Miami-Dade County informs

End-User Training Guide

Course Code: HCM 201

Course: Emergency Management Assistance

System Solutions (EMASS)

Course Overview

Course Description

This course provides a comprehensive review of the Business processes for Emergency Management Assistance System Solutions.

This course consists of the following modules:

- Module 1: Course Introduction
- Module 2: Emergency Management Assistance System Solutions
- Module 3: Course Summary

Training Audiences

The following audience(s), by INFORMS Security role(s) are required to complete this course prior to being granted related INFORMS access:

EMASS Liaisons

Prerequisites

Participants are required to complete the following End-User Training courses prior to starting this course:

ESS 203 – Employee Self Service - Time Management

Other Related Courses

Participants can attend the other related courses to Emergency Management Assistance System Solutions:

N/A

Delivery Method

This course is intended to be delivered through Instructor-led Training.

Estimated Duration

The total duration of this course, when delivered through Instructor-led Training, is

4 hours



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Topics

This module covers the following topics:

- Course Administration and Logistics
- Learning Objectives
- Roles and Responsibilities
- Navigation
- Key Changes to the Business Process
- The End-to-End Business Process
- Introduction to Demonstrations and Exercises



Course Administration and Logistics To receive credit for completing this course, which is necessary to be granted INFORMS access for performing related tasks in INFORMS, participants must:

- Actively participate in class, and ask questions as needed
- Please turn off cell phones, and refrain from the use of email and the Internet
- Take breaks as scheduled and return to the classroom promptly



Course Learning Objectives

Course Learning At the conclusion of this course, participants will be able to complete:

- EMASS Entries
- EMASS Approvals



Training Audience:

The following roles are associated with this course and will play a part in conducting the related business processes for the County:

Roles and Responsibilities **EMASS Liaison:** The EMASS Liaison is responsible for monitoring the submission of Labor, Equipment and Materials Charges. Additionally responsible for the approval or ad-hocing approval charges when necessary.



Navigation Navigation: Employee Self-Service





Key Changes to the Business Process

The purpose and benefits of the Emergency Management Assistance System Solutions business process include:

- Reduction of paper processes (Electronic workflows)
- Validation against timesheet submission
- Reduction of processing time
- Enhanced Reporting

Description of the Solutions

The Emergency Management Assistance System Solutions (EMASS) provides the County with the capability to enter, monitor and track labor, equipment and material charges related to a county-wide emergency event (e.g., hurricane, COVID, etc.) that receives funding from a federal or state agency (e.g., FEMA, Department of Treasury, etc.)

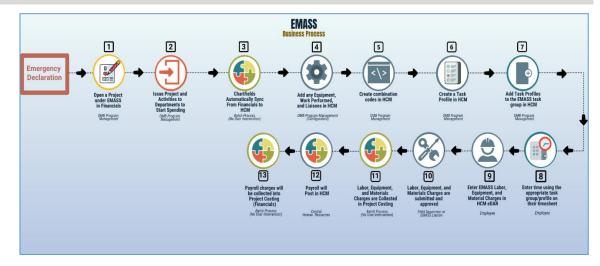
The student guide will help employees understand the EMASS Business Process and the steps needed to charge Labor, Equipment and Materials for Emergency Events using these new solutions.

Scope of EMASS Usage

EMASS will be used to record labor, equipment, and materials **only** when there is a **county-wide** emergency event to which Federal or State funding/reimbursement will be applied.



The End-to-End Business Process



The actions taken in the initial minutes of an emergency are critical. Upon declaration of an Emergency, the OMB Program Management team, will advise County Department that they should start documenting their costs. This includes the documentation and charging of Labor, Equipment and Materials Charges.

The new EMASS business process crosses INFORMS Financials and INFORMS Human Capital. The below is a high-level overview of the process.



The End-to-End Business Process When an emergency event is declared the following actions will occur:

OMB Program Management

- 1. Set up Program and Projects in INFORMS Financials
- 2. Set up Combo Codes and Task Profiles in INFORMS Human Capital
- 3. Advise Departments' EMASS liaisons (formerly FEMA liaisons) of the Projects to charge against in Financials
- **4.** Advise Departments' EMASS liaisons (formerly FEMA liaisons) which Task Group and Task Profiles to charge Labor, Equipment and Materials charges against

EMPLOYEES

- 1. Charge time against the appropriate Task Group and Task Profile in Timesheet
- 2. Charge Labor, Equipment and Materials against Task Profile in EMASS form
 - a. Each location and/or Field Supervisor requires a separate INFORMS EMASS entry
- **3.** Submit for approval to the field supervisor who oversaw the specific work at specific location

FIELD SUPERVISOR

1. Review and Approve/Deny Labor, Equipment and Materials Charges

EMASS LIAISON

- 1. Monitor Submission of Labor, Equipment and Materials Charges
- 2. Approve or ad-hoc Charges when necessary



Introduction to Demonstrations and Exercises Users will take part in three types of hands-on learning throughout this course: Instructor Demonstrations, Training Activities, and Training Exercises. The definitions and descriptions of each are below.

Instructor Demo



Instructor demonstration activities involve a walk-through of tasks and processes in INFORMS. Instructors will demonstrate how to perform these activities while users follow along.

Training Activities



Users will perform tasks and processes in the INFORMS training environment by using the Training Activity and Data Sheet provided, and by using this training guide as a reference.

Training Exercises



The instructor will ask questions related to the lecture content and training activities, which are used to check users' knowledge and understanding of course content.



Module 1: Course Introduction Summary The following key concepts were covered in this module:

- Course Administration and Logistics
- Learning Objectives
- Roles and Responsibilities
- Navigation
- Key Changes to the Business Process
- The End-to-End Business Process
- Introduction to Demonstrations and Exercises



Module 2: Emergency Management Assistance System Solutions

Module 2: This module includes the following lessons:

Course Introduction Summary

EMASS EntriesEMASS Approvals



Lesson 1: Overview

At the conclusion of this lesson, you will be able to:

- Timesheet Entries
- EMASS Work Performed Entries
- Making Adjustments
- Sample of Errors



Lesson 1: Introduction

The recording of emergency-related transactions starts with the Time Entry. This is accomplished in the Timesheet. The employee and/or timekeeper will enter the time worked per day and will associate to it the designated emergency task group and task profile.

After time is entered in the Timesheet, the employee will be able to enter in the EMASS form the specific labor, equipment and/or materials used during the work performed for the Emergency Event.



Lecture 1: Timesheet Entries

The process illustrated below displays the necessary steps to enter time worked for an Emergency Event.

Assigning a Task Group and Task Profile to the time entry for the specific emergency event ensures that the time worked on the emergency is recorded properly. This is required for reporting and obtaining reimbursement from federal funding agency (e.g., FEMA, Department of Treasury, etc.) in charge.

The Task Group and Task Profile will be provided to the EMASS Liaison by OMB Program Management Office to the Departments' EMASS Liaison and DPR for distribution to the employees.

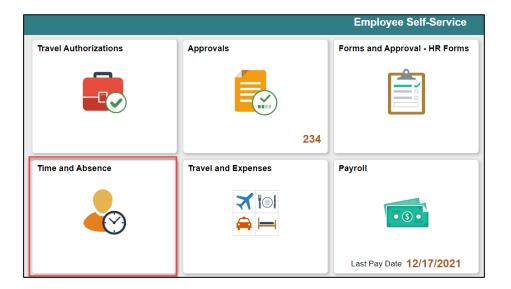
- 1. Log into INFORMS.
- 2. Select the **Employee Self-Service** tile.



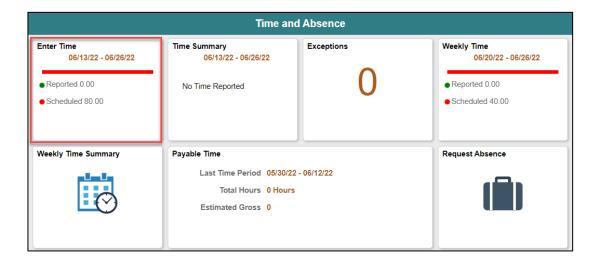


Lecture 1: Timesheet Entries

3. Select **Time and Absence**.

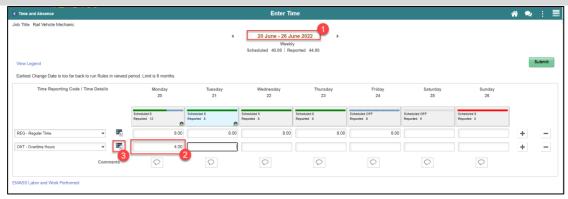


4. Select the **Enter Time** tile.

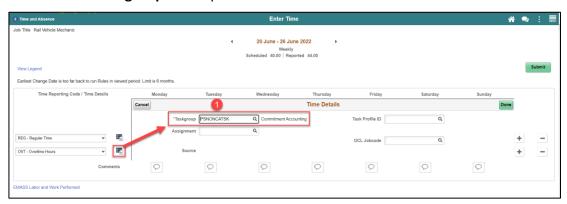




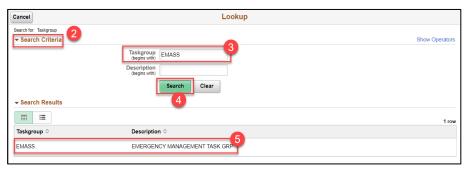
Lecture 1: Timesheet Entries



- 5. Select the Time Period to Report.
- 6. Timesheet:
 - a. Enter your time reporting by day and Time Reporting Code
- 7. Select the **Time Details** Icon to **assign the proper Task Group and Task Profile**. Time entered must be assigned to the specific Emergency Event by attaching the Task Group and Task Profile provided by the Department's EMASS Liaison/DPR.
- 8. Select the **Taskgroup** Look up.



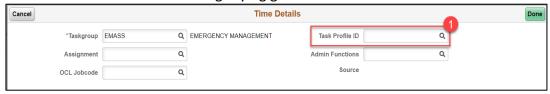
- 9. Select Search.
- 10. Enter **EMASS** in the Taskgroup.
 - a. If you are in Aviation, Water and Sewer or Public Housing. You will leave the default Taskgroup.
- 11. Select Search.
- 12. Select **EMASS** in the Taskgroup.



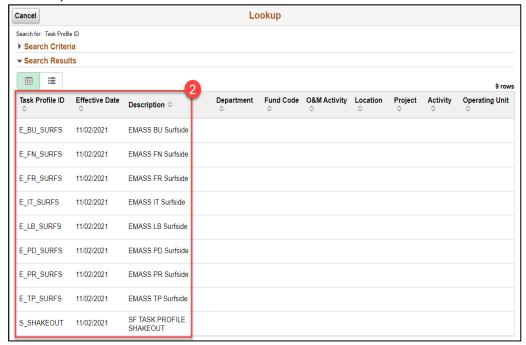


Lecture 1: Timesheet Entries

13. Select the Task Profile ID magnifying glass.



14. Select the correct **Taskprofile** issued to you by your Department's EMASS Liaison/DPR.



15. Select Done.





Lecture 1: Timesheet Entries

16. If you have additional time to charge, you may add new rows to your timesheet by selecting the Plus (+) button.



- 17. Select **Submit** Before submitting, verify that you have entered all the time worked on the day with proper use of the Task Group and Task Profile for Emergency Event reporting.
 - a. An icon should appear on the timesheet. This indicates the timesheet has been submitted.
- 18. INFORMS will show the following message:



In order to proceed with entering your EMASS Emergency form, you must **submit** the timesheet. The timesheet does not need to be approved to begin this process; however, must be approved to submit the EMASS Emergency Form.

Please Note that the Timesheet will be approved by your payroll supervisor.



Lecture 1: Timesheet Entries

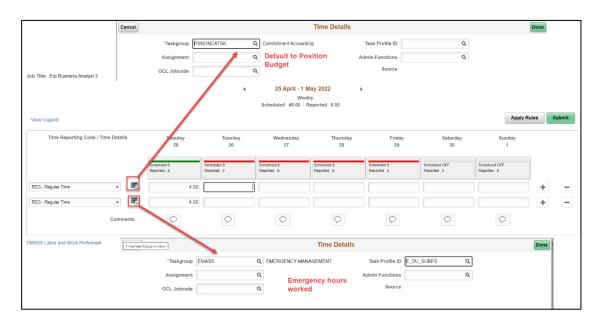
Examples of Transactions

This lesson will be covering three different examples of transactions.

Example 1

A salaried employee works 4 hours in regular job and 4 hours in the Emergency Event, employee will need to

- Enter one row of regular time with 4 hours. This row is defaulted to the position budget.
- Add a second row of regular time with 4 hours and attach to it the designated EMASS Task Group and Task Profile.



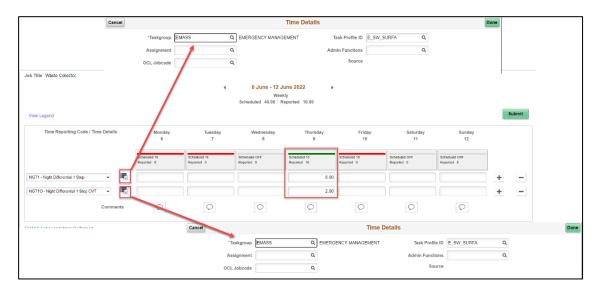
Example 2

An hourly employee works 10 hours in cleaning debris from 8:00 pm to 6:00 am on the following day. He receives night differential.

- Since this is the employee's shift, the hours will be recorded on the day he/she starts the shift.
- Cleaning debris work performed was divides as follows:
- Regular 8 hours will be assigned the designated Task Group/Task Profile
- Overtime 2 hours will be assigned the designated Task Group/Task Profile
- Enter the Night Differential TRC line and assigned the designated Task Group/Task
 Profile



Lecture 1: Timesheet Entries



Example 3

A police officer works 24 hours in Alpha/Bravo shift doing security protection work.

- Employee will enter 24 hours in the given day
- Employee will have several TRCs that will apply
- Employee will need to enter Task Group and Task Profile for each of the TRC codes





Lecture 2: EMASS Work Performed Entries After **submitting** the time in the timesheet with the proper Emergency Event Task Group/Task Profile, labor, equipment and/or materials can be entered on the EMASS Emergency Form.

Note that the timesheet does not need to be approved to start the process of entering daily EMASS Emergency forms. However, the EMASS Emergency form cannot be submitted until such time that your timesheet has been approved.

Entering EMASS transactions follows these general steps -

- 1. Starting the EMASS entry by selecting a specific date
- 2. Selecting Field Supervisor and Location these apply to the labor, equipment and/or materials to be entered
- 3. Entering Labor Charges (always required)
- 4. Entering Equipment Charges, if applicable
- 5. Entering Materials Charges, if applicable
- 6. Attaching any necessary documents.

Entry into EMASS requires the following information -

- Selection of date Every entry into EMASS must have hours entered in the Timesheet with the Emergency Event's Task Group/Task Profile for the date selected.
- Field Supervisor Supervisor who was on the field when the work was performed.
 This supervisor will be asked to approve the labor, equipment and materials entered in the EMASS form.
- Location Location identification where the work was performed for the hours reported in the timesheet as selected in the date above.
- Entry into EMASS for work performed must take into consideration the combination of date, field supervisor and location.
 - Multiple entries can be made when necessary to take into consideration work performed for specific combinations of date, field supervisor and location not to exceed the total number of hours entered in the timesheet for the date.
- Work performed Should be as explicit as possible, this is not the same as the TRC or the Task Profile. User will be able to select from a drop-down list.



Lecture 2: EMASS Work Performed Entries Several basic edits are applied to the EMASS entry -

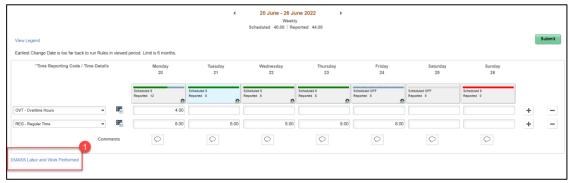
- Labor Hours Hours entered in the Labor Work Performed section of the EMASS form for a specific day cannot exceed the hours entered in the timesheet for the same day and designated with the proper Task Group/Task Profile.
 - o Multiple rows can be used to address different work performed under the same Field Supervisor in the same Location.
- Equipment Charges Multiple rows can be used to record all the equipment used during the specific date/field supervisor/location combination for the specific work performed.
- Equipment Charges Unit of Measure When unit of measure is Hours, a single row may not exceed the summation of hours entered against the task group/task profile on the timesheet. This is the same task group/task profile combination on the labor charged section.
- Task Profile -Can only choose from the Task Profiles entered in the timesheet.



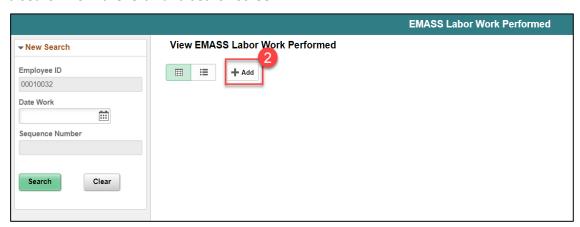
Lecture 2: EMASS Work Performed Entries

Starting the EMASS Entry

1. Select the EMASS Labor and Work Performed link, which is located on the bottom left of the timesheet.



- 2. Select the **+ADD** button.
- **If an employee has already entered any EMASS Labor Work Performed, they may do a search from the left-hand search screen.

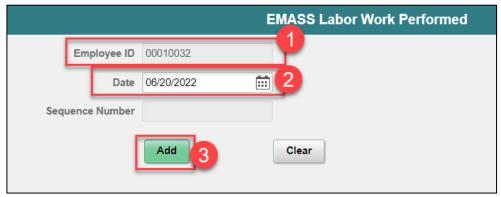


- 3. Enter an **Employee ID** (make sure to include leading zeroes to complete 8 characters)
- 4. Select the Date.
 - a. This is the date for which time was entered under an EMASS task profile on the timesheet.
 - b. Note: Employees of **AV**, **WS** and **PH** can choose are not tied to the EMASS task profile; therefore, they will be allowed to choose any date for which they have entered time in Timesheet.



Lecture 2: EMASS Work Performed Entries

Select Add.



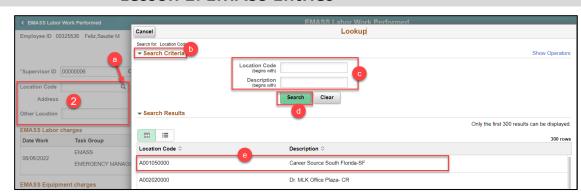
- 6. Enter your Immediate Field Supervisor ID
 - a. Errors in this field may result in the INFORMS EMASS form being denied.
 - b. You may search, by selecting the look up icon. You may search by emplid, FirstName, Last Name or Business Unit (see screenshot searching by name)
 - c. Select Search
 - d. Select your field supervisor



- Enter either a Location Code or if the Location code is not found, enter other Location
 - a. You may search for a Location Code by selecting the lookup icon.
 - b. Select Search Criteria
 - c. Search by location code or description
 - d. Select Search
 - e. Select a location



Lecture 2: EMASS Work Performed Entries



**One INFORMS EMASS form should be submitted for every different Date-Field Supervisor- Location combination



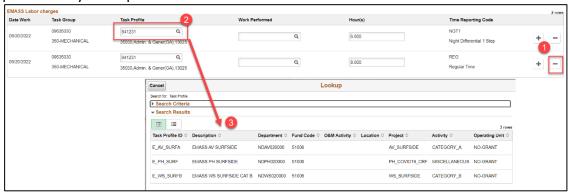
Lecture 2: EMASS Work Performed Entries **Entering EMASS Labor Changes**

In the EMASS Labor Charges section:

- 1. Select Work Performed associated with the Hours worked
- 2. Hours will default based on the timesheet
 - a. You should report only hours based on the date, field supervisor and location combination selected at the beginning
- 3. To enter a different work performed for the same field supervisor and location combination, select the Plus (+) button.
 - a. Summation of hours reported cannot exceed hours reported on the timesheet for the EMASS task profile



If you are in **AV, WASD or PH**. You will need to delete rows that **DO NOT** pertain to Emergency Work. Additionally, you will need to select the EMASS task profile that pertains to your department.





Lecture 2: EMASS Work Performed Entries

Entering EMASS Equipment Charges

In the EMASS Equipment Charges section:

- 1) Enter the Cost Code
 - a) This is the Cost Code from FEMA
- 2) Equipment Details:
 - a. Enter the Asset Management Business Unit (from Financials)
 - b. Enter the Asset ID (if not known, enter Not Known)
 - c. Enter the Make and Model if available
 - d. Enter the Year if available

3) Enter the Quantity

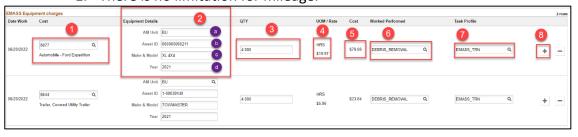
a. For Unit of Measure of Hours, a **single row may not exceed the summation of hours** entered against the task profile/work performed combination on the timesheet. This is the same task profile/work performed combination on the labor charged section.

4) UOM/Rate

a. Defaults based on Cost Code selected

5) Cost

- a. Automatically calculates (Qty * UOM/Rate)
- 6) Select the Worked Performed
 - a. This is worked performed as chosen in the Labor Charges
- 7) Select the **Task Profile** against this Charge
 - a. The only available Task Profiles to choose from will be those entered in the timesheet.
- 8) For additional rows, select the plus (+) button
 - a. For any additional Equipment entered, the entry rules are as follows:
 - i. For Hours UOM:
 - 1. You may not exceed, on any individual line, the hours on your timesheet/labor charge for a Work Performed/Task profile combination
 - ii. For Mileage UOM:
 - 1. There is no limitation for mileage.





Lecture 2: EMASS Work Performed Entries

Entering EMASS Materials Charges

In the EMASS Materials Charges section

- 1. Enter the Item ID
 - a. This is a free form field.
- 2. Enter the Quantity
- 3. Select a Unit of Measure
- 4. Rate
 - a. Enter the Rate for this item
- 5. Cost
 - a. Automatically calculates (Qty * Rate)
- 6. Select the Worked Performed
 - a. This is worked performed as chosen in the Labor Charges
- 7. Select the **Task Profile** against this Charge
 - a. The only available Task Profiles to choose from will be those entered in the timesheet.
- 8. For additional rows, select the plus (+) button





Lecture 2: EMASS Work Performed Entries

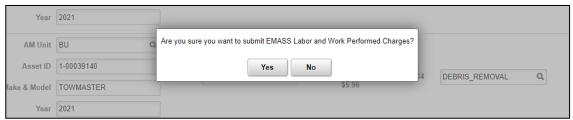
Entering Attachments

In the attachments section,

- 1. Enter any relevant documentation by selecting **Add Attachment**.
- 2. Select Save
- 3. Select Submit



4. When pressing submit, INFORMS will prompt you to verify, press "Yes" if ready to submit.



^{**}Please review the INFORMS EMASS Form for accuracy. Any forms that are denied will have to be re-submitted.

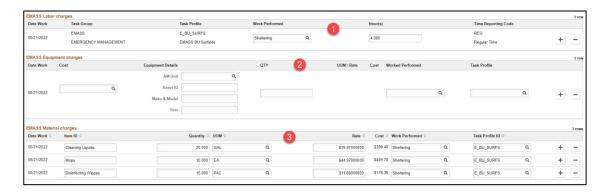


Lecture 2: EMASS Work Performed Entries

Example of Transactions – EMASS entries Example 1 –

Salaried employee who worked only 4 hours in the Emergency Event. The employee was performing sheltering work; because of a need to expand the shelter, the employee used certain materials to finalize the reading of the new area.

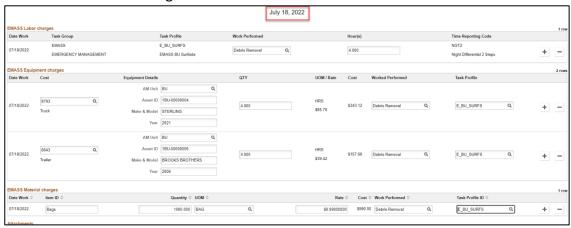
- Work Performed: sheltering
- Equipment: none
- Materials: cleaning liquids, mops, disinfecting wipes.



Example 2 -

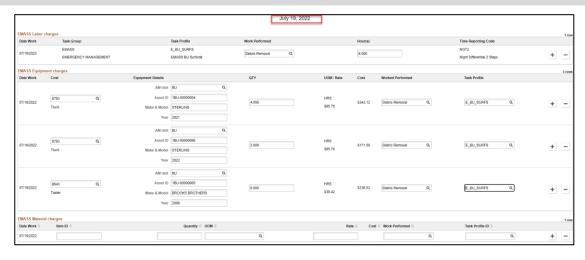
An hourly employee works 10 hours in cleaning debris from 8:00 pm to 6:00 am on the following day. He receives night differential. The truck in used broke down at hour 7 requiring the use of another truck with the same trailer.

- Work Performed: debris removal
- Equipment: truck and trailer for 8 hours; 2nd truck and same trailer for 2 hours
- Materials: 1000 bags





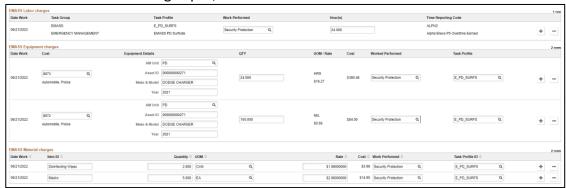
Lecture 2: EMASS Work Performed Entries



Example 3 -

A police officer works 24 hours in Alpha/Bravo shift doing security protection work.

- Work Performed: security protection
- Equipment: cruiser
- Materials: disinfecting wipes, masks.



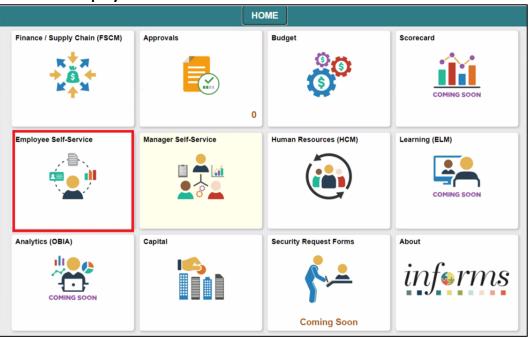


EMASS Work Performed Entries

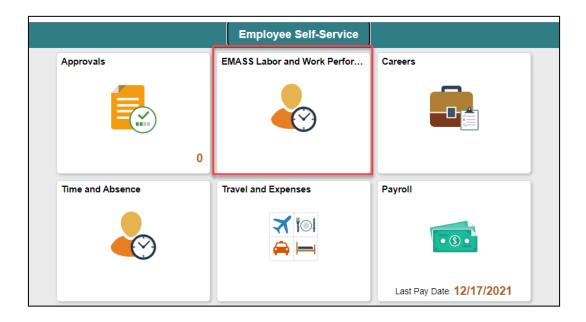
Denials

If EMASS entry is denied, employee will be notified to fix the entry. Follow steps on Making Adjustments section.

- 1. Log into INFORMS.
- 2. Select the **Employee Self-Service** tile.

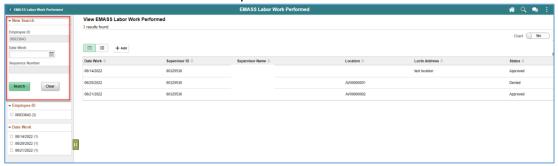


3. Select EMASS Labor and Work Performed.

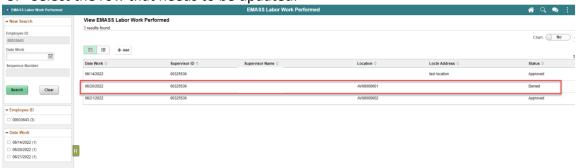




EMASS Work Performed Entries 4. Search for the EMASS Form to update.



5. Select the row that needs to be updated.

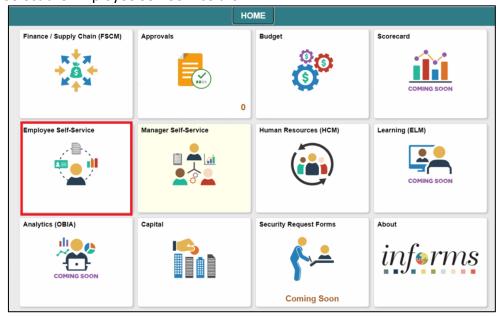


- 6. Make necessary adjustments.
- 7. Select submit.

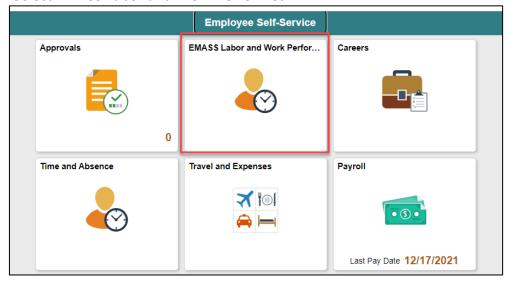


Lecture 3 Making Adjustments If an adjustment needs to be made on the EMASS form, please do the following:

- 1. Log into INFORMS.
- 2. Select the Employee Self-Service tile.



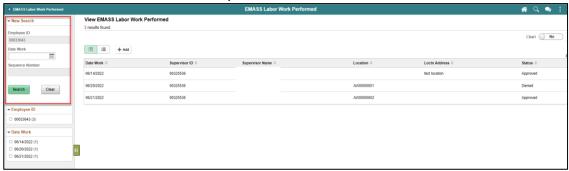
3. Select EMASS Labor and Work Performed.



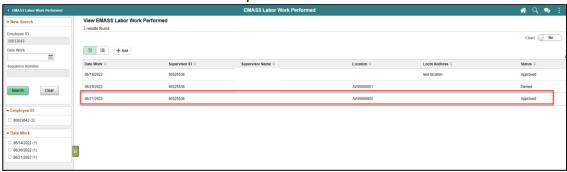


Lecture 3 Making Adjustments

4. Search for an EMASS Form to update.



5. Select the row that needs to be updated.



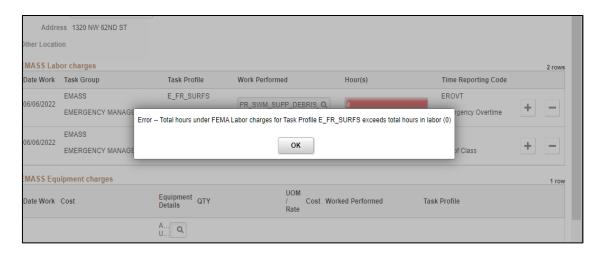
- 6. Make necessary adjustments.
- 7. Select submit.



Lecture 4 Sample of Errors

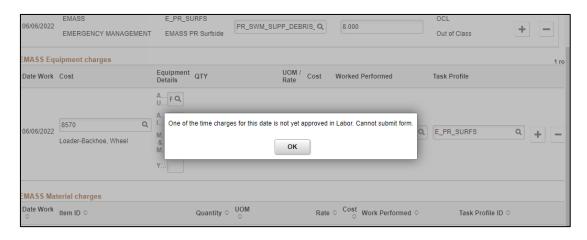
1. When you attempt to split labor into two rows, if hours are not adjusted on the first row and then the 2nd row, you may receive the below error.

To correct this error, clear both entries and enter the hours on the first line and then enter the hours on the 2nd row.



2. When you attempt to submit your EMASS form, you may receive a 'Cannot submit form error'.

To correct this error, verify that your timecard has been approved. Your timecard must be approved prior to submitting the EMASS form.





Key Terms

The following key terms are used in this module:



| Term | Definition |
|------|------------|
| N/A | N/A |



Lesson 1: Training Activity 1

Demonstration

The Instructor will now demonstrate how to execute the business process through the INFORMS training environment.

Scenario

Enter labor and work performed.

Instructions

This activity is will be performed individually; you must complete it on your classroom workstation using the INFORMS training environment. Your Instructor will tell you how to log into INFORMS.

You will determine how to perform the activity by following the data sheet, and by using the training materials as reference tools.

There are Instructors in the room to assist if you have questions.



Lesson 1: Training Exercise

Debrief



| 1. | Will an employee be notified if EMASS entry is denied? |
|----|--|
| | |
| | |
| | |



Lesson Summary



Now that you have completed the lesson, you should be able to:

- Timesheet Entries
- EMASS Work Performed Entries
- Making Adjustments
- Sample of Errors



Lesson 2: Overview

At the conclusion of this lesson, you will be able to:

- EMASS Approvals Flow
- Approving/Denying an EMASS Entry
- Monitoring EMASS Entries



Lesson 2: Introduction

The Field Supervisor is responsible for reviewing and approving/denying the labor, equipment and/or materials charges entered via the EMASS form.

If the Field Supervisor is no longer in the County's employment (e.g. retired), INFORMS will re-route the EMASS approval to the Department's EMASS Liaison for handling.

The EMASS Liaison can review and approve/deny the charges or ad-hoc the EMASS form to another field supervisor or assistant who can review the entries.

Time entries made in the Timesheet will all be reviewed and approved by the payroll supervisor. This includes any entries that have Task Group/Task Profile attached to an Emergency Event.



Key Terms

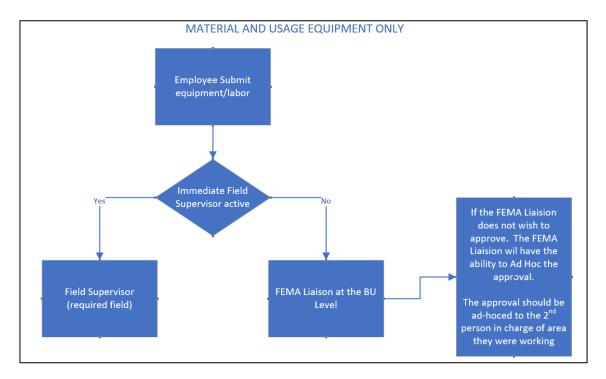
The following key terms are used in this module:



| Term | Definition |
|------|------------|
| N/A | N/A |



Lecture 1: EMASS Approvals Flow Labor, Material and Equipment charges follow the below approval.



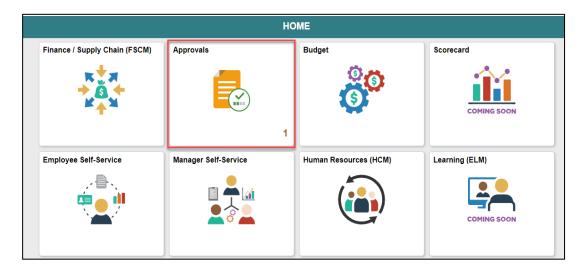


Lecture 2: Approving/

Denying an EMASS Entry

Following are the steps to Approve/Deny an EMASS entry.

- 1. Log into **INFORMS**.
- 2. Select the **Approvals** tile.

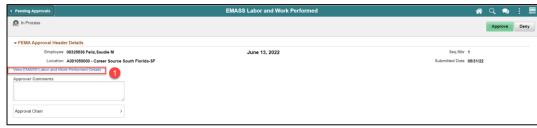


- 3. Select **EMASS Labor and Work Performed** on the left-hand navigation
- 4. Select the entry for approval

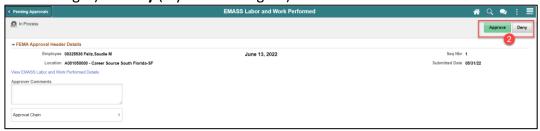




Lecture 2: Approving/ Denying an EMASS Entry 5. To view the details of the entries, select the **View EMASS Labor and Work Performed Details** link



6. Once the EMASS charges have been reviewed, Select either **Approve** (if you agree with charges) or **Deny** (if you do not agree).





Lecture 3: Monitoring EMASS Entries Reports will be available to the EMASS liaisons to monitor the entry of EMASS transactions as well as any pending approvals.



Lesson 2: Training Activity 1

Demonstration

The Instructor will now demonstrate how to execute the business process through the INFORMS training environment.

Scenario

Approving an EMASS entry.

Instructions

This activity is will be performed individually; you must complete it on your classroom workstation using the INFORMS training environment. Your Instructor will tell you how to log into INFORMS.

You will determine how to perform the activity by following the data sheet, and by using the training materials as reference tools.

There are Instructors in the room to assist if you have questions.



Lesson 2: Training Exercise

Debrief



| 1. Will reports be available to the EMASS liaisons to monitor the entry of EMASS transactions? |
|--|
| |
| |
| |



Lesson Summary



Now that you have completed the lesson, you should be able to:

- EMASS Approvals Flow
- Approving/Denying an EMASS Entry
- Monitoring EMASS Entries



Module 3: Course Summary

Objectives Achieved



Congratulations! You have completed the Emergency Management Assistance System Solutions course. You now should be able to:

- EMASS Entries
- EMASS Approvals

Next Steps

Now that you have completed the course, please make sure to complete the following tasks:

- Course assessment (tests your knowledge of the content)
- Course evaluation (collects course feedback)
- Log off your workstation



Reference Materials

Reference Materials



If you have further questions about any of the topics presented in this course, use the following resources:

User Productivity Kits

- Submit Time (Submit Time through Timesheet)
- Submit Time (Adjust Time through Timesheet)

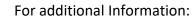
Job Aids

• Time and Leave – Charging Time in Task Profile



Reference Materials

Reference Materials



• www.miamidade.gov/informs



Glossary

Key Terms

The following key terms are used in this course:



| Term | Definition |
|------------------------|---|
| EMASS | Emergency Management Assistance (formerly known as FEMA) |
| Time Reporting | The process of recording your time |
| Time Reporting Code | Codes are often mapped to Payroll Earning Codes or Absence Management codes to allow Payroll to process time for both Time Labor and Absence Management |
| Task | A specific types of task data you can capture when time is reported |
| Task Group | A taskgroup represents a group of time reporters with similar time and task reporting requirements |
| Task Profile | Task profiles enable you to specify default values for the task elements. |
| EMASS Form | Formerly known as the eDAR. The new INFORMS form to charge Labor, Equipment and Materials charges against a County wide event. |
| EMASS Liaison | Individual appointed in your business unit to act as a link to assist the communication between OMB Program Management department and the business unit. |