

# Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)



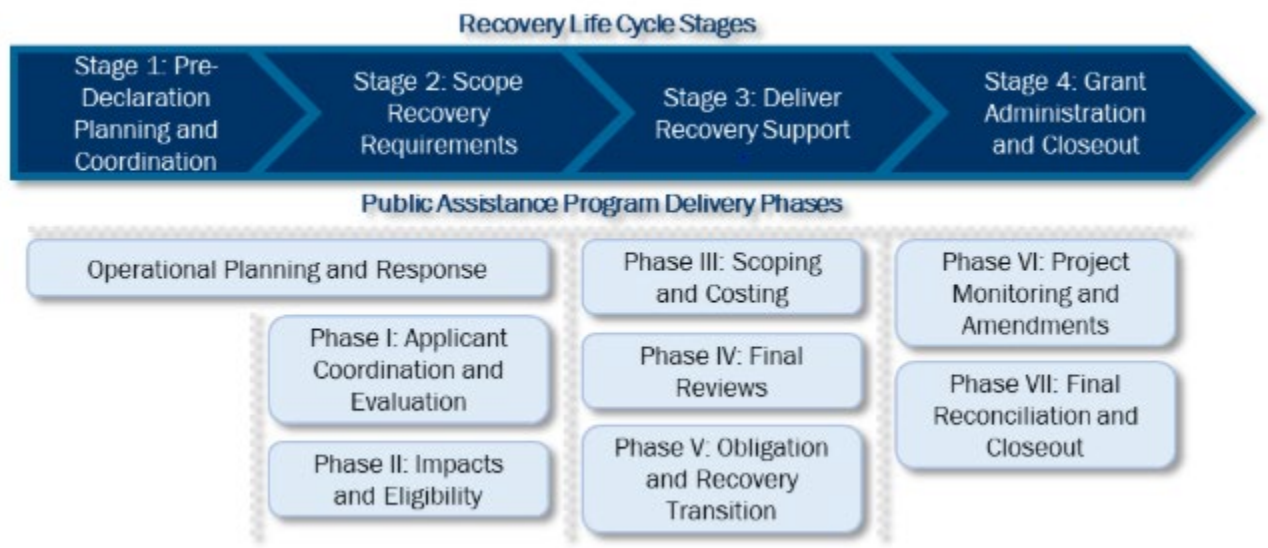
# GOHSEP Vision, Mission and Strategic Goals

- **Vision:** To serve as an extension of the Office of the Governor and provide sound leadership during crisis events while also enhancing the day-to-day state agency programs servicing Louisiana residents, businesses and organizations.
- **Mission:** The mission of GOSHEP is to utilize three priorities to save lives, protect property and maintain infrastructure:
  - Ensure that GOHSEP serves as the emergency arm of the Governor and works hand in hand with all emergency support/recovery function agencies as part of the U.S. National Response Framework and the Louisiana Homeland Security, Emergency Assistance and Disaster Act in preparation, response, recovery, mitigation and prevention of crisis events.
  - Ensure that all Municipalities, Parishes/Parish Organizations, Sub-Recipients and State Agencies have a voice and an agency to champion for them in obtaining maximum funds in all applicable federal and state programs in an expeditious manner.
  - Consistently review internal best business practices and potential for Improvements. It is essential to review the actual mission and output of internal departments to ensure elite levels of support to all stakeholders in Louisiana.
- **Goals:**
  - GOHSEP will apply leadership directly towards lifesaving measures, mitigation efforts to protect public/private property and establish/maintain a safety net to protect, operate and improve our infrastructure.
  - GOHSEP will quickly and efficiently move resources through the emergency management cycle: preparation, response, recovery, mitigation and prevention. The definition of resources at each stage involves all five divisions and changes depending upon the stage. The five divisions will all operate in support of each other in a deliberate, synchronized fashion.
  - GOHSEP will internally hold ourselves accountable as an operational arm of government with a strategic directive: GOHSEP will be unwavering in our efforts to save lives, protect property and maintain infrastructure.
  - GOHSEP will standardize internal strategic concepts in a specific format to streamline communication into clear concise products. The format is task, purpose, issue, discussion and recommendation:
    - *Task- What is this situation?*
    - *Purpose- What is the real problem? What is likely to happen? What is the center of gravity of the issue?*
    - *Issue- How should I think about this situation to define the problem or opportunity? How could this situation happen? What do I know about situations like this? What do I not know that I should?*
    - *Discussion- What other situation is like this one? What is this situation not like? What else could this situation or solution be? How should I prepare for future situations?*
    - *Recommendation- What needs to be accomplished? What is the solution or plan? Is there a specific path to decide the solution? Does the solution support the purpose (center of gravity)?*

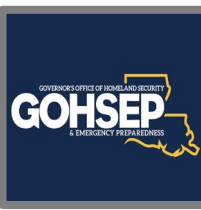
# PA Vision, Mission and Strategic Goals

- **Vision:** Adopt an interactive and proactive approach to minimize the time and effort it takes impacted communities to recover with Public Assistance funding.
- **Mission:** Utilize priorities to drive recovery for impacted communities as they navigate the PA program:
  1. Advocate for our applicants to ensure they receive all potential PA funding.
  2. Provide education and outreach so applicants are aware of how to request, document and get reimbursed AND keep PA funding.
- **Goals:**
  1. Find innovative ways to streamline our process and reduce the time to closeout disasters.
  2. Pro-actively identify and address any impediments to applicants quickly moving through the PA grant cycle.
  3. Provide the resources to PA division necessary for them to provide the highest levels of customer service.

# Recovery Life Cycle



# Recovery Cycle Cross Training



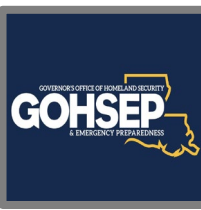
- **Task:** The PA management team identified a need for a more global, hands-on training need for all employees to grow in their professional development.
- **Purpose (Center of Gravity):** The intent is to update skills development plans to include practical hands-on training with other sections to better understand how all aspects of the recovery cycle impact each other.
- **Issue:** In an effort to specialize on their individual role in each recovery phase, each section can tend to have a myopic view of their role in recovery.
- **Discussion:** The recovery life cycle is most effective and efficient when people understand how the work they do impacts the success in the other phases of recovery. While the current training available includes classroom training for other sections, this is not sufficient for a deeper understanding of the roles of others in different sections. By including practical hours working in other sections side by side with their peers, it will allow for practical applications of what has been introduced in the classroom and a more comprehensive understanding of recovery. Additionally this is an opportunity for people not embedded in the process to provide feedback on potential efficiencies not yet considered.
- **Recommendation:** The State Applicant Liaison (SAL) section, Grants Management and Closeout section will implement within their skills development programs the requirement to spend a minimum of 40 hours with a peer in the other sections to gain a better understanding of all aspects of recovery and build a more cohesive team with a broader understanding of the recovery cycle.

# Targeted Applicant Outreach



- **Task:** To proactively identify applicants in need of a higher level of support and resources from our PA staff.
- **Purpose (Center of Gravity):** With an increased focus on getting out in the field, the intent is identify triggers and indicators that an applicant is struggling to move forward in any phase of recovery and bring the right internal and external stakeholders to them to assist.
- **Issue:** At times it is clear that if we had intervened earlier many issues in obtaining PA funding or getting reimbursed for those costs could have been avoided. Correcting issues often takes far more resources than identifying them early on in the process.
- **Discussion:** By proactively identifying applicants who are at a standstill within the PA cycle or have no previous experience with the program, we can help expedite recovery, minimize compliance issues and train applicants how to navigate in future events. With the tools and reporting available along with establishing relationships with applicants we should be able to identify some key data points that indicate a field visit or visits are necessary to get them back on track. The State Applicant Liaison should be the key to both identifying and coordinating the right resources to ensure we can resolve issues or provide training and guidance.
- **Recommendation:** The PA management team will identify some key criteria that would trigger a more comprehensive targeted applicant outreach to drive recovery.

# House of Worship Outreach



- **Task:** To ensure that eligible houses of worship are aware of the Public Assistance program and how to get that funding if they are impacted in a federally declared event.
- **Purpose (Center of Gravity):** As part of our mission in providing education and outreach it is important that we educate current applicants *and* potential applicants for future events. Early education outreach prior to an event will provide far greater benefits than trying to conduct outreach in the chaos after an event.
- **Issue:** Most governmental (parish, municipalities, schools, sheriffs, state agencies) know about the Public Assistance program and what recovery funding is available. However with changes in legislation there is more funding available for impacted houses of worship (HOW) that they may not be aware of.
- **Discussion:** There are over 5000 churches within the State of Louisiana that play key roles in the lives of their community. They provide education, resources to underserved communities, community gathering spaces and more. When they are impacted by a disaster and unable to recover, their absence is keenly felt by their communities and can impede recovery. While we have many available avenues to communicate with governmental entities about the PA program after an event, it is far more difficult to reach the houses of worship community. A far better strategy is to engage in non-disaster times and ensure that they also help spread the word to their fellow houses of worship.
- **Recommendation:** GOHSEP Public Assistance staff and FEMA will jointly work together to hold House of Worship outreach events as needed during non-disaster times and build our relationships and communication within that community.