

The GOHSEP FOCUS

Governor's Office of Homeland Security & Emergency Preparedness

June, 2015 • Volume 1 • Issue 5

Directors Message



As State and Federal teams wrap-up with Damage Assessments in northwest Louisiana,

GOHSEP in coordination with the Governors Office has prepared and submitted its Major Disaster Declaration Request.

This request includes the estimated extent of the disaster and its impact on individuals and public facilities based on data and information collected by the damage assessments.

Based on the information provided in the Governor's request, the President may declare a major disaster, thus activating specific federal programs to assist in response and recovery efforts.



MY KATRINA/RITA STORY



Alisha August grew up in Lake Charles, but would visit her grandmother in New Orleans every summer and for Mardi Gras. In 1997 she decided to make New Orleans home. Having lived in New Orleans for a little over eight (8) years, hurricanes and evacuations were nothing out of the ordinary for Alisha. Little did she know what was the 2005 Atlantic Hurricane Season had in store for Louisiana.

On August 23, 2005 the tropical depression that became Hurricane Katrina formed over the Bahamas. Soon meteorologists were warning the Gulf Coast states that a major storm was on its way. Louisiana along with other states were issuing evacuation orders for the areas along the Gulf Coast.



Alisha was hesitant to leave the City after her evacuation experience in July for Hurricane Dennis, which took her approximately ten (10) hours to reach her parents'

home in Lake Charles from New Orleans. The frustrating experience and was still fresh which left her undecided on her evacuation plans.

After receiving multiple phone calls from family and friends pleading with her to evacuate, on August 28, 2005 she headed to her parents' house in Lake Charles. She grabbed her makeup bag, her cat and forty dollars and set off on the road assuming that she would be able to return home in a day or two. When she arrived she found that many other family members from the New Orleans and North Shore areas had evacuated as well. A total of approximately eighteen (18) people were living out of her parents three (3) bedroom home.

On the morning of August 29, 2005, the fam-

ily woke to devastating news of the levee breaches and flooding which left nearly 80% of the city under water. It was in that moment that Alisha realized her life would be forever changed. Due to the Hurricane Katrina devastation she was unable to return home. As she began to accept the fact that she would not be able to reside in her New Orleans home again, she took a job in Lake Charles and tried to establish some sort of normalcy again.

Little did she know that almost a month after Hurricane Katrina there was another major storm threatening Louisiana. Once again, Alisha and her family were forced to evacuate. They packed up and headed toward Texas to seek shelter. Due to the overwhelming population influx and minimal hotel/motel availability from Hurricane Katrina, the family was finally able to find shelter in a hotel/motel along the Texas/Arkansas border.

Hurricane Rita made landfall across western Cameron Parish on Saturday, September 24, 2005, Alisha's family home suffered minimal wind damage, and returned to Lake Charles within a couple of weeks.

After the 2005 hurricanes Alisha returned to her home in New Orleans, where she was only able to salvage a Hope Chest that was stored in the attic. She decided to sell her New Orleans home and move back to Lake Charles with her family, where she would start anew.

In June 2015, Alisha joined GOHSEP's Disaster Recovery, Public Assistance section where she works as an Administrative Assistant for the Private Non-Profits grants team.



July 7th - July 9th - Louisiana Association of Chiefs of Police Annual Conference

July 14th, 16th and 23rd - 2015 Stakeholder Outreach Public Assistance

July 14th - Monthly Regional Directors Meeting

July 15th - HMGP Quarterly Report Due

July 15th - EMGP Quarterly Report Due

July 19th - July 22nd - Louisiana Sheriffs Annual Conference



LOUISIANA DEPARTMENT OF INSURANCE

Insurance Commissioner Donelon Requests Extension of FEMA Deadline to File Flood Claims

Insurance Commissioner Jim Donelon is asking the Federal Emergency Management Agency (FEMA) to extend its deadline for Louisiana homeowners impacted by recent flooding. FEMA's National Flood Insurance Program (NFIP) requires homeowners to file a Proof of Loss form to claim damages within 60 days of a flood.

"A Proof of Loss form is required before any policyholder will receive payment but filing that form within 60 days can be a real challenge for homeowners and businesses who've been victims of catastrophic flooding," said Commissioner Donelon. "Following Hurricane Isaac in 2012, which caused extensive damage in Plaquemines and St. John the Baptist parishes, we heard from many homeowners who needed more time to collect vital information after floodwaters destroyed their homes. FEMA authorized four extensions to its initial 60-day filing deadline, increasing policyholders' time to file to 240 days from the time of their loss. I am asking for FEMA to grant a similar courtesy to homeowners in northwestern and central Louisiana."

Flood damage resulting from heavy rain or storm surge is excluded under standard homeowners policies. Flood coverage can be obtained from the NFIP, but it must be obtained before a flood event and typically there is a 30-day waiting period before a flood insurance policy becomes effective.



Those needing to file a claim as a result of the recent flooding are urged to contact their agent or call the NFIP Claims Call Center at 1-800-621-3362. After you have filed your claim, an adjuster will contact you and will need evidence of the damage to your home and possessions to adjust your claim. Policyholders are advised to document damaged property by taking photographs and making a list of damaged items. Your adjuster will provide you a Proof of Loss form for your official claim for damages. This document substantiates the insurance claim and is required before the National Flood Insurance Program (NFIP) or insurance company will make payment.

Click [here](#) to read the Commissioners letter.



Comprehensive Public Training Program

Adult Learning Principles and Application

Whether you are facilitating a class or just training a new employee, considering the needs of your learner is crucial to the success of both you, as the trainer, and the learner. This course explains the basic principles of adult learning and offers practical tips for meeting the needs of those you may be training. A downloadable job aid that summarizes the principles and offers application techniques is also available under Resources in the course.

This course is the first completed part of our upcoming **Master Trainer Certificate** program. The **Master Trainer Certificate** program is designed for employees who, while not trainers, spend a significant amount of their time training others. We will keep you informed as the pieces of the program are developed and become available.

Adult Learning Principles and Application is available in LEO as **CPTP_Adult_Learning_Principles_WBT**. To find the course, use the search term "Adult" in the Find box.

Building Trust: Balancing Your Trust Account

Trust is one of the most important and valued characteristics of a well-led team or organization. Gaining the trust of those you supervise is vital to your success. While it may take some time and effort to earn, trust can be destroyed in an instant by careless actions. This course is designed to help supervisors gain, maintain, and, if necessary, rebuild trust within his or her team. Like all of our recent CPTP web-based training, the course uses realistic scenarios to maximize interactivity and contains a downloadable job aid that provides tips for building trust with your employees.

This course is part of the 2015 Supervisory Group 1 Mandatory Training Requirements, and serves as an alternate to the instructor-led course, **Ethical Behavior**.

The course is listed in LEO as CPTP_Building_Trust_WBT and can be found by using the search term "Trust" in the Find box.

We invite you to check out, **Building Trust: Balancing Your Trust Account** or any of the over 200 web-based and instructor-led trainings CPTP offers.

Please visit [GOHSEP's Getting it Right](#) webpage to get information on all upcoming workshops and class schedules.

getting it right!



RED STICK READY

On June 20, 2015, GOHSEP participated in the Baton Rouge Mayor's office of Emergency Preparedness' annual Red Stick Ready Day. This event is tailored to provide the community with information on how to prepare for an emergency.

GOHSEP was just one of many state and local agencies that participated in this event. People who attend the event at the Mall of Louisiana received emergency preparedness starter kits and got the opportunity to talk to state and local preparedness officials.

ceived emergency preparedness starter kits and got the opportunity to talk to state and local preparedness officials.



meet our NEW HIRES

Alicia Murray - Fleet Specialist, Document Services

Corey Smith - Administrative Assistant, Document Services

William "Bill" Haygood—Section Chief, OCD HMGP

Public Invited to Comment on

Flood Maps for Orleans Parish

- Viewing the preliminary flood index maps at: Using a live chat service about flood maps at <http://msc.fema.gov/portal>
- To use the live chat service, visit <http://go.usa.gov/r6C>. Click on the "Live Chat" icon.
- Viewing the Preliminary Flood Hazard Data at: <http://www.fema.gov/view-your-communitys-preliminary-flood-hazard-data-0> and
- Contacting a FEMA Map Specialist at 1-877-FEMA MAP (1-877-336-2627); email: FEMAMapSpecialist@riskmapcde.com



Ernest "Dutch" Morial School Groundbreaking Ceremony

The Recovery School District (RSD) hit another recovery milestone on Thursday, June 18th, when it held a groundbreaking ceremony for the Ernest "Dutch" Morial Elementary. The original facility was destroyed by Hurricane Katrina and demolished in 2008. Once constructed, the over 130,000 square foot school will house grades Pre-K through 8th grade.





Louisiana Youth participating in 4-H University's (U) Clover Collage Program were able to tour GOHSEP's Emergency Operations Center (EOC) on June 25, 2015. Students were educated on preparing for, responding to and recovering from an emergency.

More than 1,500 Louisiana youth attended this annual event from June 23rd to the 26th. 4-H members between the ages of 13-19 can compete in contests, win prizes and explore careers.

About 300 4-H U attendees participate in Clover College, a hands-on learning experience featuring courses. The major objective of the Clover College is career exploration.

Youth participating in 4-H U stay on LSU's campus in dormitories, which gives them the college life experience. Many of the students come from rural areas of Louisiana and have never been on campus before.



Louisiana Selected as Finalist for National Disaster Resilience Competition



On June 14, 2014, President Obama announced the National Disaster Resilience Competition (NDRC). This competition allows communities that have experienced natural disasters to compete for funds to help them rebuild and increase their resilience to future disasters.

U.S. Housing and Urban Development (HUD) announced Monday, June 22nd that the State of Louisiana has been selected as a finalist to compete in the second and final phase of HUD's National Disaster Resilience Competition (NDRC). Aligned closely with an education and technical assistance effort by the Rockefeller Foundation, HUD's competition is designed to help states and local communities recover from past disasters while improving their ability to withstand future extreme events. The State of Louisiana will be competing with 39 states and local communities.

The State is applying for a portion of the funding being made available through the NDRC grant to undertake projects and programs that will enhance Louisiana's resilience. In Phase 2 of the NDRC, the State will propose specific projects, and the selected projects will be funded from a total funding of nearly \$1 billion. The maximum grant award available at the end of Phase 2 will be \$500 million and the minimum will be \$1 million.

FEMA encourages Homeowners, Renters & Business Owners in Orleans Parish to Review Preliminary Flood Maps

Anyone who has comments or who would like to file an appeal has until **August 6, 2015** to submit them. An "appeal" is a formal objection to proposed base flood elevations or flood depths, Special Flood Hazard Areas (SFHA) boundaries and zones, or floodways. Appeals must be based on technical data that show proposed maps to be scientifically incorrect. Anyone who makes an appeal must include the method, data and analysis used to support the claim. A "comment" is an objection to a base map feature change such as labels, incorrect roads, jurisdictional boundaries, or any other non-appealable change.

Comments and appeals should be sent to FEMA through the local floodplain administrator. Anyone who hasn't had a chance to participate in local flood insurance meetings or to review the new flood maps is encouraged to contact their county or community floodplain administrator. Once all comments and appeals are resolved, FEMA will notify communities of the effective date of the final maps.



FEMA



The purpose of Louisiana Voluntary Organizations Active in Disasters (LAVOAD) mission is to foster, through cooperation in mitigation and response, more effective services to people affected by disaster.

During the recent Red River Flooding Event, LAVOAD organizations supported response and recovery operations in Northwest and Central Louisiana.

Specifically, Louisiana Baptist Disaster Relief Teams, Red Cross and the Food Bank helped support these local efforts. Hats off to these and the other hard working volunteers making life a little easier for those dealing with this disaster.



Learn what you need to know NOW!

Upcoming Workshops

July 14th, 16th, and 23rd, GOHSEP will be hosting **three (3) workshops** across the State. The workshops titled *Getting It Right! 2015 Stakeholder Outreach* are designed to address issues confronting Applicants/Subrecipients, which may affect their FEMA Public Assistance (PA) funding. **We encourage you to attend the full one (1) day event and to please pass workshop information on to those in your organization who will benefit from attending.**

See attached flyer for details.

To register for the workshops, [CLICK HERE!](http://register.gohsep.la.gov/form/2015Outreach.php) (<http://register.gohsep.la.gov/form/2015Outreach.php>)

New Orleans: July 14

Lafayette: July 16

Ruston: July 23

Questions?

To learn more, download the attached PDF. [To Download a PDF, Click Here!](http://gohsep.la.gov/workshops/Outreach/FNL15eBlast.pdf) (<http://gohsep.la.gov/workshops/Outreach/FNL15eBlast.pdf>)

If you have questions, please contact GOHSEP Disaster Recovery Legal Counsel, Ben Plaia at ben.plaia@la.gov.



July 6th - Buren Moore, Dexter Ranson & Michael Zaruba

July 8th - Cher Moore, Shayla Thompson, Ashley Shuffield & Nathan Dronette

July 9th - Crystal James & Kambre Scott

July 12th - Glenda Bocking & Quwanda Brown

July 15th - Brenda Cooper & Deborah Rhines

July 16th - Tameka Hardy

July 17th - Beverly Joseph & Desmond Rideau

July 18th - Jennifer Reynolds & Khilah Greening

Request For Articles

If you would like to include your information/article in future issues of *The GOHSEP Focus*, please contact:
Allison Hadley or Mike Steele
(225) 718-1815 (225) 925-3966

allison.hadley@la.gov

mike.steele@la.gov

Follow GOHSEP's Social Media....

Websites: gohsep.la.gov or getagameplan.org

Facebook: [gohsep](https://www.facebook.com/gohsep)

Twitter: [@gohsep](https://twitter.com/gohsep)

