



STATE MUTUAL AID REIMBURSEMENT GUIDE



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Mutual Aid Reimbursement Guide

January 24, 2023

Purpose

The purpose of this document is to outline how the Texas Division of Emergency Management (TDEM) will reimburse local responding entities, state agencies and other entities for accepting and responding to state-assigned mutual aid missions. A state-assigned mutual aid mission occurs when a request for assistance is routed through the State Operations Center (SOC). If the SOC assigns one or more responding entities to fulfill the request, this document will guide them through completing and submitting a reimbursement claim to TDEM. These missions may be for in-state or out-of-state assignments.

Authority

This document was created in alignment with *Texas Government Code Chapter 418, Section 418.118 and Texas Government Code Chapter 778, Article IX. Section 418.118* states that if TDEM requests assistance from an entity, TDEM shall reimburse that entity their actual costs and further states "A request for reimbursement made to the division must be made in accordance with the procedures developed by the division."

Introduction

All eligible expenses submitted in a reimbursement claim will be audited, authorized, and funded through TDEM. TDEM will review all items based on the responding entities' local policies in place at the time of deployment. Eligible expenses include labor, travel, equipment usage, and other costs specifically related to the state-assigned mission. All expenses must include backup documentation to substantiate the amount claimed, show that it was mission-required, and subsequently paid for by the responding entity. Any documentation that has been edited or written over must include an explanation for the edit.

For out-of-state deployments through the Emergency Management Assistance Compact (EMAC), documentation and timeline requirements may differ. TDEM will notify responding entities of any additional guidance for these deployments as soon as possible.

Submission Information

Upon notification of a state mission assignment, TDEM will contact the responding entity with an initial guidance email. This email will include any deadlines, mission-specific reimbursement guidance, and all forms required to submit a complete and accurate reimbursement claim to TDEM. For deployments out-of-state or that involve unusual circumstances, the reimbursement process might be different. TDEM will communicate this information to the responding entities as soon as the information becomes available.

All requests for reimbursement shall be submitted electronically through the TDEM Grant Management System (GMS) located at <https://grants.tdem.texas.gov/> along with the

appropriate backup documentation to support the reimbursement claim. Reimbursement forms and training videos are available at <https://tdem.texas.gov/reimbursement> on the TDEM website and, will be included in the initial email, or available upon request to the State Disaster Reimbursement Section (SDRS) of TDEM.

Additional training for completing the reimbursement workbook and/or submitting reimbursement claims into the GMS system are available upon request through the SDRS points of contact listed below.

Submission Points of Contact

Main Contact

Name: State Disaster Reimbursement Section

Email: SDRS@tdem.texas.gov

Unit Chief

Name: Mary Medina

Phone: 512-348-5842

Email: mary.medina@tdem.texas.gov

Section Chief

Name: William Doyle

Phone: 512-647-9344

Email: william.doyle@tdem.texas.gov

Division Chief

Name: Sherri LaCour

Phone: 737-703-8199

Email: sherri.lacour@tdem.texas.gov

Submission Timeline

General Timeline

Responding entities will have ninety (90) calendar days from the date of demobilization to submit for reimbursement. Entities may not be eligible for reimbursement once 120 calendar days have passed from demobilization if no reimbursement request has been received by TDEM.

Time Extension Request

Responding entities who want an extension beyond the 120-day mark will need to request this in writing from TDEM's SDRS at tdemreimbursement@tdem.texas.gov. SDRS will coordinate with the Program Administrator (Texas A&M Forest Service (TFS), Incident Support Task Force (ISTF), etc.) for consideration. **For out-of-state deployments through the Emergency Management Assistance Compact (EMAC), extensions may not be available as deadlines will be set by the state who requested assistance from Texas.**

Timeline of Communication from Deployment to Reimbursement Submission

To ensure responding entities have been made fully aware of potential deadlines, TDEM will communicate all deadlines with the responding entity in the initial email upon deployment, at the 60-day mark, and a final reminder at the 90-day mark to ensure the entity is fully aware and has plenty of opportunities to get their information submitted before the 120-day mark. For emails related to submission deadlines, TDEM will include the responding entity point of contact, the Program Administrator points of contact (Texas Intrastate Fire Mutual Aid System [TIFMAS] Branch Coordinator, Incident Support Task Force [ISTF] Regional Coordinator, etc.), and the TDEM Regional Section Coordinator for Response.

Reimbursement Review Timelines

TDEM will conduct an initial review of the reimbursement claim within 15 business days of receipt. Once the initial review is complete TDEM will initiate a request for information (RFI), if needed, to the responding entity. This initial review will include a basic documentation review. The responding entity will have 15 business days to respond to this initial RFI.

Once the response to the initial RFI has been received or if no RFI is needed, TDEM will complete a full review of the reimbursement claim. During the full review, a potential second RFI may be sent to the responding entity. Again, the responding entity will have 15 business days to respond to this full-review RFI. The reimbursement claim will be processed based on any information provided initially and during the two RFIs. Any changes in the reimbursement claim amount will require the responding entity to **sign and confirm the new reimbursement claim amount before any payment can be processed.**

Note: If TDEM does not receive all requested documentation within 15 business days, the reimbursement claim will be processed as is and only the verified costs will be submitted for payment processing. Any additional items not provided may result in costs claimed being not eligible for reimbursement. If the supporting documentation is located at a later date, a new reimbursement claim for these costs will need to be submitted to TDEM.

Reimbursement Request Eligibility and Documentation Requirements

General Documentation Requirements

- A completed Form W-9 (if first time submitting)
- A completed Direct Deposit Form (if first time submitting or if banking information has changed)
- A signed acknowledgement of receipt and acceptance of this guide. Acknowledgement statement can be found before the samples in this guide. This will be uploaded into GMS under the Grant Terms and Condition placeholder.
- Current policies related to the following (if first time submitting or policies have been updated):
 - Travel;

- Mandatory staffing; and
 - Payroll Policy
- Completed Memorandum Of Understanding (MOUs) for each person being claimed on reimbursement claim if applicable
- Completed TDEM Reimbursement Request excel form (must be submitted as an Excel document—PDFs will not be accepted)
- STAR request
- Mobilization and demobilization documents (See section on deployment requirements/best practices)
- Activity logs (ICS 214s) that are detailed and legible (See section on deployment requirements/best practices)
- All backup documentation

Labor

Eligibility Requirements

- Labor will be reimbursed for the responding entities' employees to include full time or part time and paid volunteers.
- Labor reimbursement will be based on responding entities' policies and rates.
- Labor policies MUST be submitted with reimbursement claim.
- Hours during the deployment that coincide with employees' home responding entity regular shift schedule (on-duty hours) will be reimbursed at regular pay plus benefits. (Responding entity policy will supersede this rule if different. If no policy is established, this rule will prevail.)
- If responding entity is claiming portal-to-portal hours, calculate hours on first day of deployment from start of eligible prep time through 2400.
 - For example, if pre-deployment preparation time is from 1200-1400 and team leaves home base at 1400. Eligible hours on first day are 12 from 1200-2400.
 - Please note on the compliance workbook there is a place for prep time to be entered so be careful not to double count prep time when completing the workbook.
- If the responding entity is claiming portal-to-portal hours, calculate hours on last day from start of day through end of demobilization time. For example,
 - If the team arrives at home base at 1000 and post-deployment time is from 1000-1200, eligible hours on last day are 12 from 0000-1200.
 - Please note on the compliance workbook there is a place for post-deployment time to be entered so be careful not to double count prep time when completing the workbook.
- All personnel mobilized must be listed on the approved deployment orders from the program administrator.
- The responding entity work schedule/shift calendar and payroll policy will be used when calculating all hours claimed for reimbursement. Per responding entity policies, overtime may be credited in actual wages or compensatory time off.
- TDEM will reimburse up to two (2) hours for pre-deployment preparation and up to two (2) hours after return to home base to return equipment to service. The two (2)

hours for pre/post–deployment will be reimbursed if noted on 214s, CTRs, or other activity logs. Travel time to the incident and travel time to return to home base will be reimbursed.

- Backfill costs for personnel assigned will be paid at the responding entity's hourly rate. Any claimed backfill costs must include the name of the deployed member the backfill costs are for. The responding entity must have a minimum staffing policy in place prior to the activation to be eligible for backfill costs. (Responding entity policy will supersede this rule if different. If no policy is established, this rule will prevail.)
- When resources return to their home base and their regular scheduled shift day is the day of return or the day following their return, TDEM will reimburse the full shift. Additional backfill not to exceed one shift will also be reimbursed. Ensuring a minimum of 24 hours off prior to the next full shift will help ensure proper rest for returning firefighters.
 - If a team member ends deployment activities on the scheduled shift day which ends the following day at 0700, all shift hours are eligible for reimbursement.
 - Last day of deployment: 0000-1200 (12 eligible deployment), 1200-2400 (12 eligible shift hours)
 - Day after deployment: 0000-0700 (7 eligible shift hours)
 - If a team member ends deployment activities the day prior to the scheduled 0700-0700 shift and within the 24-hour rest period, the shift hours are eligible for reimbursement.
 - Last day of deployment: 0000-1200 (12 eligible deployment hours)
 - Day after deployment: 0700-2400 (17 eligible shift hours)
 - 2nd day after deployment: 0000-0700 (7 eligible shift hours)

Documentation Requirements

- Labor Policies that include:
 - Employee Pay Policy;
 - Overtime/Premium Pay Policy (if not included in the pay policy);
 - Minimum Staffing Policy; and
- Payroll report showing hours paid, rate paid, benefits paid, date paid, and pay period for payment;
 - If a payroll report is not available, paystubs showing the information will be accepted;
 - Payroll or paystubs must show if hours paid are regular hours or overtime hours;
 - If rate of pay requested does not match payroll, entity must include a basis for how the pay rate was calculated.
- Leave balance documentation when submitting a claim for compensatory time (comp time)

Travel

Travel reimbursement will be based on responding entity policy. Travel policy **MUST** be submitted with reimbursement claim. If the home jurisdiction does not have a travel policy, the following applies: lodging and meals will be reimbursed based on General Services

Administration (GSA) rates to include all meals and any additional sustainment needs such as water, snacks, etc.

Meals

The following documentation is required with the reimbursement claim for the responding entity to be eligible for reimbursement of meals:

- Meal receipts (if required by local travel policy)
- If claiming daily per-diem rate based on local travel policy, include the proof of payment from responding entity to employee.
- If claiming actual meal costs:
 - If on a responding entity corporate credit card, include the credit card statement.
 - With personal credit card or personal funds, the responding entity must provide proof of payment to employee or volunteer firefighter for claimed amount. Proof of payment can include a copy of the check to the individual payment report showing payment paid to the individual. Individual should claim meals per responding entities' policy.
- If no responding entity policy is in place, proof of payment is required but individual meal receipts are not. A responding entity paying for meals of other responding entities employees using one credit card; documentation will be required specifically listing the responding entity and the name of the employee(s) who were fed with that purchase. Per diem rates still apply.

** Alcoholic beverages and personal hygiene purchases are ineligible for reimbursement. **

Lodging

All resources should arrive at the incident and be prepared to be self-sufficient for the first 72 hours. If lodging is required or necessary, resources are responsible for securing their lodging for the duration of the deployment.

The following documentation is required with the reimbursement package for the agency to be eligible for reimbursement of lodging:

- A copy of the lodging receipt that shows a zero balance.
- If lodging was purchased on a responding entity travel credit card, include the credit card statement, which includes the lodging charges.
- If lodging was purchased with a personal credit card or personal funds, the responding entity must provide proof of payment to the employee or volunteer firefighter for the claimed amount. Proof of payment shall include a copy of the check to the individual or payment report showing payment paid to the individual.
- Responding entities paying for lodging of other responding entity employee(s) using one credit card; documentation will be required indicating the specific responding entity and the names of the employees who were housed with that purchase. An individual can secure multiple rooms on their responding entity credit card for all members of the team. It is recommended to have the room occupant's name listed on the hotel invoice even though the payment is made by a third party.

Personal Vehicles

Reimbursement for personal vehicles will be based on the responding entity's policy or the State of Texas mileage rate.

The following documentation is required with the reimbursement package for the agency to be eligible for reimbursement of personal vehicle mileage costs:

- The responding entity must provide proof of payment to the employee or volunteer firefighter for the claimed amount. Proof of payment can include a copy of the check to the individual or payment report showing payment paid to the individual.
- Mileage logs, maps, or odometer readings shall be included to substantiate mileage claimed.

Equipment

- All equipment mobilized shall be listed on the approved deployment orders from the Program Administrator.
- TDEM shall reimburse for equipment using an hourly rate usually aligned with the Federal Emergency Management Agency (FEMA) rate. Equipment hours will be based on actual usage hours per the 214s and/or Shift Ticket. If a FEMA rate is not available, TDEM will work with the program administrator to determine an appropriate equipment reimbursement rate.
- **FOR TIFMAS GRANT ENGINES:** Beginning March 22, 2023, any entity who receives a new or replacement TIFMAS grant engine from the Texas A&M Forest Service (TFS) will receive 50% of the FEMA rate for that engine. Any engines already allocated before this date will be grandfathered in and receive 100% of the equipment rate.
- TDEM will reimburse up to two (2) hours for pre-deployment preparation and up to two (2) hours after return to home base to return equipment to service. The two (2) hours for pre/post-deployment will be reimbursed if noted on 214s, CTRs, Shift Ticket, or other activity logs. Travel time to the incident and travel time to return to home base will be reimbursed.
- The FEMA rates on the Schedule of Equipment Rates are for responding entity-owned equipment in good mechanical condition, complete with all required attachments. Each rate covers all costs eligible for ownership and operation of equipment, including depreciation, overhead, all maintenance, field repairs, fuel, lubricants, tires, OSHA equipment, and other costs incidental to operation.
- Standby equipment costs are not eligible.

For vehicles used to transport personnel only (such as crew swaps), TDEM will reimburse based on the FEMA mileage rate for transporting people. Mileage logs, maps, or odometer readings must be included to substantiate mileage claim.

- Detailed descriptions must be included for all pieces of equipment to include gallons per minute, horsepower, tank capacity, etc. This will ensure the appropriate equipment code is applied and the applicable rate is reimbursed.
- If equipment is out of service either on-incident or post-deployment, it is not considered working, and no hours will be reimbursed. Out of service must be documented on the

activity logs. The hours worked stop once the vehicle has reached a staging destination or repair shop, whichever comes first. Reasonable towing costs to a staging destination or repair shop will be reimbursed.

The following documentation is required with the reimbursement package for the agency to be eligible for reimbursement of equipment costs:

- Activity Logs/214s or Shift Ticket
- Proof of ownership for any piece of equipment used on the deployment. Proof of ownership can include title, annual registration, asset inventory list, proof of insurance or other document that supports the responding entity owns the vehicle.
- Resource order or mission assignment showing equipment was approved for use on the mission.

Damaged Equipment

- The incident is responsible for any damage incurred from the point of incident check-in and vehicle inspection by incident management personnel, through demobilization from incident and return to home base, when the damage is a direct result of operations and not normal wear and tear.
- Repair reimbursement requests must be documented, justifiable, and reasonable within the scope of the operation.
- Any damage to the equipment must include photos and a damage equipment report per responding entity's policy for reimbursement.
- When there is damage to equipment while mobilized, the responding entity should inform the Team Lead, Program Administrator, or Incident Command Team (if on-site) and file a claim with their insurance provider per their local policy. If the damage incurred on the incident is less than the insurance policy deductible and the responding entity wants to recover the repair costs, but does not want to file with their insurance carrier, the responding entity must provide:
 - Proof of insurance which identifies the amount of the deductible.
 - An invoice documenting the costs incurred to repair the damage.
- Any amount greater than the deductible will not be reimbursed.
- Self-insured responding entities should submit all expenses incurred to repair incident-related damages for reimbursement.
- The responding entity must submit check-in and demobilization photos and forms with reimbursement documentation. This would include any check-in/demobilization confirmations conducted by an Incident Management Team (IMT) or Incident Support Team (IST).
- Damage due to firefighting operations which is not covered by insurance (e.g., towing charges, hose damage, pump damage, etc.) should be documented with receipts and included in the reimbursement package sent to TDEM.
- Damage **MUST** be documented on the 214s at time of damage.

Required documentation related to damaged equipment to be included in reimbursement claim:

- Photos of the damage that clearly show the damage to the equipment.

- A copy of the Proof of Insurance for the vehicle, which includes the types of coverages, costs and the deductible amount.
- The equipment or vehicle's year, make, model, and mileage (at the time of the breakdown).
- The equipment or vehicle inspection report at check-in and at the time it was demobilized from the incident.
- A written statement that explains how this repair cost is directly related to the event and not to normal wear and tear events.
- Repair invoice with a zero balance.
- Proof of payment for repair and towing costs such as a P-Card statement.
- A copy of the maintenance log for the equipment or vehicle.
- An incident or police report depending on the nature of damage.

Other Items Eligible for Reimbursement

Items such as consumables, materials, and rentals will be reimbursed based on an actual costs' basis. All requests for reimbursement of these types will include a written justification stating the necessity of these costs to complete the mission.

All other costs must be substantiated by including:

- Itemized receipt with proof of payment
- Any purchase orders or quotes that may be applicable to purchase
- Any contracts that may be applicable to the purchase
- If materials were taken from inventory:
 - Inventory report, invoice showing items purchased, cost and proof of payment, or replacement invoice showing items purchased, the cost, and proof of payment

Best Practices – Pre-Deployment Activities

To make the reimbursement process go faster there are some things entities can do to help facilitate the gathering of documentation when it is needed. Below are some suggestions for entities to do once they know of a potential deployment.

The entity contacts who will be preparing the compliance workbook and submitting the reimbursement request should upon notification of a potential deployment start gathering current policies, equipment inventory listing or titles, current salaries and shift information. Also, if they haven't registered as a user with TDEM's Grant Management System, they should go ahead and register for an account.

For entities deploying members upon notification of a potential deployment, they should let the workbook preparer know of the potential deployment. They should ensure they have any blank forms they may need in their go-bag and meet with their Finance point of contact (POC) to understand their post deployment documentation needs.

Review the TDEM Reimbursement website for new information and watch any videos related to completing a reimbursement request.

Best Practices – Deployment Activities

Upon notification of an approved deployment, both Finance and deploying personnel should take steps to make the completion of the reimbursement packet easier.

For the Finance (POC), they should go into GMS and complete the Request for Assistance for the incident their entity is deploying under. Starting an electronic folder to store any documents is a good idea to make sure everything is in one place when starting the reimbursement workbook. The Finance (POC) should also start the workbook by entering the personnel, salaries, shifts and other known information so that there is less entry required upon the deploying teams return to home base. Finance should be aware of the deploying members check-in and demobilization requirements so they can collect copies of any documents the deploying member turns in while on-scene.

For the deploying members, they should gather the information needed for deploying such as mission location, mission at location and ensure they know where they need to check-in at upon arrival and what documentation they will need to provide at check-in. They should also check with Finance to see if there is way for them to submit documentation daily while on deployment to reduce the potential for lost receipts, documents, and some where to send pictures if required. Deploying members should also be aware of any required demobilization procedures and documents so upon notification of demobilization they are ready and have everything in place.

Best Practices – Post Deployment Activities

Upon return to home base, deploying members should turn in all required documents for travel reimbursements, timekeeping and equipment use. This will allow finance to begin processing items so that all documentation can be ready to submit in a timely manner.

Finance and the deploying members should finalize the workbook on who deployed, their payrates and begin the travel section to start completing the full workbook. Pull any documents together to ensure they are housed in one location.

Finance should also reach out to TDEM to ensure a project has been setup for them in GMS.



TDEM
THE TEXAS A&M UNIVERSITY SYSTEM

Acknowledgement Statement

Our jurisdiction/agency has received and read the TDEM Mutual Aid Reimbursement Guide and understands the process and procedures for which our reimbursement submission will be reviewed. Any reimbursements submitted by our jurisdiction/agency will be done in accordance with the TDEM State Mutual Aid Guide.

Signature

Date Signed

Printed Name and Title

Samples

EMERGENCY EQUIPMENT SHIFT TICKET					RESOURCE ORDER#	
1. AGREEMENT NUMBER					2. CONTRACTOR (name) NoName County ESD #1 (Vv17o owns the equipment)	
3. INCIDENT OR PROJECT NAME Wildfire Season 2023		4. INCIDENT NUMBER 23-0001		5. OPERATOR (name) Henry "Hank" Example/Joe Incident		
6. EQUIPMENT MAKE Siddons-Martin		7. EQUIPMENT MODEL 38704 Enforcer 7010		8. OPERATOR FURNISHED BY <input type="checkbox"/> Contractor <input checked="" type="checkbox"/> Government		
9. SERIAL NUMBER XXXXX-JKXXXX		10. LICENSE NUMBER TGC4180		11. OPERATING SUPPLIES FURNISHED BY <input type="checkbox"/> Contractor <input checked="" type="checkbox"/> Government		
12. DATE MO/DA/YR	13. EQUIPMENT USE		14. REMARKS (released, down time and cause, problems, etc)			
	START	STOP	HRS/DAYS/MILES WORK	HRS SPECIAL		
02/01/2023	07:00	19:00	12	Big Hope Fire	Equipment operated 24 hours with Hank doing day shift and Joe doing night shift	
02/01/2023	19:00	07:00	12	Lost Tree Fire		
02/02/2023	07:00	19:00	12	Lost Tree Fire		
02/02/2023	19:00	07:00	12	Lost Tree Fire		
17. CONTRACTOR'S OR AUTHORIZED AGENT'S SIGNATURE					15. GOVERNMENT OFFICER'S SIGNATURE	119. DATE SIGNED

NSN 7540-01-119-5628
50297-102

OPTIONAL FORM 297 (Rev. 7-90)
USDA/USO

EMERGENCY EQUIPMENTSHIFTTICKET					RESOURCE ORDER#	
1. AGREEMENT NUMBER					2. CONTRACTOR (name)	
3. INCIDENT OR PROJECT NAME		4. INCIDENT NUMBER		5. OPERATOR (name)		
6. EQUIPMENT MAKE		7. EQUIPMENT MODEL		8. OPERATOR FURNISHED BY <input checked="" type="checkbox"/> Contractor <input type="checkbox"/> Government		
9. SERIAL NUMBER		10. LICENSE NUMBER		11. OPERATING SUPPLIES FURNISHED BY Contractor <input type="checkbox"/> Government <input checked="" type="checkbox"/>		
12. DATE MO/DA/YR	13. EQUIPMENT USE		14. REMARKS (released, down time and cause, problems, etc)			
	START	STOP	HRS/DAYS/MILES WORK	MILES SPECIAL		
					15. EQUIPMENT STATUS <input type="checkbox"/> a. Inspected and under agreement <input type="checkbox"/> b. Released by Government <input type="checkbox"/> c. Withdrawn by Contractor	
17. CONTRACTOR'S OR AUTHORIZED AGENT'S SIGNATURE					15. GOVERNMENT OFFICER'S SIGNATURE	rg DATE SIGNED

NSN 7540-01-119-5628
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OPTIONAL FORM 297 (Rev. 7-90)
USDA/USDI