

**MEMORANDUM OF UNDERSTANDING BETWEEN  
DEPARTMENT OF SOCIAL SERVICES  
Office of the Secretary  
AND  
GOVERNOR'S OFFICE OF ELDERLY AFFAIRS**

This Memorandum of Understanding (MOU) is entered into by the Department of Social Services (DSS), Office of the Secretary (DSS/OS) and the Governor's Office of Elderly Affairs.

**I. Background**

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

**II. Liaison Officials**

**Louisiana Department of Social Services:**

The primary point of contact that shall function as the lead liaison for all implementation of services described in this Memorandum of Understanding (MOU) agreement is as follows:

Name: Joshua Gill

Address: 627 North 4<sup>th</sup> Street, Baton Rouge, Louisiana 70802

Telephone: 225-342-4961 (office) 225-456-4343 (cell)

Email: [jgill@dss.state.la.us](mailto:jgill@dss.state.la.us)

**Governors Office of Elderly Affairs:**

The primary point of contact who shall serve as lead liaison regarding implementation of services described in this Memorandum of Understanding (MOU) agreement is as follows:

Name: Margaret McGarrity

Address: PO Box 61, Baton Rouge, LA 70821

Telephone: 225-342-6870

Email: [mpmcgarity@goea.la.gov](mailto:mpmcgarity@goea.la.gov)

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

**III. Purpose**

*To describe the supporting role the Governor's Office of Elderly Affairs plays 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. GOVERNOR'S OFFICE OF ELDERLY AFFAIRS  
1. PREPAREDNESS**

The Governor's Office of Elderly Affairs will:

- As per their contractual agreements with the Council on Aging, work with Local Councils, 64 Parish Councils and the 37 Area Councils on Aging.
- Identify shut-ins who may need assistance in the event of evacuation.
- Identify facilities that have adequate space to allow for disaster benefits applications, if needed, as well as preparing staff to assist victims in completing applications for disaster assistance.
- Include in their plans any other disaster planning that is appropriate for their services.
- Work with LAVOAD to identify overlaps in services and identify unmet needs. The Office of Elderly Affairs maintains a web site, LouisianaAnswers.org, which provides information about services that are offered as well as resources available, which could be used to disseminate information during a disaster.
- Work with the Council on Aging to deploy staff into shelters to assure that the needs of elderly evacuees are addressed. Require Council on Aging staff to be trained in NIMS, ICS, and Red Cross shelter training and will wear identification badges.
- Identify a minimum of 10 staff per region, trained and available to work in support of ESF-6 sheltering function, including but not limited to:
  - Shelter operations
  - Evacuee registration and tracking
- Provide transportation for activated staff to assigned shelters
- 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*

## **2. RESPONSE**

The Governor's Office of Elderly Affairs will:

- Provide information to local authorities regarding elderly residents who require assistance to evacuate and as needed assist with their evacuation.
- Provide identified trained staff to assist with ESF-6 sheltering functions.
- Provide staff at the EOC to execute missions in support of ESF-6 operations.

- With DSS, DHH, the Governor's Office of Disability Affairs, ensure that those citizens with physical or mental impairments are not be placed in emergency shelters or transitional housing units until a case manager is provided to that citizen, or it is confirmed that the citizen has an existing support structure.
- With the Governor's Office of Disability Affairs, in coordination with FEMA, determine the number of ADA accessible units to be made available in each FEMA trailer and/or mobile home community to ensure appropriate accommodation.

### **3. RECOVERY**

The Governor's Office of Elderly Affairs will:

- Coordinate with the Councils on Aging to assure that the evacuated individuals return to their areas and begin providing services such as Meals on Wheels, home healthcare, recreation, homemaking, etc.
- Coordinate with Councils on Aging to assure that they provide applications for disaster food stamps, Red Cross or any other emergency benefit or assistance program as appropriate.
- Wherever feasible, with the Council on Aging, be asked to make space available in their offices to facilitate the delivery of disaster related services to the elderly population in their service areas.
- Through the Council on Aging, provide staffing as needed and information for distribution at disaster recovery centers to the extent feasible.
- Through the Councils on Aging network and the LouisianaAnswers.org web site, assist ESF-6 in communicating information regarding available assistance through the Elderly Affairs programs.
- Assist with after-action assessment as required by ESF-6.

## **B. DEPARTMENT OF SOCIAL SERVICES**

### **1. PREPAREDNESS**

The Department of Social Services will:

- Coordinate with Governor's Office of Elderly Affairs and assist agencies to obtain mobility resources for elderly and non-ambulatory individuals as needed.
- Coordinate with Governor's Office of Elderly Affairs and assisting agencies to identify services and unmet needs for victims of natural and technological disasters.
- Establish shelter locations for victims of natural and/or technological disasters for mass care, housing and human services.
- Request Governor's Office of Elderly Affairs to identify a minimum of 10 staff, per region, for deployment to support ESF-6 sheltering functions in the event of natural and/or technological disasters.
- Request identified staff trained for ESF-6 shelter functions, NIMS, ICS and Shelter training.

### **2. RESPONSE**

The Department of Social Services will:

- Coordinate with DHH, the Governor's Office of Disability Affairs, and the Governor's Office of Elderly Affairs to ensure that citizens with physical or mental impairments are not be placed in emergency shelters or transitional

housing units until a case manager is provided to that citizen, or it is confirmed that the citizen has an existing support structure.

- Coordinate with the Governor's Office of Disability Affairs and FEMA, to determine the number of ADA accessible units to be made available in each FEMA trailer and/or mobile home community to ensure appropriate accommodation.
- Request identified support personnel 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:

- Coordinate with the Governor's Office of Elderly Affairs and the Councils on Aging to assure upon return to the victims areas and begin providing services such as Meals on Wheels, home healthcare, recreation, homemaking, etc.
- Coordinate with the Governor's Office of Elderly Affairs and Councils on Aging to assure that they provide applications for disaster food stamps, Red Cross or any other emergency benefit or assistance program as appropriate.
- Wherever feasible, coordinate with the Councils on Aging to ask that space be made available in their offices to facilitate the delivery of disaster related services to the elderly population in their service areas.
- Coordinate with the Governor's Office of Elderly Affairs, through the Council on Aging, to provide staffing and information for distribution at disaster recovery centers to the extent feasible.
- Coordinate with the Governor's Office of Elderly Affairs, through the Councils on Aging network and the LouisianaAnswers.org web site, the Office of Elderly Affairs will assist ESF-6 in communicating information regarding assistance available through the Elderly Affairs programs.
- Provide personnel as needed to Disaster Recovery Centers to provide information and referral services and/or assistance to individuals applying for State and/or Federal aid.
- Coordinate after-action assessments as required.

## **V. Confidentiality Statement**

DSS/OMF and [THE GOVERNOR'S OFFICE OF ELDERLY AFFAIRS](#) 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). DSS/OMF and the Governor's Office of Elderly Affairs 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**

***Governor's Office of Elderly Affairs***

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Kristy Nichols  
Secretary, Department of Social Services

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Dr. Jay Bulot  
Executive Director