

# With ARRO, CMD Receives 80% of Eligible Reimbursements by Close of Fiscal Year 2020/21



From wildfires to pandemic response to civil unrest, the 2020/21 fiscal year brought unprecedented challenges with emergency situations throughout the state of California. The California Military Department (CMD) used ARRO to track \$55 million in personnel, tactical/non-tactical equipment, and aviation expenses. **ARRO enabled CMD to receive cash reimbursement for 80% (approximately \$45 million) of reimbursable expenses by the end of the fiscal year.**

## The Challenge

California responded to numerous large-scale emergency activations in the 2020/21 fiscal year, including five of the ten largest California wildfires in history: the August, SCU Lightning Complex, Creek, LNU Lightning Complex, and North Complex fires. The 2020/21 wildfire season was one of the worst on record, burning over 6,500 square miles.



COVID-19 required consistent response to promote and maintain public health and safety, ensure adequate testing, and achieve successful and efficient administration of vaccines. Civil unrest posed an additional challenge, especially in connection with the urgency of COVID response.

In addition to responding to these numerous emergencies, CMD had to ensure that they accurately and completely tracked and claimed reimbursement from various federal and state agencies such as FEMA, US Forest Service, CalFire, and several others. Submitting reimbursement claims required methodically tracking personnel, equipment, and aviation costs, accurately compiling receipts and supporting documentation, and submitting these according to reimbursing agency guidelines.

## The Solution

CMD used ARRO to track and submit reimbursement claims of over \$55 million. Notably, ARRO enabled CMD to do the following:

- **Recover \$45 million of \$55 million – 80% of eligible expenses – within the same year that the claims were produced**
- Submit claims quickly to take advantage of favorable reimbursement rules, facilitating higher reimbursement amounts due to timely submission
- Track expenses in real time and start the claims process while actively responding to these emergencies
- Accurately account for and receive reimbursement for high-dollar equipment assets such as fixed-wing and rotary aircraft.
- Close out missions within 30-60 days of the end of the event

**ARRO made it possible for CMD to Care for Their People, Respond Better, and Recover Faster.**

## Contact Us

Schedule a demo of ARRO today.

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Visit us at [www.isf.com/ARRO](http://www.isf.com/ARRO)

