

Disaster Response

Division of Energy Assistance
Office of Community Services
Administration for Children & Families
U.S. Department of Health and Human Services



ADMINISTRATION FOR
CHILDREN & FAMILIES

Agenda

- LIHEAP and Disaster Response
- Speakers:
 - Carolyn McQuairter and Loretta Wallace – Louisiana
 - Veronica Rivers – Gila River Indian Community
 - Kathy Andry – California
- Closing



LIHEAP and Disaster Response

This section provides a brief overview of LIHEAP disaster response and preparedness.

OCS Overview

- Flexibility for using LIHEAP funds in response to disasters
 - Temporary shelter (when homes are destroyed or damaged)
 - Transportation (move individuals away from crisis area to shelter)
 - Utility reconnection costs
 - Furnaces and air conditioners (repair or replacement costs)
 - Insulation repair
 - Coats and blankets

OCS Overview (continued)

- Flexibility for using LIHEAP funds in response to disasters
 - Bill payment assistance and utility deposits
 - Fans, air conditioners, and generators
 - Energy-related repairs (provide energy-related home repairs using weatherization or crisis funds)
 - Vouchers to pay for living expenses if related to home energy
 - Temporarily raise income eligibility guidelines (not to exceed greater of 150% of the HHS Poverty Guidelines or 60% of the state median income)

OCS Overview (continued)

- LIHEAP cannot do the following:
 - Waive eligibility guidelines completely
 - Use funds for temporary shelter if the situation does not involve safe home heating or cooling
 - Pay water bills
 - Buy clothing and other household supplies

Use of LIHEAP Funds

- Examples of proper use of LIHEAP funds
 - **Flint, Michigan Water Crisis** – Michigan is currently using weatherization funds to replace old water heaters in Flint, as they could be affected by levels of lead in the water.
 - **Hurricane Sandy** – New York used crisis funds to provide furnace repair and replacement services to victims of Hurricane Sandy.

Reminder

- Response Times
 - The 48-hour and 18-hour time frames to provide crisis intervention do not apply when a grantee is affected by a natural disaster.
- Plan Amendment
 - If funds are used differently than was described in the grantee's LIHEAP Plan, the Plan will need to be revised.

What To Do When a Disaster Hits?

- Notify your OCS Liaison so he or she can report the incident and your mitigation plan to the ACF Watch Officer within the Office of Human Services Emergency Preparedness and Response.
- Respond to your OCS Liaison's request for information or update already provided information to OCS. OCS will contact you if there is a disaster in your area.
- OCS will help you figure out how to take advantage of LIHEAP's flexibility to respond to disasters.
- If you have any questions, call your Regional Liaison.

Resources

- **LIHEAP Disaster Management Policies –**
<http://www.acf.hhs.gov/ocs/resource/liheap-disaster-relief-and-outreach-in-the-wake-of-recent-storms-and-power>
- **LIHEAP Disaster Management Questions and Answers –**
<http://www.acf.hhs.gov/ocs/resource/liheap-disaster-relief>
- **Office of Human Services Emergency Preparedness and Response –**
<http://www.acf.hhs.gov/ohsepr/ohsepr-team>



Hurricane Katrina/Rita Home Energy Crisis Relief

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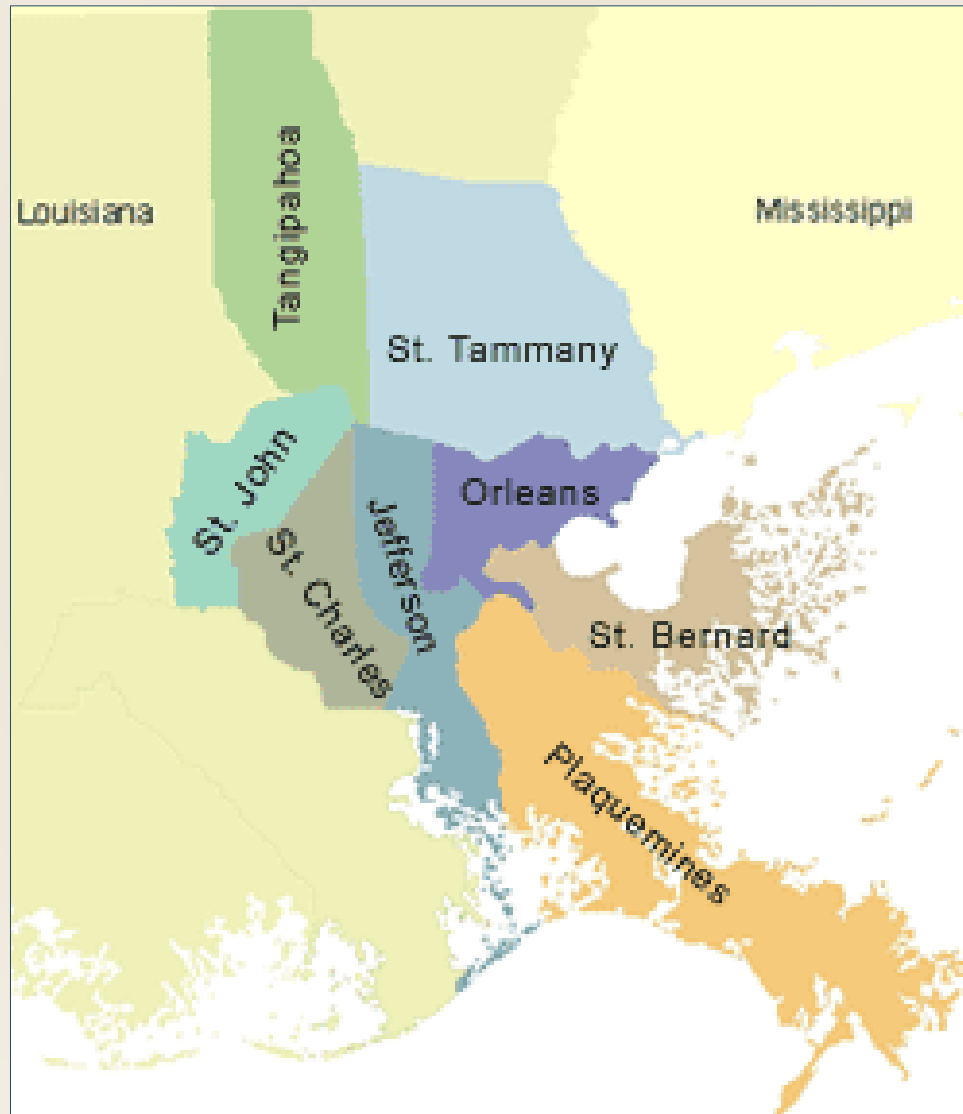
Hurricane Katrina

- Category 5 hurricane on August 28, 2005, one day before it made landfall on the Gulf Coast
- Made landfall on August 29, 2005, in southeastern Louisiana with maximum sustained winds of 140 miles per hour
- Hurricane-force winds extended outward up to 105 miles from the center of the storm

Hurricane Katrina (continued)

- Levees were breached and water poured into New Orleans
- Most devastating damage caused by flooding
- Tens of thousands of people stuck in New Orleans without sufficient food, water, medicine, medical care, or hope
- Approximately 1,800 people lost their lives because of Hurricane Katrina

Katrina-Affected Parishes



Hurricane Katrina Home Energy Crisis Relief

- Louisiana Housing Corporation (LHC), formerly known as Louisiana Housing Finance Agency (LHFA), received \$12 million in Energy Assistance on September 3, 2005
- LHFA received \$12 million in emergency contingency funds from the U.S. Department of Health and Human Services to help provide “home-energy-related” crisis funding

Hurricane Katrina Home Energy Crisis Relief (continued)

- LHFA allocated these resources to the various existing network of state Community Action Providers (CAPs) for distribution
- Estimated the agency could serve approximately 35,000 Louisiana households on a first-come, first-served basis

Hurricane Katrina Home Energy Crisis Relief (continued)

- Each qualifying household received up to \$500 to assist with the following:
 - Temporary shelter or housing individuals in hotels, apartments, or other living situations
 - Costs for transportation to move individuals away from the crisis area
 - Utility reconnection costs
 - Repair or replacement for furnaces and air conditioners
 - Insulation repair
 - Coats and blankets to keep individuals warm
 - Crisis payments for utility deposits or purchase of fans, air conditioners, and generators

Hurricane Katrina Home Energy Crisis Relief (continued)

- Funds allocated to the CAPs were based upon their estimation of displaced persons seeking assistance
- Modified allocation formula accounted for the shift from heavily populated areas to less populated areas due to evacuations caused by Hurricane Katrina

Hurricane Katrina Home Energy Crisis Relief (continued)

- Orleans, Jefferson, and St. Bernard Parishes were not included in the allocation
- Reserve of \$1,095,600 was set aside to cover possible need in those areas
- Each CAP received an administrative fee of 4% of the funds obligated and/or expended
- Fee was paid to the CAP based on per cost report basis
- Fee was used to pay for expenses associated with program operation

Eligible Households

- Eligible households were limited to the following:
 - Homes destroyed/damaged by Hurricane Katrina
 - People whose income was at or below 60% of the statewide median income, adjusted for family size, in which all members of the affected family identified in the crisis application were part of the household when the disaster occurred
 - Head-of-household was acting on behalf of the household to provide temporary housing and/or energy-related equipment, repairs, and/or replacement to preserve their health and safety
- Benefits were awarded in keeping with the State's Priority Placement Plan

Applicants

- Applicants who applied for Hurricane Katrina assistance had to do the following:
 - Complete an application for assistance
 - Provide receipts for each head-of-household
 - Provide a photo ID
 - Provide documentation of the temporary housing or energy-related expenses

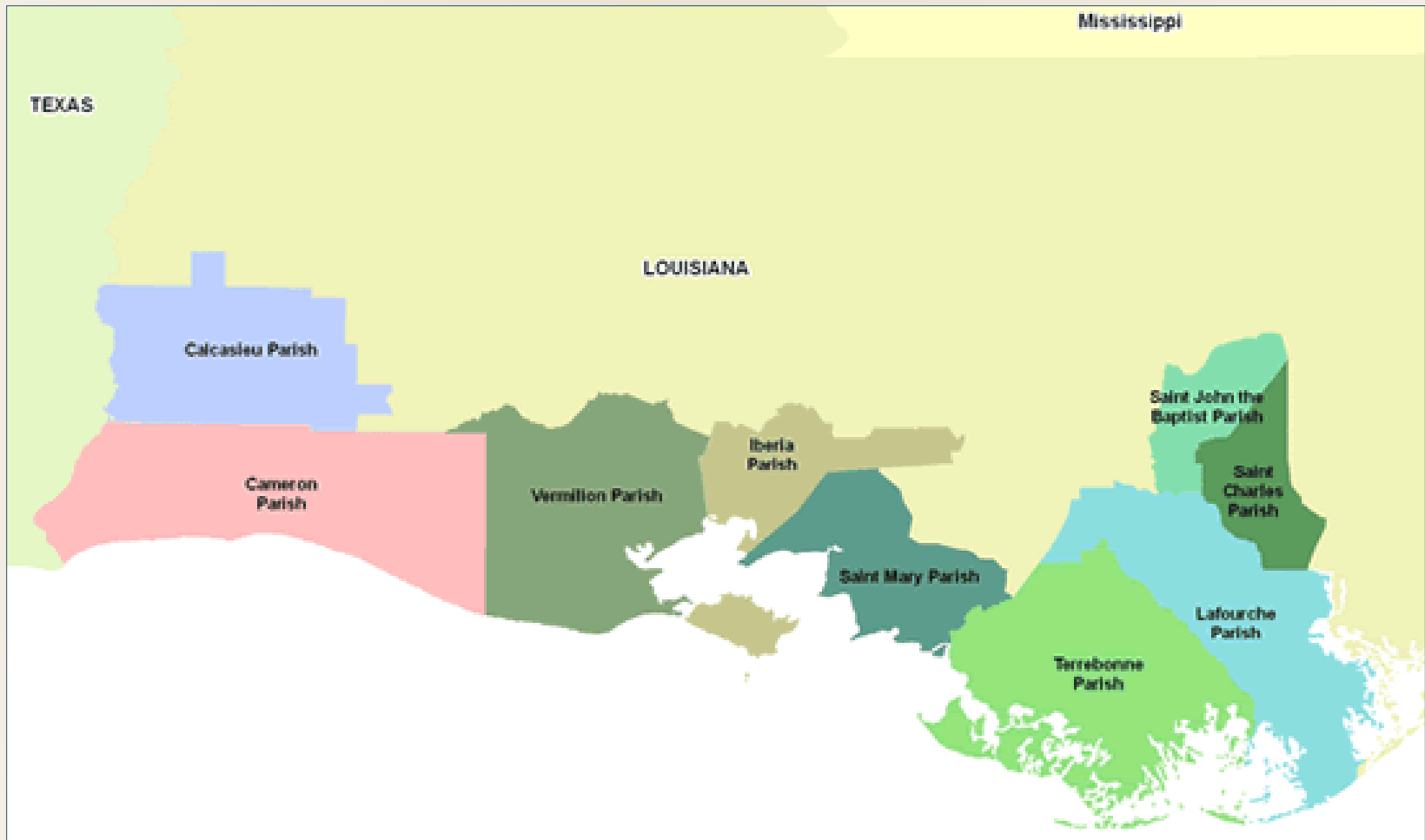
Hurricane Rita

- Less than a month after Hurricane Katrina devastated the U.S. Gulf Coast, Hurricane Rita was the second hurricane of the season to reach Category 5 status in the Gulf of Mexico
- Marked the first time on record that two hurricanes reached Category 5 strength in the Gulf of Mexico in the same season
- Only the third time that two Category 5 storms formed in the Atlantic Basin in the same year

Hurricane Rita (continued)

- Made landfall about 161 miles southeast of Sabine Pass at the Texas/Louisiana border on September 24 as a Category 3 hurricane with winds of 115 mph
- Hurricane force winds were sustained more than 150 miles inland and tropical storm force winds were felt as far away as the Louisiana-Texas-Arkansas border
- City of New Orleans was again under a mandatory evacuation order as the storm threatened to bring heavy rainfall

Rita Affected Parishes



Numbers

- As of April 5, 2007:
 - Total Katrina Services – \$11,247,123.90
 - Total Administration – \$449,828.18
 - Total Rita Services **Only** – \$130,143
 - Total processed and disbursed to date – \$11,697,006.08
- Total Population Served – 23,878
- Total Population Denied – 363
- Total in Households – 53,511

February 21, 2008

- Office of Inspector General launched a formal investigation into all Katrina/Rita applications taken
- LHFA had to review and identify duplicate and triplicate applications taken from some citizens who went from parish to parish to apply for crisis assistance although they were informed it was a one-time event
- Letters were mailed to suspected fraud applicants advising them to reimburse LHFA or face potential prosecution

Lesson Learned

- Utilize the state software system to track all Hurricane Katrina/Rita applications taken

Contact Us

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Gila River Indian Community

Veronica Rivers

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September 8, 2014

Gila River Indian Community Experiencing Severe Weather Conditions

Record Rainfall leads to severe flooding throughout Community

Sacaton, Az. – On the morning of September 8, 2014 a massive storm drenched the Phoenix Metropolitan area which lead to severe flooding on many roadways throughout the Gila River Indian Community. Several districts within the Community are still experiencing road closures and blockages due to flood waters. Road closures are still in effect throughout District 6, District 7, District 5 and District 4 areas. Please exercise caution when passing through these roadways.

Community members are urged to contact their local District Service Centers if they are experiencing any issues related to damage from the storm. The Office of Emergency Management (OEM) has activated the Emergency Operations Center (EOC) and all requests for assistance should be made through the District Service Center. Once a request is made it will be passed on to the EOC where resources can be distributed to the Community in the most effective and efficient manner. This coordinated effort between the EOC and Community Service Centers will best serve the Community in this emergency situation.

Governor Mendoza stated "We are working to ensure the safety of Community members first and foremost. At this time our staff is working diligently to address all of the issues that the Community is experiencing as a result of this unexpected storm". In order to ensure the safety of employees Governor Mendoza has granted an early release to all GRIC employees this afternoon (excluding non-emergency response providers) effective at 3 p.m.

For additional questions or to request an interview, please contact Zuzette Kisto at (520) 705-3099 or at zuzette.kisto@gric.nsn.us.

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Gila River Indian Community located on 372,000 acres in south-central Arizona and home to the indigenous O'odham (Pima) and Pee Posh (Maricopa) people. The Tribe is comprised of seven districts, the administrative offices and departments are located in Sacaton, and serve the people throughout these seven community districts. 100% of its profits from gaming and 17 other Enterprises are utilized by the community providing services and opportunities to achieve the highest quality of life.



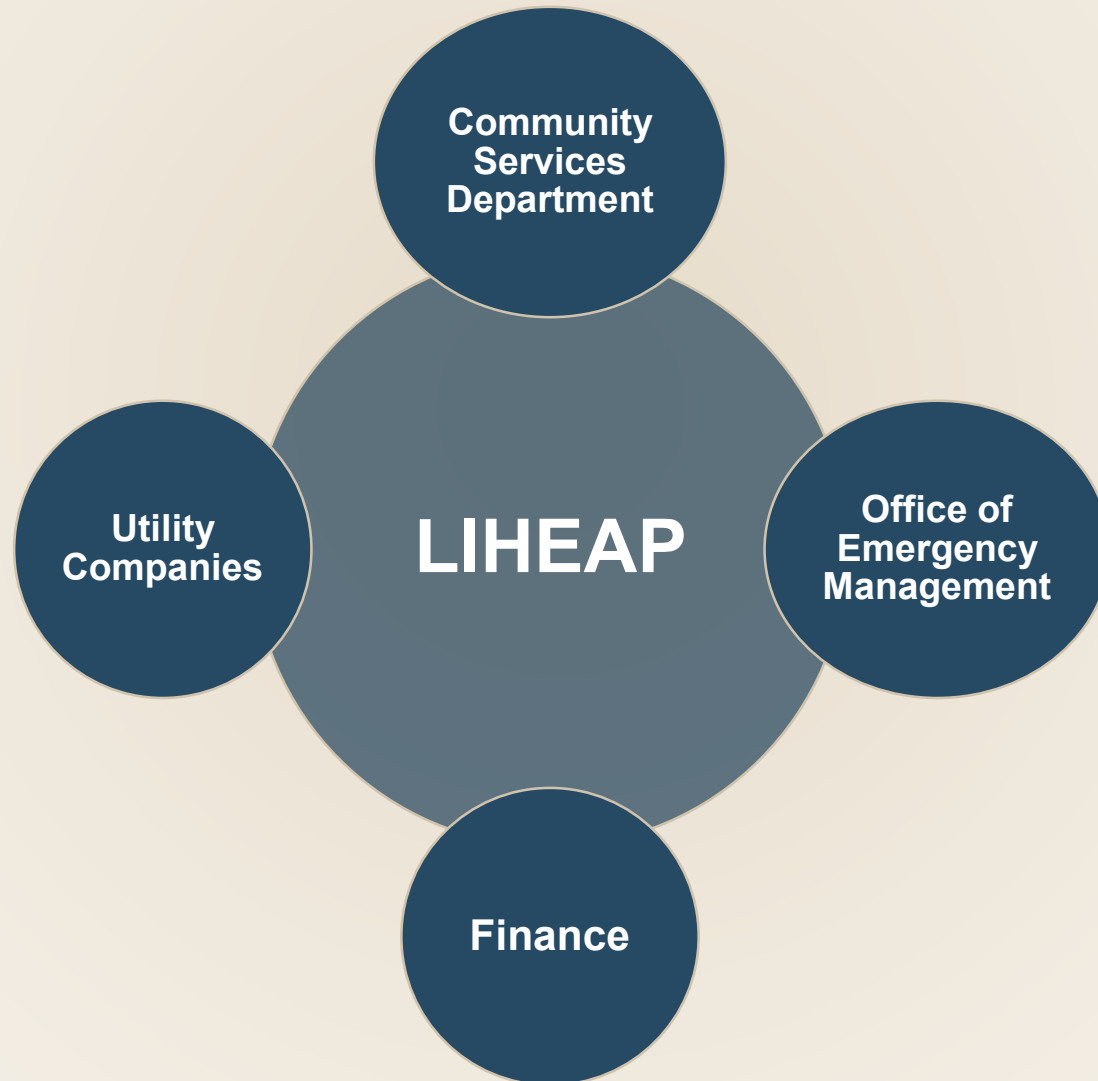
Magnitude of Flooding



LIHEAP Crisis

- Electrical poles down
 - Replacement of poles
- Displacement of residents for months
 - Reconnection fees
 - Past due bills

Community Collaboration



Lessons Learned

- Increased LIHEAP Crisis amount award up to \$800
- Included heating under LIHEAP Crisis
 - Some homes use a water heater to heat the home
 - Some elders/disabled members need it year-round

Contact Information

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California Severe Weather Energy Assistance and Transportation (SWEATS) Program

Kathy Andry

*Deputy Director of Energy and Environmental Services
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State Response System

- In the State of California, Office of Emergency Services is responsible for the coordination of overall state agency response to disasters
- Daily situation reports are provided to all state departments
- Departments are contacted to mobilize resources when a situation reaches a critical level

SWEATS Activation

- SWEATS services activated by our Department
- Once activated, Department immediately notifies local service providers that they can use SWEATS services to respond to the emergency situation
- Local service providers can to activate the use of SWEATS when an emergency occurs outside of business hours

SWEATS Services

- Service component that is readily available to local service providers
- Services includes the following:
 - Utility Assistance
 - Temporary Housing Services
 - Transportation Services
 - Temporary Heating and Cooling Appliances

SWEATS Uses – Fire

- In Summer 2015, approximately 14,000 customers were without electricity due to the Butte fire burning in Amador and Calaveras Counties
- Power loss and poor air quality in surrounding Amador and Calaveras Counties created serious medical emergencies for persons requiring electrical power to meet medical needs
- Local service provider used SWEATS to provide the following:
 - Power generators
 - Supply box fans
 - Temporary shelter

SWEAT Uses – Extreme Heat

- In Summer 2016, California experienced extreme heat of more than 100 degrees in central and southern California
- Three local service providers used SWEATS to provide the following:
 - Temporary shelter
 - Portable cooling appliances
 - Transportation to cooling centers

Contact Information

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Summary

This section summarizes the key points of the presentation.

Summary

- LIHEAP funds can be used to respond to disasters.
- LIHEAP funds offer a lot of flexibility in how to respond to disasters, such as the following:
 - Energy-related repairs
 - Vouchers for living expenses related to home energy
 - Raise income eligibility guidelines
- OCS will help you use LIHEAP funds to respond to disasters.

Questions?

