

Response

How to Request Help Instructions

Abstract: This document describes the different means your UI agency can use to get help during a MUE along with the pros and cons and the process and procedures for each means.

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

There are two potential means for an impacted state to request assistance during an MUE: Contact the potential helper state(s) directly or broadcast an emergency assistance request through their SEMA.

There are two potential means for an impacted state to contract for assistance: A standard contract for services directly with the helper state (state-to-state), or an EMAC agreement executed through NEMA.

There are three potential means for an impacted state to reimburse a helper state for emergency assistance: Direct payment, SEMA/EMAC payment, and a transfer of USDOL Administration Funds.

Purpose

This document will facilitate your UI agency's determination of how to get help during a MUE by describing the different means your UI agency can use to get help during a MUE along with the pros and cons and the process and procedures for each means.

Prerequisites

None

Instructions

Your UI agency should ensure the following items are considered and tasks are performed while determining how to get help during a MUE.

Determine Resources Needed

Develop a preliminary Resources Needed List from the preliminary list of UI services, personnel, and equipment (i.e. mobile vans/units) your UI agency developed while determining

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if it needed help. This will be a working document for your UI agency reference only. Your UI agency will need to transfer the list of needed items to a standard format using standard terminology in future steps. Refer to the [Do We Need Help Instructions](#) for more information on developing this preliminary list.

Determine Potential Helper States

Use the <UI Disaster Services Assessment> to determine which of the states on your UI agency's PREFERRED HELPER STATES LIST has the UI services, resources, and/or equipment listed on your UI agency's Resources Needed List. Refer to the [UI Disaster Services Assessment Instructions](#) for information on where to find and how to use the <UI Disaster Services Assessment>. Refer to [Determine Similar State Instructions](#) for more information on the Preferred Helper States List.

After your UI agency has determined the states that most closely match the resources or equipment your agency might need, update or complete the [Preferred Helper State List Template](#) and order the list from most preferred to least preferred. This list can be used later to contact and evaluate potential helper states.

Determine Contract Means

Your UI agency should take the following into consideration when determining whether to use a state-to-state contract or an EMAC agreement to contract for emergency assistance.

- A State of Emergency must be declared in your state to use an EMAC agreement. However, impacted and helper state UI agencies can contact each other and generate interstate contracts between themselves to exchange goods and services at any time.
- State governors may require their state agencies to use EMAC agreements to procure assistance during a state of emergency to simplify state accounting and payment procedures for the disaster. Review your state's disaster declaration(s) and associated emergency publications, such as your state's COOP, to see if they include guidance or restrictions on how impacted state agencies can request emergency assistance. Your SEMA may also have this information.
- EMAC agreements cover governmental and non-governmental emergency services only. Most UI services provided during a MUE would be considered government emergency services. Your SEMA can verify whether or not a particular service is considered an "emergency service" if your UI agency has concerns about a particular service.
- The EMAC compact expedites and standardizes emergency assistance agreements between state agencies during disasters. All fifty states and three territories have enacted EMAC legislation. Completing a standard simple three-part (request, response, and agreement) request for assistance form or Req-A is all that is required. Your SEMA

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will complete the Req-A from the information included in your UI agency's completed Assistance Request Template.

- A state-to-state contract would have to be developed from scratch during the disaster and may have to address helper state UI staff travel reimbursement and interstate liabilities among other special considerations.
- The completed Req-A form allows TDY teams from helper states access to travel through restricted areas to get to impacted state UI facilities. If a state-to-state contract is used the impacted state will have to contact their SEMA to determine the type of documentation required, other than the Req-A, to allow TDY teams from helper states to pass through restricted areas to get to the impacted state's UI facilities.
- If your UI agency uses an EMAC agreement your SEMA will require and assist your agency's preparation of After-Action Reports. If your UI agency uses a state-to-state agreement, your agency, along with the potential assistance of the helper states, will be responsible for preparing Lessons Learned and After-Action Reports.

Determine Reimbursement Method

Your UI agency should take the following into consideration when determining the method of reimbursing helper states for their emergency assistance regardless of the type of contract used (SEMA/EMAC agreement or direct state-to-state agreements).

- Using the SEMA/EMAC process, there are two processes that can be used:
 - If your UI agency wants to reimburse the helper state directly to prevent the commingling of UI funds your state UI agency should request a "zero-dollar" Req-A and specify how the reimbursement will be made when submitting a request for assistance through the SEMA/EMAC process. A Req-A designated as a "zero-dollar" Req-A is one in which there is no dollar amount of reimbursement indicated on the contract. Instead, the impacted state will be responsible to directly reimburse the helper state from their UI grant funds (or DUA funds if the services being performed are related to DUA activities).
 - If your UI agency desires to use the SEMA/EMAC contract reimbursement process, the dollar amount of the services to be provided should be included on the Req-A. Upon receipt of reimbursement from the impacted state, the SEMA will distribute funds according to the schedule of reimbursements from the impacted states. If this methodology is being used, your UI agency should make sure the SEMA is aware that under Title III of SSA, funds used for the administration of the UI program are not to be commingled with other funds and that upon receipt of the reimbursement from the impacted state, the funds due to your UI agency should be immediately deposited into the your UI agency's Title III Grant account.

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- Using the direct state-state agreements, there are two processes that can be used:
 - States may develop contracts between themselves that provide that the impacted state will directly reimburse the helper state. In the development of the contracts, provisions for the transfer of funds between the states should be explicitly defined to include, but not be limited to, method of billing by the helper state, the frequency of the reimbursement, and any other specifics. If there has been no emergency declared by the President for the MUE, this is the only method that can be used in a direct state-to-state agreement. Further, if a state of emergency has not been declared by the Governor of the state, this is the only method by which states can be reimbursed if they are helping another state during a MUE.
 - For the reimbursement for administration of the UI program, the USDOL has provided an administrative funding transfer option that enables an impacted state to request the USDOL transfer administrative funds directly from their administrative account to a helper state's administrative account during a State of Emergency, so long as the emergency was declared by the President under the Stafford Act.

Prepare Assistance Request

The Assistance Request Template includes the information required for the Req-A form used by your SEMA for EMAC agreements so the information can be readily transferred by your UI agency's EMR. The Req-A describes the specific services, costs, and special conditions for a particular instance of assistance. When the Req-A is completed and signed it becomes a legal contract between two states for the provision of emergency services in exchange for payment.

The Assistance Request Template may also be used as a SOW or Scope of Services for a RFP and a response that can be incorporated into or referred to in a state-to-state contract.

Refer to Complete & Evaluate Assistance Request Form Checklist for further information on completing the Assistance Request Template.

Determine Number of Requests

A separate EMAC agreement is required for each state that assists your UI agency even if multiple states are responding to the same request. Therefore your UI agency may want to consider dividing large or disparate requests up into smaller or more focused requests to which a single state UI agency can respond. If your UI agency is unsure whether or not a single state can respond to your complete request your agency can send out a single request and divide it into multiple agreements after your agency receives the responses.

One helper state may report to another helper state's team to accomplish their task. Consider having one helper state team manage multiple other helper state teams to accomplish big jobs or relieve your UI agency from the burden of management.

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Send Assistance Request

If your UI agency is using a state-to-state contract, send the completed ASSISTANCE REQUEST FORM to your preferred helper states with a copy to your USDOL RO.

If your UI agency is using an EMAC agreement, email the completed ASSISTANCE REQUEST FORM along with your agency's PREFERRED HELPER STATES LIST to the EMR for your agency with a copy to all the USDOL RO involved. Your UI agency's EMR will prepare the Req-A from the completed form and broadcast it via email to the preferred states. If your UI agency wants your agency's request to go out to all states (and three territories) then do not provide a preferred helper states list to your SEMA.

Evaluate Responses

Refer to Complete & Evaluate Assistance Request Form Checklist for further information on evaluating responses.

Approvals

If your UI agency is using an EMAC agreement the terms of the agreement require the Req-A be approved by the IC before services are delivered. The IC is usually the director of the impacted state's EMA and your agency's EMR will have the Req-A approved after your agency and the helper state approve it.

Initiate Assistance

If your UI agency already has a PREFERRED HELPER STATE LIST or a good idea of which states your agency prefers to help, consider contacting these states and advising them to expect the completed Req-A or state-to-state contract so they can begin preparing to respond to your agency's request for assistance. Refer to How to Communicate with States Instructions for more information on how to communicate with helper states.

Referenced Document(s)

- Glossary
- Do We Need Help Instructions
- UI Disaster Services Assessment Instructions
- Determine Similar States Instructions
- Preferred Helper State List Template
- Assistance Request Template

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- [Complete & Evaluate Assistance Request Form Checklist](#)
- [How to Communicate with States Instructions](#)

Referenced Resources(s)

- UI Disaster Services Assessment

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