

**MEMORANDUM OF UNDERSTANDING BETWEEN  
DEPARTMENT OF SOCIAL SERVICES  
Office of the Secretary  
AND  
LOUISIANA HOUSING FINANCE AGENCY**

This Memorandum of Understanding (MOU) is entered into by the Department of Social Services (DSS), Office of Management and Finance (DSS/OMF) and the Louisiana Housing Finance Agency.

**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)

**Louisiana Housing Finance Agency:**

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: Milton Bailey

Address: 2415 Quail Dr.

Telephone: 225-763-8700

Email: [executivewebinfo@lhfa.state.la.us](mailto:executivewebinfo@lhfa.state.la.us)

***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 Louisiana Housing Finance Agency 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. LOUISIANA HOUSING FINANCE AGENCY**

## 1. PREPAREDNESS

The Louisiana Housing Finance Agency will:

- Coordinate and facilitate a pre-disaster oversight committee that includes representatives from participating agencies, including volunteer organizations, parish government agencies, non-profit groups, community groups, faith-based organizations and the business and private sectors.
  - Meet prior to the disaster to identify any housing issues that can be addressed prior to a disaster and establish relationships beforehand in order to increase preparedness for response to a disaster
  - Develop a strategy to most efficiently produce housing options, including the expediting of processes for financing housing alternatives
  - Assess ability of group to produce short-term and long term housing options in the immediate aftermath of a disaster
- Fully utilize existing information technology infrastructure owned by the state to facilitate the use and transfer of information to avoid duplication
- With The Louisiana Shelter Task Force and ESF-6 participating agencies, determine in advance the number of days that each shelter will remain open so that a staggered plan for transition of the shelter population to a transitional or permanent housing solution can be developed.
- With The primary agency, in consultation with the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), set the priority categories by which individuals are housed.
- Collect and maintain a database of all available options for extended shelters and transitional housing, including but not limited to the following:
  - HUD units;
  - State properties, including properties owned by LHFA;
  - Hotels;
  - USDA properties; and
  - FEMA units, if applicable.
- With The primary agency, reserve the right to determine the array of appropriate housing options for any particular event as it unfolds based upon the circumstances.
- Participate in Site Selection:
  - In coordination with local and parish leaders, a sufficient number of knowledgeable governmental, non-governmental, private, contract, and local staff members must be utilized for successful development and implementation of commercial, group/EGS, industrial, state agency, and private site process flow charts. The process developed by the Governor's Hurricane Housing Task Force is outlined in the ESF-6 Plan. Plans should be made in advance for site layout, essential services, and essential facilities.
- Obtain an inventory of available apartment units managed and/or owned by HUD or other property owners.
- Obtain an inventory of available homes managed by the Department of Agriculture.
- With the Dept. of Culture, Recreation, & Tourism obtain and maintain an inventory of state housing assets, including parks.
- With GOSHEP, designate a representative to execute memoranda of understanding with local and parish governments to ensure that FEMA trailer

and/or mobile home communities will receive priority for all necessary inspections and permitting.

- Create a proposed budget for costs associated with short-term housing for submittal. Ensure personnel have transportation to sheltering facilities.
- Identify a minimum of 10 staff per region, who are trained and available to work in support of ESF-6 sheltering functions, including but not limited to:
  - Shelter operations
  - Evacuee registration and tracking
- 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*
- Develop MOUs detailing the terms of agreement regarding the provision of emergency staffing support.

## **2. RESPONSE**

The Louisiana Housing Finance Agency will:

- Provide identified and trained support staff to assist with ESF-6 sheltering functions and post disaster housing issues based on the severity of the affected area.
- When plan is activated, assign personnel to maintain contact with EOC to execute missions in support of ESF-6.
- Identify staff to serve as the Housing Operation Management and Execution (HOME) Team.
- Develop a strategy to respond to housing inquiries from the public, Governor's Office, legislators and non-participating state agencies.
- With the HOME Team, in conjunction with state and elected officials, provide on-going, simplified communication to displaced citizens regarding the following:
  - The housing placement process;
    - Accommodations and amenities at extended sheltering and transitional housing sites;
    - Expected length of stay at extended sheltering and transitional housing sites; and

- Information regarding recovery efforts that may help citizens in making informed.
- Manage the placement of citizens in next housing phase:
  - Appropriate placement should take into account a multitude of factors as outlined in ESF-6 Supplement Attachment C. Some of the primary factors are:
    - Age
    - Financial means
    - Educational needs and resources
    - Accessibility to transportation
    - Physical impairment
    - Mental impairment
    - Employment status
    - Household composition
    - Medical needs (EX: dialysis)
    - Special services needs (EX: access to methadone clinics)
  - DSS, DHH, the Governor’s Office of Disability Affairs, and the Governor’s Office of Elderly Affairs will ensure that those citizens with physical or mental impairment 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.
- Request the Department of Transportation (ESF-1) to provide transportation from emergency shelter to the next housing phase.
- Provide representation from The HOME Team to attend all FEMA senior staff, housing, site development, individual assistance and other meetings deemed important to their missions and/or supportive to the overall recovery.
- Request the Departments of Education and Transportation to coordinate and resolve all issues relating to school attendance for displaced citizens.
- With DSS and the HOME Team, ensure that “essential” services are provided to transitional trailer community residents. Essential services are those services necessary to all displaced citizens to live comfortably, facilitate their integration into the community in which they are residing, and enable them to return to work and school. The services identified as essential to commercial and group FEMA trailer communities are listed in ESF-6 Plan, Attachments D, E and F, which provide the process by which essential services are identified and provided.

### **3. RECOVERY**

The Louisiana Housing Finance Agency will:

- Provide support in disaster recovery centers for the provision of information, referral services, and/or assistance to individuals and families applying for State and Federal aid.
- Provide case management services as needed to displaced citizens as to navigate the phases of housing
- 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 the pre-disaster oversight committee including representatives from participating agencies, including volunteer organizations, parish government agencies, non-profit groups, community groups, faith-based organizations and the business and private sectors.
- With The Louisiana Shelter Task Force and ESF-6 participating agencies, determine in advance the number of days that each shelter will remain open so that a staggered plan for transition of the shelter population to a transitional or permanent housing solution can be developed.
- Request the database of all available options for extended shelters and transitional housing, including but not limited to the following:
  - HUD units;
  - State properties, including properties owned by LHFA;
  - Hotels;
  - USDA properties; and
  - FEMA units, if applicable
- Request an inventory of state housing assets, including parks from the Department of Culture, Recreation and Tourism, and an inventory of available apartment units managed and/or owned by HUD or other property owners and an inventory of available homes managed by the Department of Agriculture.
- With input from support agencies, reserve the right to determine the array of appropriate housing options for any particular event as it unfolds based upon the circumstances.
- 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 a minimum of 10 staff 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:

- Request identified and trained support personnel 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.
- Request list of identified staff to serve as the Housing Operation Management and Execution (HOME) Team.
- Request representation from The HOME Team to distribute to FEMA senior staff, housing, site development, individual assistance and other meetings deemed important to their missions and/or supportive to the overall recovery.
- Coordinate with the Board of Regents, their affiliates and Transportation (ESF-1) to coordinate and resolve all issues relating to school attendance for displaced citizens.
- With the HOME Team, ensure that “essential” services are provided to transitional trailer community residents.
- Request the Department of Transportation (ESF-1) to provide transportation from emergency shelter to the next housing phase.

**3. RECOVERY**

The Department of Social Services will:

- Activate identified staff to serve as the Housing Operation Management and Execution (HOME) Team.
- Coordinate the placement of citizens in next housing phase.
- 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**

DSS/OMF and [Louisiana Housing Finance Agency](#) 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 Louisiana Housing Finance Agency 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**

***Louisiana Housing Finance Agency***

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Kristy Nichols  
Secretary, Department of Social Services

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Milton Baily  
President, Louisiana Housing Finance Agency