

**MEMORANDUM OF UNDERSTANDING BETWEEN  
DEPARTMENT OF SOCIAL SERVICES  
Office of the Secretary  
AND  
*LOUISIANA FAMILY RECOVERY CORPS***

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

**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 Family Recovery Corps:**

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: Dorothy Thomas

Address: 339 Florida Blvd., Suite 200, Baton Rouge, LA 70801

Telephone: 225-236-6669

Email: [dthomas@recoverycorps.org](mailto:dthomas@recoverycorps.org)

***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 Family Recovery Corps 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 FAMILY RECOVERY CORPS**

**1. PREPAREDNESS**

The Louisiana Family Recovery Corps will:

- Identify a minimum of 10 staff, per region, trained and available to work in support of ESF-6 sheltering functions, including but not limited to:
  - Shelter operations
  - Evacuee registration and tracking
- Ensure activated personnel have transportation 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*
- Develop MOU detailing the terms of agreement regarding the provision of emergency staffing support.

## **2. RESPONSE**

The Louisiana Family Recovery Corps will:

- Provide identified and trained personnel to assist with ESF-6 sheltering functions.
- When plan is activated, assign personnel to maintain contact with EOC to execute missions in support of ESF-6.
- Provide transitional case management services to evacuated citizens in shelters during emergency operations.
- Provide crisis intervention to evacuated citizens in shelters during emergency operations.

## **3. RECOVERY**

The Louisiana Family Recovery Corps 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 transitional case management services for citizens at Disaster Recovery Centers after emergency operations conclude.
- Provide crisis intervention to evacuated citizens in Disaster Recovery Centers after emergency operations conclude.

## **A. 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 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 or technological disasters.

## 2. RESPONSE

The Department of Social Services will:

- Request identified support personnel to assist in the sheltering functions for ESF-6, as needed.
- Implement plan to support ESF-6 operations.
- Assign and execute tasks in support of ESF-6.
- Provide evacuee information for case management services.

## 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 aide.
- Coordinate after-action assessments as required.

## V. Confidentiality Statement

DSS/OS and [Louisiana Family Recovery Corps](#) 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/OS and the Louisiana Family Recovery Corps 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 Family Recovery Corps***

---

Kristy Nichols  
Secretary, Department of Social Services

---

Dr. Monteic Sizer  
President and CEO,  
Louisiana Recovery Corps