

## **Response**

### **MUE Response Overview**

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*Abstract: This document includes general guidance for responding to a MUE and summarizes how to use the MUE Toolkit documentation during a MUE.*

This document is part of a larger set of documents comprising the MUE Toolkit. This document will generally require referencing one or more of the other documents such as the [Glossary](#), Checklists, Guidance, or other referenced documentation for a complete understanding of the MUE Toolkit.

## **Introduction**

When a state experiences a major disaster or disruption of services or when a state might experience a major disaster or disruption of services that has the potential to create a MUE (e.g., if a category 5 hurricane is headed towards one of the state's major population centers) the state UI agency will need to evaluate the severity or potential severity of the incident. Your UI agency's disaster response plan should ensure the continuity of your agency operations after a disaster including a disaster resulting in a MUE. However, in order to successfully respond to a MUE your UI agency should have a MUE response plan that describes who is going to do what, by when, and in what order. A MUE response plan represents the best and most reasonable effort of your UI agency's key staff to focus on priorities, establish realistic objectives, and communicate these to the rest of the state's UI agency staff. A MUE Response plan should also provide a basis for measuring progress and a means for instituting changes when required.

This part of the MUE Toolkit should be reviewed during the preparation phase and used during MUE exercises and simulations. Your UI agency should also have preliminary documents developed during the preparation phase available for use while working through the Response phase. In general, lack of preparation by your UI agency will require additional work during the response phase for a successful response.

## **Purpose**

The response phase begins when an impending disaster is foreseen that may cause a MUE in your state. This document provides guidance for states to respond to a disaster resulting in a MUE, both when they are an impacted state and when they volunteer to be a helper state.

When your UI agency is adversely affected by an emergency and it needs/requests assistance your UI agency is referred to as the impacted state. When your UI agency volunteers to provide assistance to an impacted state it is referred to as the helper state.

## **Instructions**

The Response section of the MUE Toolkit provides self-directed guidance, checklists, and templates among other items for both impacted and helper states. When your UI agency

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determines it may experience a MUE your UI agency should ensure the following actions have been completed.

#### **If you are the impacted state:**

- Notify your USDOL RO that your UI agency may experience a MUE so your USDOL RO can notify the USDOL NO of your agency's situation.
- Review and update your UI agency's MUE CONTACT LIST developed during the preparation phase and post the completed MUE CONTACT LIST on an internal website where authorized individuals in your agency can access it. Refer to [Assign MUE Contacts Instructions](#) for contact descriptions, where to find Federal contacts, and your UI agency contact's training requirements.
- Review and update your UI agency's PREFERRED HELPER STATES LIST developed during the preparation phase. Refer to [Determine Similar States Instructions](#) for more information on the PREFERRED HELPER STATES LIST.
- Review the [Do We Need Help Instructions](#) and determine if your UI agency needs help.
- Review the [How to Request Help Instructions](#) and determine how your UI agency will get help.
- Complete the [Interstate Communications Checklist](#).
- Complete the [Public Communications Checklist](#).
- Conduct a resource needs assessment. Refer to [Do We Need Help Instructions](#) for more information on a resource needs assessment.
- If your UI agency requires assistance complete Section I – of the [Assistance Request Template](#). Refer to the [How to Complete Assistance Request Template Instructions](#) for more information on completing this template.
- After responses are received from potential helper states, review the evaluation section of the [Complete & Evaluate Assistance Request Form Checklist](#) for guidance on evaluating the responses.
- After your UI agency has selected its helper states, complete Section III – Approvals of the [Assistance Request Template](#).
- Develop any different or supplemental specialized training that might be required to ensure the helper states have all the information they need to assist your UI agency. Ensure any existing training is updated to reflect your UI agency's most recent procedures.
- When the MUE is over, review the [MUE Recovery Overview](#) to help your UI agency prepare Lessons Learned and After-Action Reports and to prepare updates to your agency's MUE preparation and response plans.

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#### **If you are a helper state:**

Your UI agency MUE Contact will be officially notified via email when an impacted state UI agency has declared a MUE. Your UI agency may be contacted directly by the impacted state prior to official notification if the impacted state previously identified your state as a preferred helper state.

- When your UI agency is officially notified, login to the <Portal>, click on <Interstate Communications> and read the MUE Notification along with any other information posted. In addition, your UI agency should review the disaster information posted on the FEMA website at <http://www.fema.gov./news/disasters.fema>. Once on this site, click-on the specific disaster to get information and details about that disaster.
- Refer to the [Can We Help Instructions](#) for guidance on determining if your UI agency can help the impacted state UI agency.
- If your UI agency wants to respond to an assistance request, complete Section II – Response of the [Assistance Request Template](#). Refer to the [How to Complete Assistance Request Template Instructions](#) for more information on completing this template.
- If your UI agency is selected as a helping state, complete Section III – Approvals of the [Assistance Request Template](#) and then review the [Helping State TDY Instructions](#).

#### **Referenced Document(s)**

- [Glossary](#)
- [Assign MUE Contacts Instructions](#)
- [Determine Similar States Instructions](#)
- [Do We Need Help Instructions](#)
- [How to Request Help Instructions](#)
- [Interstate Communications Checklist](#)
- [Public Communications Checklist](#)
- [Assistance Request Template](#)
- [How to Complete Assistance Request Template Instructions](#)
- [Complete & Evaluate Assistance Request Form Checklist](#)
- [MUE Recovery Overview](#)
- [Can We Help Instructions](#)
- [Helping State TDY Instructions](#)

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**Referenced Resource(s)**

- Portal
- Interstate Communications
- FEMA: <http://www.fema.gov./news/disasters.fema>

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