

**MEMORANDUM OF UNDERSTANDING BETWEEN  
DEPARTMENT OF SOCIAL SERVICES  
Office of The Secretary  
AND  
*DEPARTMENT OF HEALTH AND HOSPITALS***

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

**I. Background**

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

**II. Liaison Officials**

***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)

***Department of Health and Hospitals:***

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: Dr. Roseanne Prats

Address: PO Box 629, Bin 2, Baton Rouge, LA 70801

Telephone: 225-342-3417

Email: [rprats@dhh.la.gov](mailto:rprats@dhh.la.gov)

***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 the Department of Health and Hospitals 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. DEPARTMENT OF HEALTH AND HOSPITALS

###### 1. PREPAREDNESS

The Department of Health and Hospitals will:

- Perform an annual review of location, availability and suitability of medical special needs shelters prior to hurricane season in coordination with ESF-3, ESF-6, ESF-8, Fire Marshal, etc. (consider ADAG during shelter identification and shelter movement and relocation).
- Establish standards and procedures for assessment of shelter staff with regard to mental health issues. DHH will then provide counseling with regard to these issues.
- Establish plans for wellness of shelter residents (prescriptions, medical benefits, triage, hygiene, behavioral health, first aid, and necessary care).
- Coordinate with sister states and the federal government to negotiate for meeting needs and resources beyond the capacity of the State.
- Participate with DSS in the establishment of registration and follow-up procedures to provide information in support of the ESF-6 DWIS about shelter residents.
- Prepare special needs menus and coordinate with ESF-6 mass feeding coordinator.
- Assist with developing communication guidelines in conjunction with ESF-2.
- Coordinate with the Shelter Task Force and ESF-8 to ensure the inclusion of infectious disease information, hygiene, quarantine procedures, etc. in shelter operation methodology.
- Request the assistance of LAVOAD in providing emergency first aid kits to shelters.
- Develop standards and procedures for immunization of shelter staff, to include all ESF-6 staff that work shelters and ensure that ESF-6 staff are educated regarding the immunization needed as well as availability of such immunization through DHH.
- Develop standard and procedures for discharge of special needs shelter residents with medical requirements in coordination with ESF-8 and Louisiana Family Recovery Corps.
- Provide mental health issue assistance for evacuees in general population housed in CTNS.
- Establish and operate a wellness clinic for general population housed in CTNS.
- Establish a procedure used to identify and care for mental health patients in CTNS
- Identify personnel to perform tasks and maintain a database of staff and their assignments. Ensure that these employees have transportation to assigned shelter sites and receive appropriate training, including but not limited to NIMS, ICS and Red Cross shelter courses.
- 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 for needed support.

## **2. RESPONSE**

The Department of Health and Hospitals will:

- Assist with evaluation, registration and follow-up of shelter residents in support of the DWIS system.
- Assist with patient tracking in the MDSN system.
- Coordinate medical assistance if requested from parishes and the state.
- Assist in coordination discharge of special needs shelter residents (people living at home with medical requirements). [ESF-1 will be tasked to coordinate transportation]
- Ensure that each shelter has general medical supplies, such as first aid kits, in the resource room for shelter employees.
- Assign personnel to maintain contact with EOC to execute missions in support of ESF-6.

## **3. RECOVERY**

The Department of Health and Hospitals will:

- Coordinate mass immunization as needed.
- Coordinate health care in general population shelters (oxygen, dialysis, medication), to the extent feasible.
- Coordinate access and delivery of Medicaid supported benefits and services as a support agency under ESF-6.
- Maintain a database of the special needs population to assist with transitional and long-term housing and coordinate with housing resources.
- Ensure that procedures and special needs identified during response phase are transitioned to recovery.
- Provide support in disaster recovery centers in regards to the provision of information, referral services, and/or assistance with applying for State and Federal aids.

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

### **1. PREPAREDNESS**

The Department of Social Services will:

- Coordinate the availability and sustainability of medical special needs shelters prior to hurricane season.

- Coordinate with sister states and the federal government to negotiate for meeting needs and resources beyond the capacity of the state.
- Establish the evacuation registration and follow up procedures for the DWIS system.
- Coordinate with the Shelter Task Force and ESF-8 to determine location of the medical special needs shelter, alternate special needs shelter and triage sites.
- Coordinate with the DOC, mass-feeding functions for medical special needs shelters.
- Coordinate the medical needs for evacuees housed in general population Critical Transportation Needs Shelters (CTNS).

## **2. RESPONSE**

The Department of Social Services will:

- Register and track evacuated victims of natural and/or technological disasters.
- Task ESF-1 to coordinate transport discharged medical special needs shelter residents as needed.
- Procure supplies, such as first aid kits, cots, blankets, etc., in resource rooms as needed for shelter operations.
- Implement plan to support ESF-6 operations.
- Assign and execute tasks in support of ESF-6.
- Request identified support personnel to assist in shelter operation functions for ESF-6, as needed.

## **3. RECOVERY**

The Department of Social Services will:

- Coordinate with ESF-8 to ensure that procedures and special needs identified during response phase are transitioned to recovery.
- Coordinate with ESF-8, the maintaining of a database of the special needs population to assist with transitional and long-term housing and coordinate with housing resources, as needed.
- 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 [Louisiana Department of Health and Hospitals](#) 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 Louisiana Department of Health and Hospitals 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**

***LA Department of Health and Hospitals***

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Kristy Nichols  
Secretary, Department of Social Services

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Dr. Alan Levine  
Secretary, Department of Health and  
Hospitals