



FEMA GO Frequently Asked Questions

The Federal Emergency Management Agency Grants Outcomes (FEMA GO) is the new grants management system that will support FEMA grants programs. The system is designed to allow users to apply, track, and manage all disaster and non-disaster grants.

The Assistance to Firefighters Grant (AFG), Staffing for Adequate Fire and Emergency Response (SAFER) grant, and Fire Prevention and Safety (FP&S) grant programs were the first to transition to using FEMA GO. The National Volunteer Fire Council (NVFC) has received a number of questions from members related to issues they are experiencing with the new system. In response, the NVFC worked with FEMA to develop answers to the following list of frequently asked questions.

1) Q: I'm having trouble with FEMA GO, what should I do?

A: Contact the AFG Program Help Desk at 1-866-274-0960 or firegrants@fema.dhs.gov. Contact information for all AFG technical assistance resources, including regional fire program specialists, can be [accessed here](#).

2) Q: What can I do in FEMA GO?

A: FEMA GO is relatively new and new features are still being developed. Currently, grantees can view their grant award documentation and submit payment requests in FEMA GO. Grantees *cannot* submit performance or financial (SF-425) reports in FEMA GO, though these features will be added at a later date. While the grant amendment module is available in FEMA GO, it is not fully functional and submitting an amendment request through FEMA GO may delay your ability to request funds. *Please see the FAQ for amendment requests below.*

3) Q: I submitted a reimbursement request through FEMA GO but haven't heard anything from FEMA or received the money. What should I do?

A: Contact the AFG Program Help Desk at 1-866-274-0960 or firegrants@fema.dhs.gov. Contact information for all AFG technical assistance resources, including regional fire program specialists, can be [accessed here](#).

4) Q: How do I submit a grant amendment request?

A: At this time, all grantees are advised to NOT submit an amendment request through FEMA GO as it may delay your ability to request funds. If you need to submit a grant amendment request, please contact the AFG Program Help Desk who can assist grantees with grant amendment requests on a case-by-case basis.

5) Q: How do I submit performance reports for my grant as outlined in the Notice of Funding Opportunity (NOFO)?

A: The module for submitting performance reports has not been released in FEMA GO yet. Grantees are advised to develop performance reports in a word processing document and save it in your files so that you are ready to submit it when FEMA GO is ready to accept it. Please refer to the NOFO for your type of grant for more information about the reporting schedule and for specific performance metrics that must be included in this reporting.

6) Q: How do I submit federal financial reports (SF-425) as outlined in the NOFO?

A: The module for submitting federal financial reports has not been released in FEMA GO yet. Grantees are advised to familiarize themselves with the [federal financial report SF-425 form](#) and be prepared to submit a cumulative SF-425 financial report when this module become available in FEMA GO. Typically, this report is due semi-annually.

7) Q: Will I be penalized for not submitting required grant reports that FEMA is unable to receive?

A: Grantees will not be penalized for failing to submit required grant reports while FEMA is unable to accept them. However, grant reports will still be required to be submitted whenever FEMA is able to accept them.

8) Q: What documentation do I need to maintain for my grant?

A: Grantees may be subject to periodic monitoring by FEMA to ensure compliance with federal and state laws, regulations, and guidance. Grantees are strongly advised to maintain accurate grant files including detailed financial records, reports, and more.

Examples of items to be retained may include:

- Accounting policies
- Audit reports
- Budget reports
- Cancelled checks
- Competitive quotes for proposals
- Contracts/leases
- Evidence of financial tracking (chart of accounts, general ledger, spreadsheets, list of items purchased, etc.)
- Evidence of NFIRS reporting
- Evidence of equipment or property tracking
- Federal financial reports (SF-425)
- Invoices
- Payroll records (timesheets, position descriptions, organizational chart, payroll registers)
- Performance reports (incorporating any metrics outlined in the NOFO)
- Purchase orders
- Procurement policies (including ethics statement for employees involved in procurement policy)
- Receipts
- Sole source justifications