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HEALTHCARE EMERGENCY PREPAREDNESS
INFORMATION GATEWAY

Health and Social Services Recovery Lessons Learned from the 2016 Louisiana Flooding

October 18, 2017



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John Hick, MD

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Joshua Barnes

HHS ASPR Health and Social Services Recovery
Support Function National Coordinator



Louisiana- Severe Storms and Flooding

- Background
 - Fifty-one of Louisiana's 64 parishes received a federal disaster declaration (for Individual Assistance between the March and August floods). August flooding dropped over 7 trillion gallons of rainwater in Louisiana resulting in the flooding of more than 180,000 homes and claimed 13 lives.
- Our Work
 - Working with the state to support local children and youth recovery planning strategies. Over 10,000 children are homeless because of the disaster.
 - Supported behavioral health needs of responders
 - Provided environmental health expertise for the 4,400 MHUs



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Terri Ricks, Deputy Secretary/ Executive Counsel,
Louisiana Department of Children and Family Services

Dr. Tony Speier, LSU Health Sciences

Recovery in Louisiana

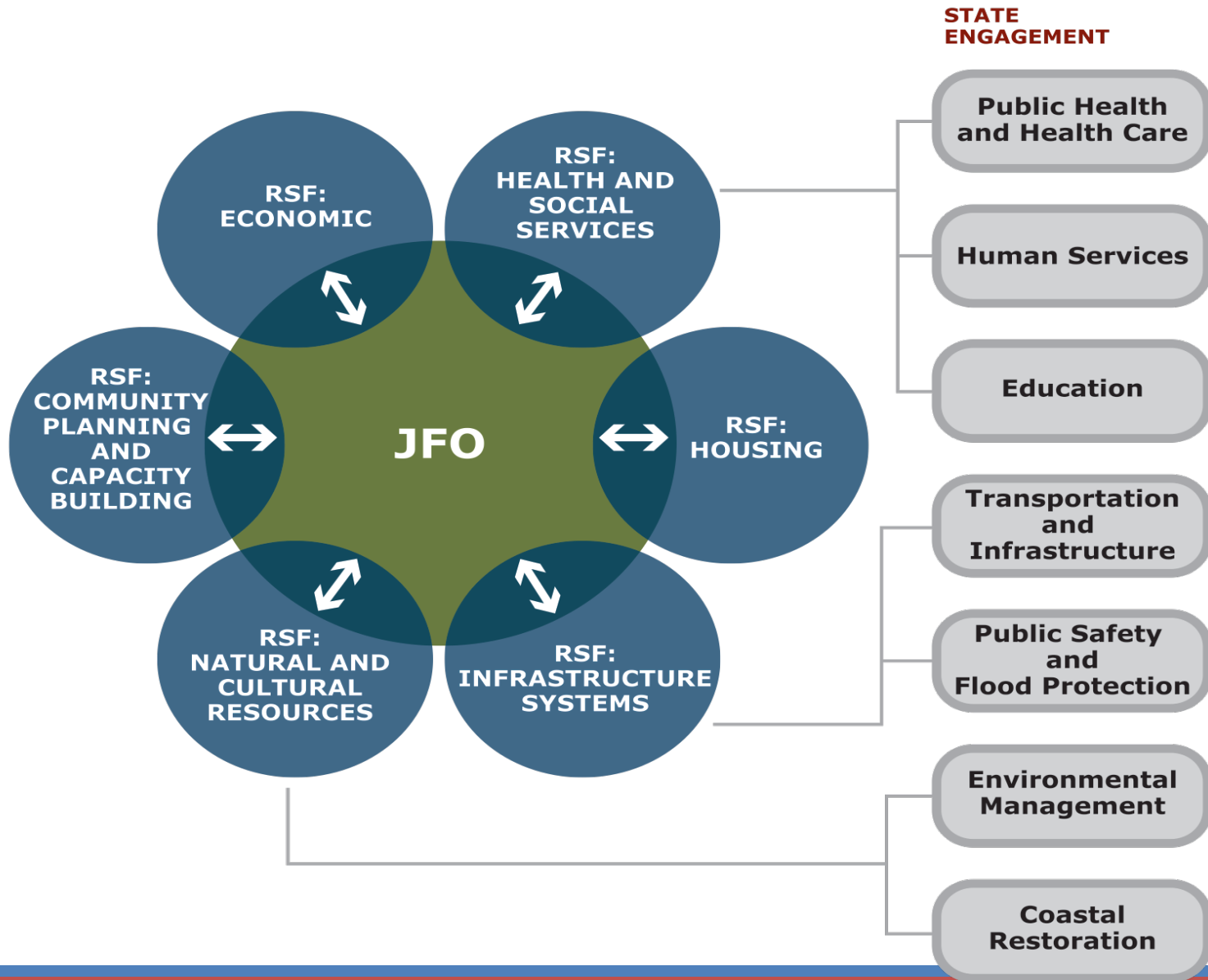
NDRF integrated in Louisiana
Emergency Operations Plan
July 1, 2016



Health and Social Services Fed/State Partnership (RSF-3)

- **State Partners**
 - Children and Family Services (DCFS)
 - Health (LDH)
 - Education (LDE)
 - Workforce (LWC)
 - Environmental Quality (DEQ)
 - Community Development (OCD)
 - Emergency Preparedness (GOHSEP)
 - Board of Regents/Colleges and Universities
 - LA VOAD
- **Federal RSF-3 Lead Agency**
 - HHS- taps into network of federal agencies (FEMA, DOE, USDA, etc.)

RSF Engagement in the Field



RSF-3 Health & Social Services

9 Core Mission Areas

- **PUBLIC HEALTH**
- **HEALTH CARE SERVICES IMPACTS**
- **BEHAVIORAL HEALTH IMPACTS**
- **ENVIRONMENTAL HEALTH IMPACTS**
- **FOOD SAFETY AND REGULATED MEDICAL PRODUCTS**
- **LONG-TERM HEALTH ISSUES SPECIFIC TO RESPONDERS**
- **SOCIAL SERVICES IMPACTS**
- **REFERRAL TO SOCIAL SERVICES/DISASTER CASE MANAGEMENT**
- **CHILDREN IN DISASTERS (FORMERLY SCHOOL IMPACTS)**



RSF-3 Activities



- Participated and Completed our RSF-3 “White Paper”, Mission Scoping Assessment & Recovery Support Strategy
- Participated at Recovery Symposia, Outreach Assessment Meetings and held RSF-3 Roundtables for all affected parishes on Feb 22
- Presented to the Restore Louisiana Task Force
- Through HHS/FEMA resources worked to assist (5) parishes in establishing Children & Youth Recovery Task Force Meetings
- Collaborate with NDRF/SDRF partners regularly
- Participate in TDC4 – Terrorism and Disaster Coalition for Child and Family Resilience
- Follow up support for affected parishes’ efforts

RSF-3 Lessons Learned



- Data collaboration is needed. Local governments and partners have some and need all.
- Getting into the local areas to help them understand their needs and for state/feds to understand their needs is critical.
- Are you aware of all of menu of services that are available to you and the timelines associated with them? (Example: IDCM versus DCM)
- The effects of the disaster of various health and social services systems may not be easily ascertained. Perhaps at intake, a new question should be added to track impacts.
- Information and referral is crucial. Is it disjointed? Can it be coordinated? (Example: 2-1-1)
- Do all of the affected agencies understand how the disaster will impact their normal operations/caseload?

Population/ Survivor Issues

- Acute stressor and stress-related consequences of response and recovery issues...managing the mechanics of recovery and the emotional and whole person impact
- Chronic Stress and information processing
 - Recognition, empathy, and resilience
- Responder, the consequences of helping
 - Staying too long, self care, recharging
- Chronic and acute stressors and mediating their impact across the life span



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Garcia Bodley, Louisiana Spirit Program Director,
Emergency Preparedness Operations, Louisiana
Department of Health, Office of Behavioral Health

Louisiana Department of Health, Office of Behavioral Health

- The Louisiana Department of Health, Office of Behavioral Health is responsible for the delivery and coordination of disaster behavioral health services across the state. Louisiana Spirit Crisis Counseling activated through supplemental funding from FEMA and implemented locally through partnerships with Human Services Districts and Authorities

2016 Louisiana Flooding

- March, 2016 Severe Weather and Flooding Event
 - 36 parishes declared, Louisiana Spirit Crisis Counseling Services provided to 25 declared parishes
- August, 2016 Severe Weather and Flooding Event
 - 22 parishes declared including seven parishes previous declared in March 2016 flooding event

Primary Target Populations

- Children,
- Elderly,
- First Responders,
- Workforce
- Single mothers, and
- Low socio economic communities

Key Strategies

- HATS (Healing after Trauma Skills) and Save the Children Curriculums to local agencies and entities that specializes in services to/ for children
- Cultural sensitivity and awareness by employing individuals from the community and who reflect the community served
- Hope and Cope Sessions implemented in workplaces
- Outreach at parish fairs and festivals
- Networking with community stakeholders allowed more opportunities to provide services with those survivors who may be unobtainable through our regular methods of outreach
- Brokering relationships with parish officials and governments
- Hotels encouraged Louisiana Spirit presence and often offered space and meeting room access
- First responders were great resources in learning about the area and where survivors were located

Key Strategies, Continued

- Implement program based on initial findings incorporating all elements needed to support full operation
- Pre-event coordination with all Human Service Districts and Authorities
- Coordination efforts through RSF 3 invaluable in terms of networking, support and coordination of services
- Save the Children offered resources and support
- Request for “no cost” administrative extension in lieu of Immediate Services Programs (ISP) operating beyond 6 months



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Marisa Robertson, Disaster Recovery Manager, Planning & Special Projects, Louisiana Office of Community Development, Disaster Recovery Unit

Jessica Vermilyea, Director, Upbring Disaster Response; Manager, Louisiana VOAD

Disaster Case Management (DCM)

Immediate Disaster Case Management (IDCM):

- If FEMA's Disaster Case Management Assessment recommends IDCM, consider the following option, which is administered by the Administration for Children and Families (ACF).
- <https://www.acf.hhs.gov/ohsepr/response-recovery/disaster-case-management>.
- Louisiana's IDCM experience with the Great Floods of 2016.

Disaster Case Management

Flexibility within the FEMA DCM 2013 Program Guidance

<https://www.hsdl.org/?view&did=732994>

A. Reimbursement for “Other” Direct Costs:

“FEMA does not authorize the use of funds for indirect costs.”
(DCM Guidance pg. 17)

- Deal breaker for many service providers.
- Other Personnel Direct Costs
 - Louisiana received additional FEMA guidance that these costs could be included in providers’ budgets, as long as they were pre-identified, approved and separate line items. None of these line items would be reimbursed unless the providers provide a timesheet demonstrating each individual’s direct charges to the DCM program.
- Other Operating Services Direct Costs.
- Sample narrative and budget approved by FEMA.

Disaster Case Management

Flexibility within the FEMA DCM 2013 Program Guidance (Continued)

B. Allowable Software Costs:

- *“The purchase of actual case management tracking software is not an allowable cost.”* (DCM Guidance pg. 17).
- *“FEMA will pay licensing fee for technology platform”* (DCM Guidance pg. 67).
 - Louisiana’s challenges with Coordinated Assistance Network (CAN).
 - Security, Access, Training, Quality Control, Reporting.
 - Reporting benefits with new software.
 - Sample narrative and budget approved by FEMA.

Disaster Case Management

Coordination with FEMA and other entities to depopulate Shelters, Hotels, and Manufactured Housing Units (MHUs)

- Key Partners: FEMA, Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), Louisiana Department of Health (DCM and Crisis Counseling Departments), Office of Community Development-Disaster Recovery Unit, Department of Children and Family Services, Louisiana Housing Corporation, Voluntary Organizations Active in Disaster, American Red Cross, DCM Service Providers.
- Clear Roles and Expectations (potentially beyond what is articulated in Terms and Conditions of FEMA award).
- Flexibility, modification to protocols as needed.
- Sample protocol to depopulate MHUs (one of Louisiana's "Direct Housing" programs).

Disaster Case Management & Voluntary Organizations Active in Disaster (VOAD)

- Encourage development of relationships with various state departments and parish/county leaderships to familiarize with them with VOAD and educate them on the long-term recovery process.
- Manage expectations of what VOAD/DCM can do – realities vs. need.
- Integrate VOAD in planning and recovery.



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Nicole Sweazy, Executive Director, Louisiana
Housing Authority

Shelter and TSA exit strategies

- Funds to use in advance of disaster allocation
 - HOME Tenant-Based Rental Assistance
 - Emergency Solutions Grant
 - Continuum of Care
 - Foundations
- State run TSA program
- Housing Fairs



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**Bridget Devlin, Chief Operating Officer, Louisiana
Department of Education**

Local Education Agency Relief and Recovery

After the August 2016 flood, the LDOE worked to provide relief to districts in the following ways:

- The state school board passed [emergency waivers of any state education policy](#) that may have prevented a school system from being able to educate a displaced student (e.g. enrollment caps, “first 30 day” deadlines, student teacher ratios)
- [The legislature passed a law providing for a waiver](#) of the instructional minute statute for schools that share facilities on the same campus
- USDA provided the flexibility to claim all student meals as free in parishes with a disaster declaration for three months
- Technology and software vendors provided lower per model costs on computer devices and access to free and low cost services and software for LEAs in parishes with disaster declarations
- Allocations of a Project SERV grant through the LDOE to restore learning environments and get students back in classrooms

Communication to School Systems

- The LDOE provided communication to districts through a [guidance document](#) updated weekly.
- From the beginning, communication to school systems stressed two important points:
 - All operating schools are expected to open their doors to impacted students
 - It is crucial to appropriately identify students who have been displaced to help the state ensure all students are served and appropriately assess all necessary policy and funding accommodations.

Additional Areas of Assistance

The Louisiana Department of Education can offer assistance in additional complex areas through our experience recovering from Hurricane Katrina, including:

- Rebuilding school facilities and setting up temporary classrooms and kitchens
- Student record recovery
- School governance options
- Educator support

Email Bridget.Devlin@la.gov to set up a conversation on any of these topics.

Question & Answer



Contact Us



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