



# 2020 LOUISIANA HURRICANE SEASON

## AFTER ACTION REPORT(AAR)/IMPROVEMENT PLAN

January 2021

## ADMINISTRATIVE HANDLING INSTRUCTIONS

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## EXECUTIVE SUMMARY

During the historic pandemic and worldwide spread of the COVID-19 virus, the State of Louisiana encountered a record setting Atlantic hurricane season. 2020 was the most active and the seventh costliest Atlantic hurricane season on record. Five named storms hit Louisiana during a record-smashing Atlantic hurricane season. Laura was the most catastrophic, killing at least 27 people and destroying homes and businesses in a vast swath of the state after making landfall Aug. 27. It was followed seven weeks later by Delta. In addition to Hurricanes Laura and Delta's landfall, Tropical Storms Cristobal and Marco, and Hurricane Zeta also hit the Louisiana coast.

At one point or another, Cristobal, Marco, Laura, Sally, Beta, Delta and Zeta all had forecasted tracks that included Louisiana.



Responding to a record number of hurricanes during a worldwide pandemic created unique challenges in response and recovery efforts for the state. Emergency management personnel and activities were limited due to social distancing restrictions or moved to virtual platforms. In lieu of traditional mass care programs, Non-Congregate Shelters (NCS) were used as emergency sheltering sites due to the existing and continued public health emergency of COVID-19. The highest population of citizens sheltered was on September 12, 2020 with 18,213 evacuees in both Louisiana and Texas.



Despite being in their own pandemic responses, many states provided vital response resources to Louisiana and our citizens. As mentioned above, the State of Texas sheltered over 5,000 citizens from Louisiana that evacuated there with their own resources. Oklahoma assisted by sending over their incident management team to provide invaluable support to the State Emergency Operations

Center. Search and Rescue teams from Alabama, Florida, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, and Texas all answered the call to deploy resources and personnel to assist with response efforts.

Due to the complexities of multiple hurricane responses while still in a substantial recovery effort during the pandemic, it was decided to complete one comprehensive After Action Review for the 2020 Hurricane Season. Parish, state, federal and nonprofit partners were provided a survey monkey questionnaire to complete before two after action conferences were held via the Zoom platform. This document captures the information collected from both the surveys and the virtual conferences.

## **PURPOSE**

The purpose of the 2020 Louisiana Hurricane Season After Action Report is to capture which elements of emergency operations plans and procedures worked well and the elements that need to be improved upon for future hurricane response and recovery efforts. The improvement table provides a comprehensive list of those elements for improvement and assigns entities responsible for completing the plan changes.

## **SCOPE**

The scope of this AAR is to capture response and coordination efforts between local, state, federal and non-governmental partnerships. Parishes and state agency partners conduct their own internal AARs to capture elements specific to their hurricane response efforts. The surveys specifically highlighted the following functional areas for reflection and evaluation:

- State partners' overall response
- Information and data sharing
- GOHSEP personnel responsiveness and accessibility
- Daily conference calls
- WebEOC
- COVID-19
- Resource requests
- Parish evacuation plans
- Unified Shelter Plan and Mass Care
- Donations and volunteer management
- Preliminary Damage Assessments and self-reporting tools
- Debris Management
- Communication – systems and equipment

## **AAR STRUCTURE**

The AAR surveys as well as the virtual meetings were held separately for parishes and ESFs to ensure all parties had the ability to express their opinions and/or concerns openly. The links to the online survey tools were sent to all Parishes and ESF leads via the GOHSEP email distribution lists and were open from 12.08.2020 through 12.11.2020. During this time a combined 96

responses were recorded. With the data collected from the surveys, PowerPoints with key notes were created and used to facilitate the virtual AAR meetings. On 12.16.2020, the virtual AAR meetings for parishes and ESF leads were held to review and collect additional data not captured in the surveys as well as discussions of how to improve the State's response to future events.

## **PARTICIPANTS**

96 combined (31 parish/65 ESF) responses to the survey monkey.

Participants in Zoom calls:

Agency: 95

Parish: 71

Total of both calls (without duplicates): 154

## **PARISH VIRTUAL AFTER ACTION**

Overall parish leadership reported that the State's response to the storms of 2020 was well organized and efficient, and information communicated between GOHSEP and parish partners was conducted in a timely and effective manner. Conference calls were considered useful in the parishes' decision making process. WebEOC was adequately used and most users were trained to utilize the system.

COVID-19's major impact on the parishes' decision making processes in response to the multiple storms are as follows:

- Major implication on parish sheltering and evacuations plan and the delivery of mass care services.
- EOC and response personnel were limited to social distancing restrictions. Parishes moved to more virtual response platforms for meetings and EOC operations.
- PPE resources
- Limited volunteers



Damage assessments were conducted in various ways. Local offices of emergency preparedness published messaging to citizens that included links to self-report damages from the storms. These messages were pushed via traditional media as well as social media outlets in order to reach a wider participant base. Some local OEP offices distributed flyers with the self-reporting survey website to everyone that received resources through PODs and tarp distribution sites.

While some LWIN towers were damaged and there were operational failures due to power issues with generators, ESF 2 worked the problems diligently. Parishes utilized cell phones, P25 800 MHz System, first net phones and computers as redundant forms of communications.

## PARISH PRIMARY AREAS FOR IMPROVEMENT

Parishes did highlight several opportunities for improvement in the overall response efforts of the State. The primary areas for improvement are as follows:

### WebEOC

- There were instances that missions were closed in WebEOC with no comments or any additional information.
- Parishes reported that it would be helpful if they could receive a notification when there are updates or status changes to their missions.
- Participants also highlighted that contact information for key response personnel, including those of contracted support, should be added to the file library in WebEOC.
- State agencies should not enter requests on behalf of a parish without the consent of the parish.
- Parishes would like an update on which parish entities have access to WebEOC and a clear process identified to who is able to provide and grant access to the system.

### Volunteers

- Parishes experienced a lack of communication and coordination with volunteers. Volunteers were found to be operating on their own, rather than under guidance from OHSEP.
- Parishes found that there was an overall reduction in volunteer resources due to COVID-19.



### Search and Rescue

- There were instances when search and rescue efforts were conducted in parishes without the parishes requesting assistance or being notified of the operation in their jurisdiction. It was reported that local agencies and assets were taken without notifying the parish office of emergency preparedness.

### Logistics

- State contractors did not have enough generators to fill all of the requests. Parishes should keep generator assessments on file for those sites that may need to be supplied with an emergency generator. In addition, it was noted that parishes can procure items through state contract just like any other State agency can.

### Public Information

- 211 did not operate as a seamless system and there was not one consistent message being provided to those trying to gather information.

- The overall message of “call the local office of emergency preparedness” for this event caused major issues for evacuees and local OEPs. OEPs were inundated with emails and phone calls that they could not answer and thus impeded their response efforts.

## STATE AGENCY AFTER ACTION CONFERENCE

### State Agency After Action Conference

Overall state partners reported that the response to the storms of 2020 was well organized and efficient. Coordination and data sharing between state agencies, federal and nongovernmental partners was better than it has ever been in the past. GOHSEP Procurement was fast and dependable. Conference calls were considered useful for decisions being made in the response. WebEOC was adequately used and most users were trained to utilize the system beforehand.



COVID restraints and non-congregate sheltering made it very difficult to locate and contact clients in hotels to assist them in their recovery. The use of the Multi-Agency Shelter Transition (MAST) Teams provided the expertise to meet with evacuees face-to-face in the shelters and assist them with recovery efforts.

The support the State received from the American Red Cross (ARC) for mass care and non-congregate sheltering far surpassed the State’s expectations. ARC remained in shelters in New Orleans while being hit with a direct strike from Hurricane Zeta. The information and data sharing between the American Red Cross and ESF 6 partners was absolutely phenomenal and is a trend everyone hopes to continue with in the future.

The Pet Cohabitation Planning in 2016 helped to plan for the non-congregate sheltering pet support that occurred this year. Getting more pets on busses with their owners mostly due to better carriers being supplied for transport was noted as a major success this season. Many VOADs donated food and supplies for both human and animal consumption during the hurricane response this year.

Multiple hospital, assisted living, and nursing homes were able to evacuate and shelter without support from the State. Over 300 ambulances were contracted and managed under the ESF 8 Tactical Operations Center (TOC) and LERN.

The generator branch collaboration was an amazing asset to the State’s response. This branch coordinated and prioritized generator distribution especially for the State drinking water programs in order to assure the best use of these resources.



The Office of State Fire Marshal (OSFM) USAR's implementation of FEMA's Search and Rescue Incident Support Team worked wonders in the field. All of the coordination and planning before this incident made for a much better SAR response.

COVID-19's impacts on state agencies' ability and level of response to this hurricane season are listed below:

- Many agencies had to develop or alter operations to become a virtual response instead of traditional face-to-face meetings. Due to space restrictions, there were less people in the EOCs, which led to slightly increased response times and communication challenges.
- When mobilizing personnel to respond, agencies had to ensure they had an adequate supply of PPE. They were limited to who could be deployed and required additional precautionary measures and expenses to ensure the safety of disaster relief personnel.
- COVID requirements significantly changed the sheltering and response protocols as well as the ability to have responders on the ground.
- Agencies that complete damage assessments had to develop alternative plans to complete these inspections.



## STATE AGENCY PRIMARY AREAS FOR IMPROVEMENT

### Operational Coordination

- Communication in the State EOC could be improved. Agencies would like notification and discussion of missions before they are sent to them. It was reported that sometimes agency LNOs in the EOC got bypassed.
- A better way to notify GOHSEP of what roads are being requested for clean up because DOTD only does state hwy's and no mission request is needed to activate those clean up jobs.

- There were reports of duplicate requests entered in WebEOC even though notes were put into the original request notifying the requestor of status updates. These additional unneeded requests caused duplication of efforts as well as longer wait times on many resources

## Logistics

- There were issues initially after Laura made landfall with getting resources out to the field. It took about 20 hours' round trip to get to Lake Charles after Hurricane Laura and there were limited delivery resources. After about 72 hours everything ran smoothly even for the consecutive storms. The State may want to consider a staging area north of I-10 for faster and easier access to the southwest after a southwestern strike.



## Mass Care

- The use of non-congregate sheltering is not optimal or ideal in any situation. Mass care partners, including the Shelter Task Force, must re-evaluate the Unified Shelter Plan and include planning considerations for non-congregate sheltering. The State also needs to engage partners and include planning considerations for the homeless population.
- There were issues and confusion concerning oxygen bottle exchange and access to consistent power for those dependent on these resources. Planning consideration for this population should also be added to the Unified Shelter Plan.
- Due to the complexities of this evacuation during the COVID pandemic, there was no consistent registration process done at the beginning of the sheltering response. This led to mass confusion on who needed what resources and an overall lack of data that was necessary to initiate recovery activities.
- Due to the non-congregate sheltering of both CTNs and self-evacuees at the same locations, there was no way to distinguish who was a CTN and who was a self-evacuee. This became an issue when providing services that were intended for CTNs from the transportation aspect.
- The State waited until the hotel agreements were signed before requesting security. For future responses the security request needs to be initiated earlier with the supporting ESFs to allow them time to identify resources to fill the mission request.
- COVID restraints and non-congregate sheltering make it very difficult to locate and contact clients in hotels in order to assist them along in their recovery. This led to utilizing Emergency Support Functions well into the recovery process.

- Case Management through IDCM did not work very well at all. The system was 100% virtual with no physical presence and there were reports or data received from the program was general and limited.
- State partners must have better communication with parishes' OEPs to support clients that originate from the parishes. Parishes must remain engaged with their citizens that are being sheltered outside of their jurisdiction.

### **Volunteers**

- COVID-19 drastically reduced the number of available volunteers and available housing for them causing longer waits for chainsaw & debris removal, tarping requests, etc.

### **Search and Rescue**

- Parishes must be reminded that SAR assets requested from the State by SFM is paid by the State, but when parishes request additional firefighters to augment support in their parish this is a parish expense that needs to be filed on their PDA worksheets.
- More planning and coordination must be done for the K9 Teams.
- Volunteer equipment was inspected before they were sent out by OSFM USAR. This inspection process along with a training process, should be added into the agreement the State has with the organization to make it mandatory before they can assist with a response.
- There was an EMAC team from another state that responded this season without a formal EMAC request making it very difficult to get those associated costs reimbursed from FEMA.

### **Emergency Fuel**

- The State spent over 18 million dollars on fuel alone this hurricane season. This is an expensive process, and the State must review what is considered emergency fuel with local and state partners.

### **Damage Assessments**

- All partners must be on the same page as to how to initiate the Individual Assistance (IA) process. The State must ensure GOHSEP and SFM use the same survey 123 form when collecting data.
- State agencies should track their expenses by parish. This will help with getting some parishes on the verge of approval over the threshold for additional federal recovery assistance.

### **Public Information**

- People did not know whom to call after evacuating. They were not sure if they needed to call the parish they came from or the parish they ended up in.
- 911 is the only 3-digit code that automatically works on all carriers. 211 and the others are contracted by multiple agencies throughout the State. These agencies also must have

contracts with every cellular company to have the messaging work for their subscribers. ESF 2 was able to get all cellular companies to approve of this messaging for this hurricane season under an emergency declaration, but more planning and preparation is needed to be done prior to use next time to ensure that it works as advertised.



## APPENDIX A: IMPROVEMENT PLAN (IP)

**This IP has been developed specifically for the State of Louisiana Hurricane Season AAR conducted in December 2020. These recommendations draw from observations made during the After Action Meeting held via the Zoom platform.**

**Table A.1: Improvement Plan Matrix**

Observation Title	Recommendation	Corrective Action Description	Capability Element	Primary Responsible Agency	Agency POC	Start Date	Completion Date
1.0 POD POC	1.1 There needs to be one POC for the PODs.	1.2 Create a new classification in WebEOC that allows for one group to work solely on POD requests and maintenance.	Organization	GOHSEP	Melton Gaspard	May 14, 2020	June 1, 2021
2.0 Pandemic impact to response activities	2.1 Develop further plans for response activities during a pandemic including additional means of volunteer support operations.	2.2 Planning is needed between GOHSEP, Mass Care, and VOAD teams to locate and approve of additional means of response when initial avenues are no longer plausible.	Planning	GOHSEP	Amy Dawson Heather Sullivan	May 14, 2020	June 1, 2021
3.0 Volunteer Coordination	3.1 Better coordination with volunteers resources in times of need	3.2.0 GOHSEP needs to allocate one individual to remain in constant contact with all VOADs to keep a relationship built for support in times of need.  3.2.1 Holding annual or bi-annual meetings with VOADs could support the building of relationships and assist in locating resources in times of need.	Organization / Planning	GOHSEP	Amy Dawson Heather Sullivan	May 14, 2020	June 1, 2021
4.0 Incomplete WebEOC missions	4.1 Closing the WebEOC mission and the request was not completely filled.	4.2 GOHSEP to cut and paste the request and place comments such as “unavailable” or “in process”.	Training	GOHSEP	Melton Gaspard	May 14, 2020	June 1, 2021

5.0 WebEOC mission change notifications	5.1 If changes were made to a WebEOC mission, messaging needs to be sent to requestor.	5.2 The WebEOC board does not have a notification system on changes but has a new mission alert. POCs on the mission should be called or emailed if major changes are made to the original mission request.	Training	GOHSEP	Melton Gaspard	May 14, 2020	June 1, 2021
6.0 Key Personnel Contact Information	6.1. Contact information for key response personnel, including those of contracted support, should be added to the file library in WebEOC.	6.2.0 A general list could be created and published for all to use for key state response personnel.  6.2.1 Contact information for contractors could be added in the mission comments area so that mission requestors can see the information.	Planning/ Training	GOHSEP	Melton Gaspard	May 14, 2020	June 1, 2021
7.0 WebEOC Missions from State Agencies	7.1 State agencies should not enter WebEOC requests on behalf of a parish without the consent of the parish.	7.2 More training and communication is needed to provided guidelines on who and how requests should be submitted in WebEOC.	Training	GOHSEP	Melton Gaspard	May 14, 2020	June 1, 2021
8.0 Parish Access to WebEOC	8.1 Parishes would like an update on which parish entities have access to WebEOC and for a clear process to be identified establishing who is able to provide and grant access to the system.	8.2 More communication is needed between GOHSEP and local/state partners to ensure everyone is aware of the process and who has access to submit request into WebEOC.	Planning/ Training	GOHSEP	Melton Gaspard	May 14, 2020	June 1, 2021
9.0 PDA Damage Surveys	9.1 Better communication and notification between agencies assisting with PDA damage surveys and the parishes they are assisting.	9.2 More coordination meetings to ensure everyone involved is familiar with the guidelines on how to provide this support. If no guidelines currently exist, they should be created and approved by all parties involved to ensure complete understanding and use.	Planning/ Training	GOHSEP  SFMO  Parishes	Rubby Douglas  Andy Venuto  Regional Coordinators  Bo Carter  OHSEPs	May 14, 2020	June 1, 2021

10.0 Generator Shortfall	10.1 State contractors did not have enough generators to fill all of the requests.	10.2.0 Parishes should keep generator assessments on file for those sites that may need to be supplied with and emergency generator.  10.2.1 Parishes can purchase or register vendors in the state system and collect bids similar state agency methods.	Planning/ Training	Parishes	OHSEPs	May 14, 2020	June 1, 2021
11.0 CTN and Self-Evacuee Sheltering Identification	11.1 CTN and self-evacuees sheltering in the same non-congregate sheltering locations caused confusion with who was eligible and required CTN services from a transportation aspect.	11.2 Develop an initial sheltering registration process that captures the information and easily identifies CTNs from Self-Evacuees.	Planning/ Training	Unified Shelter Task Force  GOHSEP	Shelter Task Force Lead  Amy Dawson  Chris Guilbeaux	May 14, 2020	June 1, 2021
12.0 211 System and Messaging	12.1 211 did not operate as a seamless system and there didn't seem to be one consistent message being provided to those trying to gather information.	12.2.0 ESF 2 and ESF 15 need to create a plan that coordinates all contracts needed to execute the operation.  12.2.1 ESF 2 and ESF 15 create consistent short messaging that can be pulled and sent in a timely and efficient manner.	Planning/ Training	GOHSEP	Travis Johnson/ Mike Steele	May 14, 2020	June 1, 2021
13.0 Public Information	13.1 The overall message of "call the local office of emergency preparedness" for this event caused major issues for evacuees and local OEPs.	13.2 Create a plan to ensure consistent and timely messaging to evacuees and other parish residents.	Planning	GOHSEP	Mike Steele	May 14, 2020	June 1, 2021
14.0 Inter-Agency Communication in the State EOC	14.1 Communication between agencies in the State EOC could be improved.	14.2 Notify and communicate with ESF Leads and LNOs before missions are sent to agencies to ensure the missions are being forwarded to the correct responding agency.	Training	GOHSEP	Melton Gaspard	May 14, 2020	June 1, 2021

15.0 DOTD Route Clearing	15.1 Parishes requesting DOTD to clear State HWYs when DOTD does not need a mission request to perform this ESF.	15.2.0 Notify parishes in trainings that DOTD will only clean State HWYs and this not something that requires a WebEOC mission.  15.2.1 DOTD to produce a list of all roadways they clear without needing a request to GOHSEP to help limit redundant requests.	Training  Planning	GOHSEP  DOTD	Melton Gaspard  Billy Douglas	May 14, 2020	June 1, 2021
16.0 Duplicate and Redundant Requests	16.1 Parishes and agencies submitting multiple requests for same information or needs.	16.2 More WebEOC training regarding checking back for significant comments updates in original missions, where to find them, and how to add them.	Training	GOHSEP	Melton Gaspard	May 14, 2020	June 1, 2021
17.0 Staging Areas	17.1 Faster and easier access to facilitate recovery operations in a Southwest strike.	17.2 The State needs to look into staging areas north of Interstate I-10.	Planning	GOHSEP	Melton Gaspard	May 14, 2020	June 1, 2021
18.0 Sheltering	18.1 Issues with non-congregate sheltering operations.	18.2.0 Mass care to re-instate the Shelter Task force to assist in updating the Unified Shelter Plan to include non-congregate sheltering operations and procedures.  18.2.1 Mass care to engage more partners in planning meetings to include consideration for all clients including the homeless population in future events where non-congregate sheltering may be needed.	Planning	Unified Shelter Task Force  GOHSEP  DCFS  LHC	Shelter Task Force Lead  Amy Dawson  Chris Guilbeaux  Ricky Montet  Keith Cunningham  Ray Rodrigues	May 14, 2020	June 1, 2021
19.0 Oxygen Bottle Exchange	19.1 Issues concerning oxygen bottle exchange during power outages.	19.2 Include oxygen bottle exchange options in the Shelter Task Force meeting and have those approved options included in the Unified Shelter Plan.	Planning	Mass Care	Amy Dawson	May 14, 2020	June 1, 2021



20.0 Shelter registration process	20.1.0 Due to the complexities of this evacuation during the COVID pandemic, there was no consistent registration process done at the beginning of the sheltering response.	20.2.0 More individuals need to be trained on how to register incoming shelter clients and how to read/record data from this process.  20.2.1 Better coordination is needed from parishes and agencies involved in registering clients at shelters to ensure proper data collection and handling.	Training	DCFS	Kim Leep	May 14, 2020	June 1, 2021
21.0 Shelter Security	21.1 Waiting until non-congregate sheltering agreements were signed to request security detailed put a strain on LSP.	22.1 Better communication between Mass Care and Emergency Services to ensure security detail is possible and not pulling personnel from other missions last minute.	Planning	Mass Care/ Emergency Services	Amy Dawson/ Michael Zaruba	May 14, 2020	June 1, 2021
22.0 Difficulty Locating Hotel Clients	22.1 COVID restraints and non-congregate sheltering makes it very difficult to locate and contact clients in hotels in order to assist them along in their recovery.	22.2 Better registration and client data records from the outset would provide appropriate information to assist clients from emergency shelter operations to transitional sheltering or to return home.	Training	Mass Care	Ricky Montet	May 14, 2020	June 1, 2021
23.0 IDCM Case Management	23.1 Case Management through IDCM was 100% virtual and did not provide any reports or data that was useful.	23.2 All partners need to understand IDCM and needs to assess whether to continue this partnership and correct the failed actions of this season in the future or look for other resources that could be utilized more efficiently.	Planning	GOHSEP  DCFS	Rubby Douglas  Genea Lathers  Ricky Montet	May 14, 2020	June 1, 2021

24.0 State and Parish Communication	24.1 State partners must have better communication with parishes' OEPs to support clients from their Parish and parishes must remain engaged with their citizens that are sheltering outside of their jurisdiction.	24.2.0 Better coordination and communication between state agencies and parishes.  24.2.1 More training with parish OEPs to reinforce communication with parish residents.	Planning/ Training	GOHSEP  Parishes	Melton Gaspard  James Ballow  Parish OEPs	May 14, 2020	June 1, 2021
25.0 Volunteers and Available Housing Shortage	25.1 COVID-19 drastically reduced the number of available volunteers and available housing for them causing longer waits for chainsaw & debris removal, tarping requests, etc.	25.2 More planning and discussion is needed to provide alternate means of completing missions under similar circumstances.	Planning	GOHSEP  Parishes	Amy Dawson  Heather Sullivan  OHSEPs  VOADs	May 14, 2020	June 1, 2021
26.0 SAR and Firefighter Reimbursement	26.1 Parishes must be reminded that SAR assets requested from the State by SFM are paid by the state, but when parishes request additional firefighters to augment support in their parish that is a parish expense that needs to be filed on their PDA worksheets.	26.2 More training and better communication between OSFM and parishes	Training	OSFM	Robert McCormick	May 14, 2020	June 1, 2021
27.0 K9 teams	27.1 K9 rescue teams had difficulty during SAR Operations.	27.2 More planning, training, and coordination is needed to ensure K9 rescue is successful in SAR Operations.	Training	OSFM- USAR	Ruel Douvillier	May 14, 2020	June 1, 2021

28.0 SAR Volunteers	28.1 Volunteer equipment needed to be inspected and a training course completed with OSFM before deploying volunteers.	28.2 Volunteer equipment inspection as well as a training course completed with OSFM needs to be included in the MOA between the State and the volunteer organization to ensure the safety of both the volunteers and the civilians they assist in rescuing.	Planning	GOHSEP	Christina Dayries	May 14, 2020	June 1, 2021
29.0 EMAC Teams	29.1 EMAC teams were sent to assist the State of Louisiana without a formal EMAC request	29.2 Better communications between OSFM and GOHSEP to ensure proper protocol is followed so that FEMA re-imbursements are approved.	Planning	OSFM	Robert McCormick	May 14, 2020	June 1, 2021
30.0 Emergency Fuel Operations	30.1 The State spent over 18 million dollars on fuel alone this hurricane season.	30.2 More training with parishes on what is considered "Emergency Fuel needs"	Training	GOHSEP	Melton Gaspard	May 14, 2020	June 1, 2021
31.0 Initiating IA.	31.1 Inconsistencies on how to initiate the Individual Assistance (IA) process	31.2 More planning and training between agencies involved to ensure all are using the same threshold to initiate IA.	Planning	GOHSEP	Rubby Douglas	May 14, 2020	June 1, 2021
32.0 Survey 1-2-3 Documents	32.1 GOHSEP and the OSFM were not using the same survey 1-2-3 form when collecting data.	32.2 More training, communication, and coordination is needed to ensure that both GOHSEP and OSFM use the same Survey 1-2-3 assessment forms to record homeowner data.	Training	GOHSEP	Rubby Douglas	May 14, 2020	June 1, 2021
33.0 State Agency Expense Tracking	33.1 State agencies should track expenses by parish to assist parishes on the verge of IA/PA approval with FEMA.	33.2 There is now an option in LAGOV to track expenses by parish.	Training	State Agencies	ESF Leads	May 14, 2020	June 1, 2021

## APPENDIX B: EXERCISE PARTICIPANTS

Participating Organizations
<b>Federal</b>
Army Corps of Engineers (USACE)
National Weather Service (NWS)
United States Coast Guard (USCG)
<b>State of Louisiana</b>
Governor’s Office of Homeland Security & Emergency Preparedness (GOHSEP)
Louisiana Office of State Fire Marshal (LSFM)
Louisiana National Guard (LANG)
Louisiana Department of Health (LDH)
Louisiana Department of Health Office of Public Health-Public Drinking Water (LDH/OPH)
Louisiana Public Service Commission (LPSC)
Louisiana Workforce Commission (WFC)
Louisiana Department of Children & Family Services (DCFS)
Louisiana Department of Agriculture & Forestry (LDAF)
Louisiana State Police (LSP)
Louisiana Department of Environmental Quality (LDEQ)
Louisiana Department of Transportation & Development (DOTD)
Louisiana Department of Wildlife & Fisheries (LDWF)
Coastal Protection and Restoration Authority (CPRA)
<b>NGO</b>
American Red Cross (ARC)
Louisiana VOAD
<b>State of Louisiana</b>
Acadia Parish
Allen Parish
Ascension Parish
Assumption Parish
Beauregard Parish
Calcasieu Parish
Cameron Parish
East Baton Rouge Parish
East Feliciana Parish
Evangeline Parish
Iberia Parish
Iberville Parish
Jefferson Parish

Jefferson Davis Parish
Lafayette Parish
Lafourche Parish
Livingston Parish
Orleans Parish
Plaquemines Parish
Pointe Coupee Parish
Rapides Parish
St. Bernard Parish
St. Charles Parish
St. Helena Parish
St. James Parish
St. John the Baptist Parish
St. Landry Parish
St. Martin Parish
St. Mary Parish
St. Tammany Parish
Tangipahoa Parish
Terrebonne Parish
Vermilion Parish
Vernon Parish
Washington Parish
West Baton Rouge Parish
West Feliciana Parish