing that meets competency requirements for deploying under EMMA. The Cal OES Credentialing Program identifies measures and competencies for EOC staff. The program documents professional qualifications, certifications, training, and educational requirements that define basic criteria expected of emergency services personnel for effective EOC management and operations

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 effects of an emergency. *(The EMMA Plan pertains only to public employee Disaster Service Workers.)*

EMMA Coordinator: Local, Operational Area, or California Governor’s Office of Emergency Services (Cal OES) (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 emergency management position, or as a technical specialist, during an emergency response.

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

MOA: Memorandum of Agreement (MOA) may be interchangeable with a MOU. See definition of MOU.

MOU: Memorandum of Understanding (MOU) is a written statement detailing the preliminary understanding of parties, is not meant to be binding, and is not legally enforceable.

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 or Provider: The government entity providing EMMA resources. The different levels of Providers include providing local jurisdiction, providing OA, and providing region.

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

Technical Specialist: Technical Specialists have specialized knowledge and expertise and usually function within the Planning and Intelligence Section of the EOC but may be assigned to another section in the incident command structure. The EMMA Technical Specialist position is not normally requested for field operations. Positions within field operations shall be requested through their normal mutual aid processes.