

**MEMORANDUM OF UNDERSTANDING BETWEEN
DEPARTMENT OF SOCIAL SERVICES
Office of Management and Finance
AND
*DEPARTMENT of INSURANCE***

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

I. Background

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

II. Liaison Officials

Department of Insurance. The primary point of contact who shall function as the lead liaison for all implementation of services described in this Memorandum of Understanding (MOU) agreement is Lance Herrin, DOI Assistant Commissioner of Management and Finance, 1702 North 3rd Street, P.O. Box 94214, Baton Rouge, LA 70804-9214, Office Telephone Number 225-342-3981, Fax Number 225-342-6324, E-mail Address: lherrin@ldi.state.la.us.

Department of Insurance. The secondary point of contact who shall serve as a secondary liaison regarding implementation of services described in this Memorandum of Understanding (MOU) agreement is Virginia G. Benoist, Assistant Attorney General, 1702 North 3rd Street, P.O. Box 94214, Baton Rouge, LA 70804-9214, Office Telephone Number 225-342-5750, Fax Number 225-342-1632, E-mail Address: vbenoist@ldi.state.la.us.

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 4th Street, Baton Rouge, Louisiana 70802

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

Email: jgill@dss.state.la.us

The above individuals shall serve as the contact persons 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 Department of Insurance 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 INSURANCE

1. STAFF AVAILABLE FROM THE DEPARTMENT of INSURANCE

- The Department of Insurance will assign a maximum total of six individual Department of Insurance staff for all purposes set forth under this MOU.
- The maximum total of six individual Department of Insurance employees is the group of employees assigned for preparedness, response and recovery collectively. In other words, the Department of Insurance does not commit to providing a maximum total of six individual Department of Insurance staff to each of the three functions separately (i.e., preparedness, response, recovery).
- The Department of Insurance staff assigned are specifically identified in Exhibit A. If availability of any one or more persons becomes an issue, the Department of Insurance will appoint other Department of Insurance staff so there is a maximum total of six individual Department of Insurance staff assigned.
- The Department of Insurance will notify the Department of Social Services of any changes in assignments of team members.
- The time obligation for each of the six individual Department of Insurance employees described above is as follows: During one 36-consecutive-hour period, there will be one 12-hour shift immediately followed by one 12-hour break immediately followed by one 12-hour shift resulting in the Department of Insurance employees working two 12-hour shifts for a maximum of 24 hours total.

2. PREPAREDNESS

The Department of Insurance will:

- Identify staff as described in IV(A)(1) above, trained and available to work in support of ESF-6 sheltering functions in north or central Louisiana host parishes for:
 - Shelter operations
 - Evacuee registration and tracking.
- Ensure that activated employees have transportation to and from shelter facilities.
- 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 September 30, 2009 or when

courses are first offered in a reasonably convenient location for Department of Insurance staff:

- *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 September 30, 2009 or when courses are first offered in a reasonably convenient location for Department of Insurance staff:
 - *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 situation. Additional required training for sheltering operations will include:

- *Red Cross Shelter Training*

3. RESPONSE

The Department of Insurance will:

- Identify staff as described in IV(A)(1) above, trained and available to work in support of ESF-6 sheltering functions in north or central Louisiana host parishes as described in IV(A)(1) above for:
 - Shelter operations
 - Evacuee registration and tracking
- Ensure that activated employees as described in IV(A)(1) above have transportation to and from shelter facilities.
- Provide staff as described in IV(A)(1) above to designated shelters in north or central Louisiana host parishes to assist with ESF-6 shelter functions.
- Ensure personnel as described in IV(A)(1) above have transportation to and from shelter facilities.
- When ESF-6 sheltering functions plan is activated, personnel as described in IV(A)(1) above are to maintain contact with EOC to execute missions in support of ESF-6.

4. RECOVERY

The Department of Insurance will:

- Provide staff as described in IV(A)(1) above to support in disaster recovery centers in north or central Louisiana host parishes for the provision of information, referral services, and/or assistance to individuals and families applying for State and Federal aid.
- Provide staff as described in IV(A)(1) above to assist with after-action assessment as required by ESF-6.

B. DEPARTMENT OF SOCIAL SERVICES

1. PREPAREDNESS

The Department of Social Services will:

- Identify and establish shelter locations for victims of natural and/or technological disasters for mass care, housing and human services.
- Request identified staff to be trained for ESF-6 sheltering functions, NIMS, ICS and Shelter training.
- Request staff as described in IV(A)(1) above, 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 personnel as described in IV(A)(1) above to assist in sheltering functions in north or central Louisiana host parishes for ESF-6 with the understanding that the staff is available as described in IV(A)(1) above.
- 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 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 Department of Insurance shall abide by the Federal and State laws and regulations concerning confidentiality which safeguard information and the participants' confidentiality (LA. R.S. 46:56). DSS/OMF and Department of Insurance 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 Department of Insurance

Kristy Nichols
Secretary, Department of Social Services

James J. Donelon
Commissioner, Department of Insurance

EXHIBIT A. DSS/DOI MOU Team (060109)

Department of Insurance Staff

Staff & Evacuation Destination	E-mail	Telephone	Fax	Cell Phone
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