

**MEMORANDUM OF UNDERSTANDING BETWEEN
DEPARTMENT OF SOCIAL SERVICES
Office of The Secretary
AND
*THE AMERICAN RED CROSS***

This Memorandum of Understanding (MOU) is entered into by the Department of Social Services (DSS), Office of the Secretary (DSS OS) and the American Red Cross.

I. Background

This MOU facilitates the working relationship between the aforementioned departments during times of emergency activation.

II. Liaison Officials

Name: Joshua Gill
Address: 627 North 4th Street, Baton Rouge, Louisiana 70802
Telephone: 225-342-4961 (office) 225-456-4343 (cell)
Email: jgill@dss.state.la.us

Name: Kelly Taylor-Forgar
Address: 10201 Celtic Dr., Baton Rouge, LA 70809
Telephone: 225-291-4533 (office) 225-229-7707 (cell)
Email: KTaylor-Forgar@usa.redcross.org

The above individuals shall serve as the contact for the following functions: fiscal and budgetary decisions, programmatic decisions, daily program operations, service delivery operations, and program monitoring.

III. Purpose

To describe the supporting role of the American Red Cross in support of the Department of Social Services in ESF-6 coordination and the delivery of Mass Care, Housing and Human Services during state assisted emergencies, as prescribed in the state ESF-6 plan.

IV. Statement of Work

A. The American Red Cross (ARC)

1. PREPAREDNESS

ARC will:

- Provide an inventory of shelter spaces that may be used for the general population.
- Provide an inventory of shelter spaces that may be used for the Critical Transportation Needs Population (CTN) up to 11,000 spaces.
- Provide an inventory of shelter spaces that may be used as billeting locations for the DSS staff that is taking part in operations related to the emergency.

- Provide necessary staff to facilitate both evacuees and staff sheltering operations.
- Collaborate with other partners, volunteer and government agencies, to define roles and responsibilities of each and depict each organizational capacity in the form of a matrix.
- Obtain relief supplies, first aid kits, etc. for use to establish resource rooms within shelters, to the extent feasible.
- Develop procedures including roles, responsibilities and tasks for coordination of agencies that emerge during emergency response.
- Develop plans and establish procedures for the management and processing of donated goods, including coordination with ESF-7 to provide for transportation of donations to various shelters as needed and to obtain back packs or tote bags for shelter residents.
- Establish plans and procedures for the set-up and functioning of child play centers at shelters, including plans for collection supplies for children such as games, activities, movies, etc.
- Establish standards and methods for training volunteers.
- Provide training for key employees on NIMS and ICS classes that are required by GOHSEP. All emergency support personnel engaged in emergency services delivery should complete the following Federal Emergency Management Agency (FEMA) Independent Study Courses (<http://training/fema.gov/EMIWeb/IS/>) by Sept 30, 2009:
 - *IS-100 Introduction to Incident Command System, I-100*
 - *IS-700 National Incident Management System (NIMS), An Introduction*

In addition to the above courses, all management support staff should complete the following training by Sept 30, 2009:

 - *IS-200 ICS for Single Resources and Initial Action Incidents*
 - *IS-800 National Response Plan (NRP), An Introduction*

The purpose of the FEMA Courses is to familiarize staff with the organizational structure of NIMS and ICS, which provides a consistent nation-wide standard for emergency management for all government, private-sector and other organizations during an emergency. Furthermore, compliance with these training requirements will position the state to continue to access federal emergency management grant funds. Additional required training for sheltering operations will include:

 - *Red Cross Shelter Training*
- Provision of updated information regarding availability of donated foods and services to the general public in coordination with 211 providers.
- Identify volunteers, per region, to aid in ESF-6 sheltering functions.

2. RESPONSE

The American Red Cross will:

- Provide shelter, food, and supply emergency first aid, etc. to the extent feasible.
- Provide information management through the 211 service.
- Assign personnel to maintain contact with EOC to execute missions in support of ESF-6.
- Establish a centralized donation process.

- Establish child play centers at shelters to the extent feasible.
- Establish resource rooms for shelter employees with relief supplies including staging of supplies including toiletries, linens, administrative supplies, etc.
- Maintain coordination with FEMA, and National VOAD to ensure living kits and other items to be provided to displaced citizens in short-term housing units are ready before citizens are moved from shelters into those units.
- Provide volunteers, per region, to support ESF-6 sheltering functions.

C 3. RECOVERY

The American Red Cross will:

- Provide support with information management through the 211 services.
- Assist with after-action assessment as required by ESF-6.
- Provide support in Disaster Recovery Centers for the provision of information, referral services and/or assistance with individuals and families applying for State and Federal aid.

A. DEPARTMENT OF SOCIAL SERVICES

1. PREPAREDNESS

The Department of Social Services will:

- Request an inventory of shelter spaces that may be used for the general population.
- Request an inventory of shelter spaces that may be used for the Critical Transportation Needs population.
- Coordinate with the American Red Cross to obtain relief supplies, first aid kits, etc. for use to establish resource rooms within shelters.
- Request plan and established procedures for the management and processing of donated goods, including coordination with ESF-7 to provide for transportation of donations to different shelters as needed.
- Establish shelter locations for victims of natural and/or technological disasters for mass care, housing and human services.
- Request identified staff trained for shelter operations, NIMS, ICS and Shelter training.
- Request volunteers, per region, for deployment to support ESF-6 sheltering functions in the event of natural and/or technological disasters.

2. RESPONSE

The Department of Social Services will:

- Coordinate the set-up and functioning of child play centers at shelters, including plans for collection supplies for children such as games, activities, movies, etc.
- Request identified support volunteers to assist in sheltering functions for ESF-6, as needed.
- Implement plan to support ESF-6 operations.
- Assign and execute tasks in support of ESF-6.

3. RECOVERY

The Department of Social Services will:

- Provide support with information management through the 211 service.
- Provide personnel as needed to Disaster Recovery Centers to provide information and referral services and/or assistance to individuals and families applying for State and/or Federal aid.
- Coordinate after-action assessments as required.

V. Confidentiality Statement

The Louisiana Department of Social Services Office of the Secretary and The American Red Cross shall abide by the Federal and State laws and regulations concerning confidentiality which safeguard information and the participant's confidentiality (LA. R.S. 46:56). The Louisiana Department of Social Services Office of the Secretary and The American Red Cross will further abide by all Federal and State laws and regulations as relative to data sharing of pertinent information for performance accountability and program evaluation purposes.

Approved:

Louisiana Department of Social Services

The American Red Cross

Kristy Nichols
Secretary, Department of Social Services

Jane Morgan
American Red Cross