



SOUTHERN REGION

2009 INCIDENT BUSINESS

OPERATING GUIDELINES

The following outlines standard Incident Business Operating Guidelines for the Southern Area Geographic Area. These guidelines emphasize the critical financial and administrative procedures to be followed on incidents and are intended to complement the Interagency Incident Business Management Handbook (IIBMH) which provides national direction and highlight the geographic area supplements to the handbook. These guidelines are provided to support Incident Management Team (IMT) operations and to provide consistency in incident business management operations.

Any changes to these guidelines will be negotiated with the Agency Administrator (AA) and the Incident Business Advisor (IBA) in advance.

Units should supplement these Operating Guidelines as necessary to address issues specific to their locations while conforming to the IIBMH.

Incident Business Advisor

- ✓ Is supervised by the Agency Administrator (AA).
- ✓ Serves as a liaison and advisor to the Agency Administrator, Incident Management Team, and other incident support functions.
- ✓ Provides advice and recommends alternatives with an emphasis on reviewing large cost centers
- ✓ Provides recommendations on incident business issues
- ✓ Completes an IBA Narrative. Narrative is submitted to the Agency Administrator at the end of the incident, with a copy to the host agency Incident Business Specialist.

Specific responsibilities are further defined in the Delegation of Authority (Appendix E).

In the absence of an IBA, the AA is responsible for coordinating incident business responsibilities on their unit. One or more fully qualified IBA's will normally be brought in to assist the Administrative Representative (AR) on Type I or II incidents.

Contact information for the Incident Business Advisor and Agency administrative staff is listed in Appendix A.

Personnel

- All Federal AD exception positions must be approved at the Regional level
- Agency Administrator must designate AD hiring official and may re-delegate to IMT. (See Appendix C)

Compensation for Injury and Agency-Provided Medical Care

If DOI employee is injured submit all paperwork to the employee's home unit as soon as possible.

If Forest Service employee is injured see Appendix D for processing ASC-OWCP information to ASC-OWCP.

If State employee is injured refer to the individual State Incident Business Coordinator.

Drivers License Requirements

All drivers, including casual hires, of government owned, rented, or leased vehicles, must adhere to employing agency specific certification/licensing requirements. All agencies require a valid State driver's license.

Any employee who needs to drive a Forest Service owned or leased vehicle must be authorized to do so and there is no exception for AD employees. Personal vehicles reimbursed under the federal travel regulations are exempt from the requirement.

Acquisition

Consideration must be given to cost efficiencies, specific needs and past performance when obtaining requested services and supplies. Upon arrival on the host forest the Finance Section will be given an Incident Service and Supply Plan (if one has been established).

Incident only EERAs initiated at the incident and are valid only for the duration of that specific incident (Block 3 of the EERA, OF-294).

The Incident Management Team will not sign up any non-dispatched equipment that shows up at fire camp (for example "fire chasers") unless prior approval is obtained from the AA/AR/IBA.

Property staying on the local unit should be communicated to the local incident procurement staff.

Land Use and Facility Agreements

If no agreement exists, the Incident Management Team will coordinate with the local agency's representative to determine appropriate use and rates.

Motel and meal tickets may be used or another approved documentation system. If a method other than motel and meal tickets is used, the method must be approved by the IBA in advance. Other approved methods are electronic spreadsheets with room number, names, etc. which are receipted by the Logistics Section Chief or Facilities Unit Leader.

Release of Contract Resources

The Incident Commander (IC) will determine the priority of demobilization. When demobilizing contracted tactical equipment, Contractors awarded I-BPAs as a result of competitive solicitations, shall be given priority to remain on the incident over tactical equipment with incident-only EERAs, unless the IC determines it necessary to deviate based on a specific incident need or objective. This applies to contracted tactical equipment only, and not all contracted resources. Resources hired for incident only will be released first. After that priority is set in demob plan. There is no expectation to release in Best Value Order.

Release of contract resources will be at the discretion of the Incident Management Team based on sound business practices with input from the local agency administrator.

Incident-only EERAs are for the duration of the incident only, and will terminate at the end of the incident.

Supplemental Foods and Restricted Supplies/Items

The Incident Management Team will follow the Supplemental Food Policy as stated in the IIBMH, Chapter 20, Section 25. Exceptions to this policy shall have prior written approval by the AR/IBA before obtaining supplemental items.

Per national direction, supplemental foods are normally not provided for settings such as Expanded Dispatch, Mobilization Centers, Area Command, Fire Caches, Tanker Bases, Staging Areas or other non-fire camp locations. There may be some exceptions for these locations where sufficient potable water is not available to accommodate the number of personnel on site.

See Appendix G for a listing of restricted items.

Rental Vehicles

There is a GSA-Short Term Rental Program for rental vehicle needs.

[411 2](#) [RENTAL SUPPLEMENTAL VEHICLE PROGRAM \(RSVP\)](#)

Rental vehicles are to be tracked as accountable property. Procedures outlined below are for tracking rental vehicles:

- Rental vehicles assigned to Incident Management Teams, Transportation Units, Dispatch Centers, etc. will be tracked by the IMT's
- The individual responsible for or assigned a rental vehicle is responsible to report the damage to the Comp/Claim Unit Leader and document damage on the Property Lost or Damage Report, OF-289. These reports shall be maintained in the Finance files as backup for potential contract claim.
- The Incident Management Team or other incident unit will ensure rental vehicles are inspected upon return and appropriate forms completed to document damage prior to an individuals release and return of the vehicle to the rental company

Buying Unit Procedures

Buying Teams will be ordered when determined by the Unit's AO/AA to support the local incidents.

The Buying Team Leader should visit the incident administrative sites and establish open lines of communication with the incident Supply Unit Leader and the Procurement Unit Leader. **The BT Leader should establish a direct ordering system (if practical) between the supply unit and the buying team to expedite procurement resource orders**, coordinating with Dispatch so everyone understands the ordering process. On incidents where a direct ordering system is not practical, orders should be processed through expanded dispatch. Supplies available through the national cache system should be ordered through established channels.

Property Management

Incident Management Teams will emphasize good property management. The IMT Logistics section will review property checkout and return procedures to ensure proper accountability. Special consideration should be given to those items of a personal nature (accountable and durable). This includes items such as flight helmets, flight suits, brush coats, GPS units, satellite phones, etc.

All non-standard cache items such as sleeping bags and Kevlar pants will be replaced with cache items.

No contractor equipment will be replaced through the incident supply cache. Contractors must go through the contract claim process for replacement of lost or damaged items.

An agency representative may conduct post-audits of the cache supplied forms using Fire Loss Tolerance Standards. These reviews may be performed after the incident and the IC will be asked to explain discrepancies when the losses exceed the acceptable Fire Loss Tolerance Standards. Loss tolerance standards will be provided to the IMT upon arrival.

FEMA Accountable Property: Items that can be used again in response to future events. Items that have a unique barcode on the item itself (i.e. faxes, printers, etc). These items do not meet any dollar threshold. See document in briefing packet.

Claims

Contract Claims: The Procurement Unit Leader with delegated authority is responsible for settling contract claims at the incident. If there is not a Procurement Unit Leader available the Buying Team Leader may settle claims within their delegated authority. At the end of the incident, all actual and potential claims will be fully documented, submitted to and reviewed with the responsible incident agency procurement official (identified in Appendix A).

Tort and Employee Claims: Upon arrival to the incident, the Comp/Claims Unit Leader will make contact with the incident agency claims liaison (identified in Appendix A) to determine the expectations and discuss the requirements of the claims process. Before leaving the incident, the Comp/Claims Unit Leader will audit the documentation and prepare a log of all claims, defining what's included and what is left to collect on each claim. The case files should be enclosed in an Incident Claims Case File Envelope (OF-314). The log and envelopes will be given **personally** to the incident agency claims liaison at the end of the incident.

Cost Accounting and Cost Share Agreements

Cost efficiency continues to be a primary objective for incident management teams. Efforts should focus on high cost resources, under-utilized equipment, extravagant purchases, sensitive items, and property accountability issues.

Specific cost saving measures will be documented and provided to the AA.

Cost share agreements will follow guidance in the applicable cooperative agreement.

FOR FEMA ASSIGNMENTS: Incidents will send a copy of the "Accounting Weekly Cost Summary Rollup" report to SACC R8 finance who then posts to a consolidated cost spreadsheet that tracks total expenditures by incident and F codes.

Cost Saving Measures Documented

IMT responsibility is to track and report costs as required by the incident agencies or as outlined in the cost share agreement. Finance Section should coordinate with operations and aviation to assure costs are tracked in ISuite in accordance with the cost share method utilized.

Law Enforcement

A law enforcement agency contact from the local area will be identified to the IMT, who will make periodic contacts with the team. Reference Appendix A.

Sheriff's Office personnel used on the incident should be covered under the Cooperative Law Enforcement Agreements that are in place with each County and coordinated with Agency Law Enforcement personnel.

Reimbursement to local law enforcement agencies should be limited to activities/services that are beyond the established responsibilities of the law enforcement agency. The Law Enforcement liaison can assist IMTs in determining responsibilities.

Incident security activities such as traffic control, camp security etc. may be handled by the law enforcement personnel assigned to the incident. Use unarmed security personnel when cost effective and appropriate to the security activities needed. Coordinate the decision to use contract security personnel with the incident Law Enforcement liaison identified in Appendix A.

I-Suite Repository Requirements

IMTs are required to upload the I-Suite database (@NITC) at the end of their assignment. A CD copy of the data base should be made for the host unit and included in the Final Incident Package. The IMT shall not retain any of the ISuite information.

Closeout

The final Finance Package will meet the uniform filing scheme for incident records packages, which can be found at: <http://www.nifc.gov/records/index.html>

At the end of the incident, the final incident package will be forwarded either by mail, or turned in at the closeout to the host unit/agency. The IBA will participate in the exit interview of each assigned IMT and Buying Team. The IBA will provide a verbal assessment of (1) commendable performance, (2) things that went well, and (3) things needing improvement. The host agency will provide a financial performance rating 60-120 days following the incident to the Incident Commander.

Appendix A Incident Business and Agency Contacts

Authority/responsibility for Incident Business Administration practices is delegated to the following agency personnel: (If none are assigned to the Incident, leave block blank.)

Title	Name	Office Phone	Home Phone	Cellular Phone
Incident Business Advisor (IBA)				
Agency Administrative Representative				
Regional/State Incident Business Specialist				

AGENCY CONTACTS

Title	Name	Office Phone	Home Phone	Cellular Phone
Human Resources				
AD Hiring Contact				
Financial Management				
Acquisition/Contracting Contract Claims				
Information Resources (Computers)				
Telecommunications (Voice/Data Lines, Radios)				
Agreements				
Compensation/OWCP (HIPPA)				
Claims (Non-contract)				
Law Enforcement				
Fleet				
Safety				
Property Management				
HR-OWCP ASC				

APPENDIX B Accruals and Payments

Incident Accruals are required on any incident utilizing Forest Service paid resources. To assist the ASC incident finance staff in tracking accruals, please submit the summary and detail reports for ALL accruals via e-mail or fax to ASC-IF. Refer to “How to Code ISuite Accruals” and additional information on accruals posted at: http://www.fs.fed.us/fire/ibp/incident_payments/incident_payments.html. Directions for creating the daily export can be found at http://www.fs.fed.us/fire/ibp/incident_payments/Isuite_export_finance.pdf

Payments - EERA's

The **using** agency processes payments for EERA's regardless of who initiated the agreement.

1. **DOI Incidents** – Provide completed Emergency Equipment Use Invoice along with the Agreement, Shift Tickets and Inspections to the incident unit.
2. **FS Incidents** – Mail payment package direct to ASC-Incident Finance along with transmittal document as outlined in ASC Incident Finance Branch Payment Procedures posted at http://www.fs.fed.us/fire/ibp/incident_payments/incident_payments.html. Retain a copy of the transmittal in the incident records.

Payments – Casual Hires (AD's) - The hiring agency processes the individual casual payments, regardless of the incident jurisdiction.

1. **DOI Casual Hires** – Original OF-288's will go back with the AD to their home unit for payment.
2. **FS Casual Hires** – Submit completed OF-288 along with transmittal letter as outlined in the ASC Incident Finance Branch Payment Procedures posted at http://www.fs.fed.us/fire/ibp/incident_payments/incident_payments.html. The IMT should not allow any FS hired casual to retain their original timesheet. Retain a copy of the transmittal in the incident records.

APPENDIX D

Forest Service Employees OWCP

FS Human Capital Management-Workers Compensation (HCM-WC) manages all FS Workers' Compensation Claims. HCM's Workers' Compensation (WC) section is now the point of contact for processing and managing all FS employees' work-related injury/ illness claims. These changes are designed to provide better and more consistent service to injured workers. The Workers Comp section is also solely responsible for maintaining compensation files, working with the Office of Workers' Compensation Programs (OWCP) and counseling employees.

The following is specific to Forest Service employees, regardless of incident jurisdiction:

- Enter the following address as the Agency Address on all OWCP forms:
 USDA Forest Service - HCM
 Mail Stop 118-WC
 3900 Masthead St., NE
 Albuquerque, NM 87109
- Complete OWCP forms as outlined in the Interagency Incident Business Management Handbook and fax to the WC Section at 505-563-9981, or mail it overnight via Fed Ex to the address listed above. If forms are faxed, mail the original form to the address below using regular mail. **This needs to be completed within two (2) days of the employee filing the claim.**
- For advice and assistance, employees or Incident Compensation for Injury Specialists may call the Contact Center at 877.372.7248; press 2 for HCM; then press 5 to speak to a Workers' Compensation Agent. For more information, go to the [Workers' Compensation](#) Section on the HCM Intranet.

In the event of an Emergency...Workers' Compensation staff is available 24 hours/7 days a week. Call 505.280.7691 to speak to a specialist.

Incident Unit may identify the role and responsibilities of their local injury coordinator, i.e., For major incidents a separate unit may be established at Expanded Dispatch to handle all matters related to injuries or illnesses of incident personnel. All compensation forms will be forwarded to the designated agency contact and/or location, as soon as possible, for disposition.

APPENDIX E
INCIDENT BUSINESS ADVISOR DELEGATION OF AUTHORITY

Date:

Route To:

Subject: Delegation of Authority, Incident Business Advisor

To: Incident Business Advisor, _(Host Agency)_____

This letter authorizes (***name***)_____ to act as an Incident Business Advisor (IBA) for the _____(***unit name***) and Incident Management Teams assigned to incidents on the _____(Agency). The IBA works as a liaison and advisor between the _____(Agency) and the Incident Team(s) for all issues related to incident business management.

Specific responsibilities include:

- Maintaining close communication with the Incident Commander, Finance Section Chief, and other members of the Incident Management Team, Area Command Team, and other administrative sections within the host agency.
- Coordinate with Finance Section Chief for a daily flow of information. This will include a report of current progress of incident business administration operations and copies of the current cost projections and obligations.
- Attends incident planning meetings. Represents the agency and assists the Incident Management Team in strategic planning, transitions or significant changes in status.
- Provides guidance to administrative representative or agency administrator for the need to assign a Liaison to ensure all payment packages are complete prior to transmittal to a Payment Center.
- Represents the agency in cost management activities and works with the team to ensure cost control measures and other fiscal controls are in place. Specifically, the IBA will monitor, track and document their involvement in cost containment items such as WFSAs, Cost Share Agreements, and daily costs/obligations COST reports. Special emphasis will be placed on reviewing large cost centers.
- Will review questionable orders as requested by the Buying team or Expanded Dispatch, and hold until clarification is made with the IMT. Questionable items, which cannot be resolved between the IMT and the IBA, will be discussed with the Agency Administrator for resolution.
- Provides advice to the agency and the Incident Management Team(s) concerning local, regional and national incident business management

policies. The IBA will provide communication links, guidance, and advice to facilitate efficiency in business management practices.

- Reviews incident business administration practices to ensure compliance with approved practices, and obtains necessary information or interpretations of laws, regulations, and agreements as needed to efficiently and effectively accomplish administrative practices.
- Specifically monitors business administration activities at Expanded Dispatch, Buying Teams, ICP or any other sites that may support the incident. The IBA has full access to any and all administrative functions of the incident, and is expected to make frequent site visits to all support locations.
- Verify the Incident Management Team has an established process to ensure that property is tracked, recovered, and/or disposed of properly on the incident
- Advises the Incident Commander, Agency Administrator, agency administrative representative and/or interagency coordinating groups such as MAC and Area Command teams of the need for special support units such as Buying Units, Payment Liaison Teams, Claims Teams, or other support as needed.
- Participates in the Incident Management Team initial briefings and exit meeting and provides a critique of team incident business activities to both the Agency Administrator and the team.
- Represents the agency in other related activities as needed and identified by the Agency Administrator or as requested by the Incident Commander or Area Command.
- May serve in the same role as identified above in BAER and post fire activities.
- Provides briefings to the Agency Administrator, MAC, Area Command and agency administrative representative, as needed.
- Other:

The Agency Administrator is the primary point of contact, but coordination will be maintained with _____.

(Agency Administrator)

cc: Unit Managers
Incident Management Teams

APPENDIX F Regional and Local Unit Links

Additional information Regional and Local Unit links:

- AD payment batch transmittals requirements/unique identifiers - http://www.fs.fed.us/fire/ibp/incident_payments/2008_incident_procedures/2008_ASC_incident_procedures.doc
- Final incident packages <http://www.nifc.gov/records/index.html>
- I BPA payment transmittals requirement - http://www.fs.fed.us/fire/ibp/incident_payments/2008_incident_procedures/2008_ASC_incident_procedures.doc
- ASC Claims Link - <http://fsweb.r3.fs.fed.us/asc/bfm/programs/financial-operations/claims/index.php>
- Link to the Incident Business Practices website http://www.fs.fed.us/fire/ibp/incident_payments/incident_payments.html
- Link to the National Interagency Dispatch Standard Operating Guide for Contracted Resources May 2009 <http://www.nifc.gov/nicc/logistics/references.htm>

APPENDIX G

Restricted/Prohibited Items

The following items are either restricted from purchasing, or limited in some manner. Take into account local considerations (i.e. a remote location with limited services and supplies verse being in or adjacent to a full service community where the needed resources are readily available) when applying this direction. Assigned Supply Unit Leaders and/or buying unit teams will refer to this list when purchasing supplies and services for incident operations.

Prohibited Items

- ✓ Alcoholic beverages
- ✓ Clothing, buttons, stickers, hats, etc., with special or specific printing, coloring, or logos
- ✓ Plants & Flowers
- ✓ Fees for the use of recreational facilities (i.e. hot springs)
- ✓ Massage or other therapist services
- ✓ Concessionaire payments for use of Federal Lands
- ✓ Vitamins and mineral supplements

Restricted Items

- ✓ Local purchase of newspapers for the incident will be limited to 5 per day per incident up to 250 individuals then limited to 1 for every 50 personnel per day. (Type I or II incidents)
- ✓ Special clothing (swimsuits, caulk boots, etc)
- ✓ Pillows or sleeping bags (other than regular GSA, fire cache type)
- ✓ Orders for specific magazines, newspapers, or other literature
- ✓ WCF and GSA Vehicle modifications/repairs will be coordinated through the local fleet manager
- ✓ Uses of motels, hotels, or other commercial rooms are a very rare exception for personnel assigned to an Incident base. Any exception to this must be approved in advance by the IBA/AA. If not approved employee will not be reimbursed.
- ✓ Barbers will only be provided for the military at their request
- ✓ Agency policy will be followed for approval on purchase of all telecommunications equipment
- ✓ Automatic Data Processing Equipment unless approved by agency Information Resource personnel

Specialty Items/Services:

The Agency Administrator has the authority to establish additional purchasing restrictions or limitations on specialty items. This authority may be delegated to the AR or IBA in writing. The following list is not all inclusive and agencies should add items as necessary. (Host incident Agency Administrators need to designate the level of approval – i.e. FSC has authority to approve the purchase of cameras or the AR/IBA is the approving officer for cellular telephones).