

Response

Helping State TDY Instructions

Abstract: These instructions include considerations, recommendations and steps a helper state can take to prepare and detail its staff to assist an impacted state 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

Your UI agency may be helping the impacted state by sending staff to its facilities (TDY), by working remotely for the impacted state from your UI agency's facilities (TDY-in-place), or a combination of both. In either case, your UI agency has to organize and prepare its staff before they can be detailed to work for another state. In addition, your UI agency must make arrangements for its detailed staff to return to their normal duties when they have completed their work for the impacted state.

There are two methods by which an arrangement between an impacted state and a helper state can be made. The first is for the states to work through the SEMA under an EMAC agreement. The primary advantage of this method is that the basic administrative, legal, and insurance agreements are already in place. In addition, the EMAC provides the necessary authorization documentation required when individuals are working in or passing through the disaster area. The second method is for the impacted state to develop a contractual agreement with the helper states. This agreement will contain all of the necessary information to allow a helper state to provide assistance to the impacted state by either detailing staff and/or resources to the impacted state or providing assistance and performing requested services in-place to an impacted state. With either method, the helper state will have the initial responsibility for all costs incurred by the helper state such as the cost of sending detailed staff to the impacted state, arranging for the helper state's call center to take calls for the impacted state, etc. The impacted state will reimburse the helper state for all costs incurred according to the terms of the agreement.

Purpose

This document includes considerations, recommendations and steps a helper state can take to prepare for TDY and send its staff to assist an impacted state during a MUE.

Prerequisites

None

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Instructions

When your UI agency is selected to help an impacted state you should perform the following tasks:

- Establish a separate charge code for each emergency ASSISTANCE REQUEST that your UI agency is responding to and bill all staff time and all other assistance charges to this code to simplify accounting and provide an audit trail. All proper UI project and function codes for time, usage fees, and other expenses should be charged to this code to ensure all costs for rendering assistance are captured and charged to the impacted state for reimbursement. The proper charging of project and function codes will ensure correct reimbursements for the activities performed, i.e. initial claims, non-monetary determinations, etc.
- Determine and document what is required in order to detail staff and/or other requested resources/equipment to the impacted state or provide remote assistance from your UI agency facilities. For example:
 - What is needed to prepare for detail to the impacted state? For example, how many staff and/or resources/equipment can your UI agency send to the impacted state and how will your agency backfill the detailed staff?
 - How should your UI agency choose the staff to send? For example, what skills must staff have in order to perform the requested services for the impacted state, and can the staff travel to the impacted state or can they only perform TDY-in-place?
 - What special considerations or arrangements (if any) have to be made to perform the requested services for the impacted state, including TDY and/or TDY-in-place considerations?
 - How will the assignment be completed and resources and/or equipment returned? For example, will all TDY staff return at the same time or will the return be staggered? Will the TDY-in-place staff work longer than the TDY staff? When and how will the resources/equipment sent to the impacted state be returned? When and how will your UI agency's IT systems assigned to the impacted state be released and available to your agency again?
- Schedule and assign UI services and equipment per agreement.

For UI Resources:

- Identify and assign your UI agency staff that will be detailed keeping in mind the qualifications for the staff being detailed may go beyond availability, training and experience. Detailed team members have to learn quickly, work well under pressure, and work long hours. Detailed teams sent to the impacted state may need to be allergy, asthma, and phobia free to endure any adverse working and living conditions near the disaster area. Refer to page 2 – Special TDY Considerations of the ASSISTANCE

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REQUEST (if the impacted state has listed any) for specific information on special working or living considerations.

- Identify and assign a TDY team leader/representative (if needed) who will serve as a POC for the team and make decisions on behalf of the team.

TDY

- Fully brief your TDY team on their mission. Make sure they know:
 - Mode of transportation
 - Arrival and departure locations and times
 - Where and who to report to upon arrival
 - Your SEMA POC and their contact information (if working under an EMAC agreement)
 - Assignment objectives
 - Estimated assignment duration
 - The POC at your UI agency that the TDY team reports to while they are detailed, when they report
 - When the TDY team reports to your UI agency POC and how often they need to report
 - To immediately report their arrival to their SEMA if they are working under an EMAC agreement.
 - Any personal record keeping requirements (date and hours worked, tasks accomplished, expense receipts, etc.)
 - To immediately report any changes to the TDY conditions, contract terms, or Req-A, such as inaccurate cost estimates, helper state equipment damage, property damage, meals that were to be provided *and were not*, inaccurate lodging prices or lodging was not provided, required to drive instead of flying, etc.
 - When, where and who to report to when they return from TDY
- Issue to each TDY team member a copy of the completed ASSISTANCE REQUEST or fully executed Req-A, if your UI agency is working under an EMAC agreement. This is especially important if the TDY team has to travel in or through the disaster area since the executed Req-A authorizes them to travel through restricted areas.

If a state-to-state contract is used, as opposed to an EMAC agreement, contact the impacted state's SEMA to determine the type of documentation required, other than a Req-A, for authorizing TDY teams to pass through any restricted areas.

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- Verify your UI agency's TDY team has all their required personal items including but not limited to:
 - Sufficient prescription medications for the duration of the assignment
 - Extra eyeglasses or contact lenses
 - Extra hearing aid batteries
 - Medical alert tags
 - Personal physician and dentist name and contact information
 - Cell phone and laptop battery chargers
 - Proper personal identification (state issued ID card and/or drivers license)
- Issue each TDY team member a copy of your UI agency's completed and current MUE CONTACT LIST.
- Obtain a copy of the impacted state's completed and current MUE CONTACT LIST and issue a copy to each TDY team member.
- Verify all TDY team members have current emergency contact information on file with your UI agency.
- Send a copy of the emergency contact information for TDY team members to the MUE POC in the impacted state.
- Make arrangements for TDY team members to receive payroll checks through an automated payroll deposit program, if not currently enrolled in such a program, or insure that the TDY team members can receive paper checks if that is the only method available.
- Remind TDY team members to take care of all on-going personal matters such as periodic bill payments, pet care, temporary auto storage and the like and provide them time to make those arrangements.

TDY-in-Place

- Fully explain the mission, goals, and protocols to the TDY -in-place staff. Include work location(s), reporting chain of command, work hours, and whether the work is full-time or part-time for the impacted state, especially if any of these have changed from their normal routine.
- Depending upon the severity and nature of the disaster, consider providing a mechanism to help TDY-in-place staff cope with stress and minimize the effects of burnout. Conduct periodic "debriefing" sessions or conferences to allow staff to share their feelings and experiences, review problems, and receive help with troublesome cases. Consider expanding staff training to address worker stress and compassion fatigue. Consider offering occasional "retreat" or "self-care" days.

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Completion – TDY

- When the TDY team returns verify everyone is accounted for and has turned in their final travel receipts and time records.
- When other resources/equipment is returned verify it is all accounted for and equipment is returned in good condition.
- Conduct a debriefing and have the TDY team write After-Action Reports while events are still fresh in their minds.
- Depending upon the severity and nature of the disaster, consider providing a mechanism to help TDY staff cope with stress and minimize the effects of burnout similar to the one described above for TDY-in-place staff.

Completion – TDY-in-Place

- The TDY-in-place staff should be debriefed and contribute to After-Action Reports as soon as possible after they are finished their assignments as well.

Referenced Document(s)

- Glossary

Referenced Resources

- None