



**DEPARTMENT OF CHILDREN AND
FAMILY SERVICES**

**EMERGENCY PREPAREDNESS
STRATEGIC PLAN**

FOR

2012-2015

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SECTION ONE – General

DCFS-EP Strategic Plan

This Plan provides the framework for the Department of Children and Family Services Emergency Preparedness Division (DCFS-EP) common operating picture for the “stakeholders” using the Strategic Goals with their associated calendar year goals, objectives and action plans. Action plans by the staff will be measured to accomplish the priorities. This Plan articulates the intent of the Emergency Preparedness Division and the specific strategic goals that stem from the DCFS-EP analysis of various data platforms and potential missions. A primary focus of this Strategic Plan initiative is to ensure that the intent is understood by all.

PURPOSE

The overall purpose of this plan is to provide the strategic guidance for the DCFS-EP and support for local, state and national emergencies. DCFS continues to provide a critical service to the citizens of Louisiana and will always strive to better that service. However, DCFS also has a state mission that requires much detailed planning as a Primary for Emergency Support Function Six, ESF – 6 (Mass Care). In both cases the end-state is outstanding support to the stakeholders and citizens.

Intent

Emergency Preparedness Strategic Plan for the DCFS is the planning document that provides our collective vision and direction. This plan establishes our Strategic Goals and Yearly Goals and Objectives that will focus our efforts over the next several years. This plan also represents our commitment to the future of our organization and provides an ongoing process that allows us to achieve excellence in all that we do.

This plan also incorporates guidance from the Louisiana Governor’s Office of Homeland Security and Emergency Preparedness (GOHSEP) to better position DCFS-EP to meet the strategic challenges facing us over the next several years. Demands in response to new missions stemming from the Federal and State initiatives and to our obligations to respond to local emergency situations and budgetary constraints will continue to force us to use innovative methods to maximize our efficiency and effectiveness.

The challenge is to translate the specific tasks or functions performed as staff of DCFS into actions that will accomplish our strategic plan.

This Strategic Plan is designed to coordinate closely with the GOHSEP Emergency Operations Plan, the Unified Shelter Plan and with Parish Emergency Operations Plans. It establishes a base on which further plans; procedures, guidelines, arrangements and agreements can be built.

VISION

The vision is for DCFS to safely and professionally meet the ESF 6 responsibilities in all emergency situations.

MISSION

DCFS is working to keep children safe, helping individuals and families become self-sufficient and providing safe refuge during disasters.

CRITICAL SUCCESS FACTORS

The success of DCFS lies in our ability to anticipate what resources will be needed at the appropriate time and place. This will be accomplished using the four phases of preparedness, response, recovery and mitigation in the order shown below for each area.

Preparedness –

- Develop plans to support anticipated needs using the Governor's assigned responsible Emergency Support Functions.
- Maintain, improve and develop available shelter space in Louisiana.
- Maintain positive image through an aggressive public awareness campaign.
- Monitor ongoing events and emergencies through DCFS-EP Emergency Operations Center in conjunction with GOHSEP.
- Conduct training and exercises to achieve appropriate readiness levels for EP-assigned DCFS Staff. Where feasible, participate in training and exercises conducted by state, national and local agencies.
- Coordinate closely with LA Sheltering Task Force and sheltering partners.
- Involvement with other state and local agencies to remain synchronized with their plans.

Response –

- Provide necessary resources to accomplish the ESF 6 mission.
- Providing Critical Transportation and Medical Special Needs sheltering.
- Providing assistance with registration and evacuation of Louisiana citizens during emergency situations.
- Administer Disaster Supplemental Nutrition Assistance Program (DSNAP) as required.

Recovery –

- Manage the DSNAP Program as appropriate.
- Conduct closing reports, After Action Reviews and Improvement Action Plans and distribute to necessary stakeholders.
- Disengage when assistance is no longer requested by civilian authorities, or as directed by GOHSEP.

Mitigation -

- Lessen the effects of disasters.
- Enhance capabilities through system reviews of plans and procedures.
- Design / adjust training to accommodate changes through Improvement Action Plans.

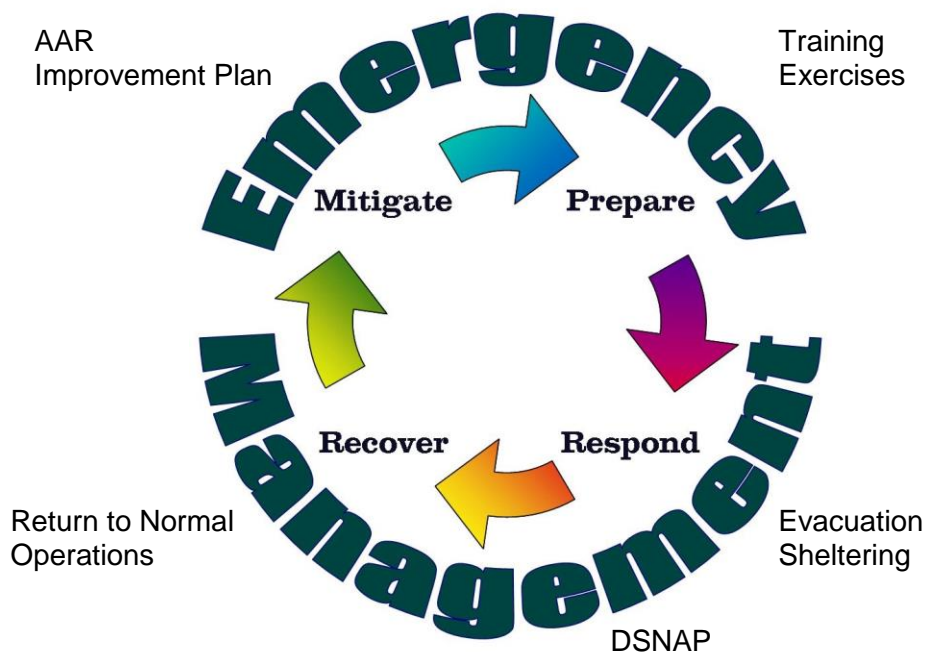


Figure 1: Emergency Management Cycle

STATE OF LOUISIANA ESF 6 STRATEGY

DCFS, as the lead for ESF 6, will work with parish and local governments, supporting state agencies, volunteer organization and the State of Louisiana Shelter Task Force to address the non-medical mass care, emergency assistance, mass feeding, housing and human service needs of victims of natural and or technical disasters, which includes the responsibility of managing the state-sponsored Medical Special Needs Shelters, Critical Special Needs Shelters and Sex Offender Shelters as well as potential support to the parish-operated CTNS and American Red Cross / State blended shelters (P2P).

STATE'S STRATEGIC PARTNERS

DCFS's strategic partners include many of our fellow State Agencies, but we also work closely with Non-Governmental Organizations and State ESFs 1, 6, 8, 11 and 13. We also keep close ties with our Federal Partners and adjacent states.

SECTION TWO – Strategic Goals

Prioritized Emergency Preparedness Strategic Goals.

1. Good Community Relations
2. Improve Shelter Space Availability to 50,000 Spaces to Achieve In-State Shelter Independence by 2015
3. Improve/ Maintain Staff Readiness in EP Responsibilities
4. Sustain / Improve Logistical Readiness

SECTION THREE – 2014 Yearly Objectives

This section aligns the objectives and Improvement Action Plans with each Strategic Goal. The alignment begins with the Strategic Goals listed earlier in this document to the CY objective and finally, the Improvement Action Plans. The Goal number will be the reference for control of the working efforts of DCFS-EP managers.

Goal 1. Improve/ Maintain Community Relations (RA/LAM/RC)

Objective 1.A Attain/Maintain Contact with OEP Directors

Action Plan 1.A.1 Maintain contact with OEP directors on a monthly basis.

Performance Measure 1.A.1

Objective 1.B Attain/Maintain Contact with NGOs

Action Plan 1.B.1 Communicate with NGOs (i.e., ARC and other supporting agencies on at least a monthly basis).

Performance Measure 1.B.1

Objective 1.C Maintain contact with EP Stakeholders

Action Plan 1.C.1 Coordinate with EP Stakeholders quarterly.

Performance Measure 1.C.1

Action Plan 1.C.2 Invite Stakeholders to DCFS-Sponsored Exercises

Objective 1.D Maintain Parish Liaison Officers (LNO)

Action Plan 1.D.1 Assign and Track DCFS LNO to each Parish.

Performance Measure 1.D.1

Action Plan 1.D.2 Parish LNOs make monthly contact with their assigned Parish OEP designee.

Performance Measure 1.D.2

Goal 2. Improve Shelter Space Availability to Match State Requirements (Dir/EP Staff)

Objective 2.A Shelter Capacity Increased

Action Plan 2.A.1 Increase in-state shelter space to reach sheltering-independence goal by 2014.

Performance Measure 2.A.1

Action Plan 2.A.2 Increase capacity using state-owned spaces.

Performance Measure 2.A.2

Goal 3. Improve/ Maintain Staff Readiness in EP Responsibilities (RA/LAM/RC)

Objective 3.A Position Training for Newly-Assigned DCFS Staff

Action Plan 3.A.1 Newly-assigned DCFS Staff to EP Duties receive training within 4 months of assignment.

Performance Measure 3.A.1

Objective 3.B DCFS Staff Complete Incident Command System (ICS) Courses

Action Plan 3.B.1 DCFS Staff complete ICS-100,200,700a and 800b.

Performance Measure 3.B.1

Action Plan 3.B.2 ESF-6 Event Site Managers and above complete ICS-300 and 400.

Performance Measure 3.B.2

Objective 3.C DCFS Staff Complete DCFS-EP Training

Action Plan 3.C.1 Shelter Staff and ARC Shelter Assistance Teams receive Yearly Basic Shelter Training.

Performance Measure 3.C.1

Action Plan 3.C.2 Shelter Set-up teams trained on shelter set-up and demobilization prior to 1 Jun yearly.

Performance Measure 3.C.2

Action Plan 3.C.3 Each ESF-6 Event Site Manager and Key Staff are trained on developing site plans for effective operations of sites.

Performance Measure 3.C.3

Objective 3.D Evacuation Registration

Action Plan 3.D.1 100% of assigned Evacuation Registration staff trained on Phoenix or Benecom Registration Programs, as appropriate, prior to 1 June yearly.

Performance Measure 3.D.1

Action Plan 3.D.2 Phoenix training provided year-round for refresher training and newly-assigned evacuation registration DCFS staff.

Performance Measure 3.D.2

Action Plan 3.D.3 Parish Pick-up Point Training conducted with DCFS Staff per Parish prior to 1 Jun yearly.

Performance Measure 3.D.3

Action Plan 3.D.4 Air Operations Training conducted yearly (MSY – Region 1 only).

Performance Measure 3.D.4

Action Plan 3.D.5 Ensure Staff training for Medical Triage Operations (DCFS Roles, BR).

Performance Measure 3.D.5

Objective 3.E DSNAP Operations

Action Plan 3.E.1 Employ new DSNAP Emergency Lease with expiring and new DSNAP Sites prior to 1 June 2014.

Performance Measure 3.E.1

Action Plan 3.E.2 Develop Site Support plans with stakeholders for each approved DSNAP Site.

Performance Measure 3.E.2

Action Plan 3.E.3 Conduct training / exercises to validate site plans.

Performance Measure 3.E.3

Action Plan 3.E.4 All DCFS Staff conduct DSNAP training provided by ES Division of DCFS.

Performance Measure 3.E.4

Objective 3.F LNOs Receive LNO Training and / or Operations Training Yearly

Action Plan 3.F.1 LNOs receive Yearly LNO, Shelter, Registration and DSNAP Training.

Performance Measure 3.F.1

Objective 3.G Develop Long Term Readiness Improvement Plan

Action Plan 3.G.1 Develop, staff and obtain approval for EP Strategic Plan.

Performance Measure 3.G.1

Action Plan 3.G.2 Develop Yearly Training Guidance with yearly priorities that support the approved EP strategic plan.

Performance Measure 3.G.2

Objective 3.H Monitor WebEOC

Action Plan 3.H.1 Monitor WebEOC as needed and daily during an EP event.

Performance Measure 3.H.1

Goal 4. Sustain / Improve Logistic Readiness (LOG/LAM/RC)

Objective 4.A Maintain 100% accountability of Supplies On-Hand

Action Plan 4.A.1 Submit quarterly report of supplies on-hand within DCFS regions.

Performance Measure 1.A.1

Action Plan 4.A.2 Inventory, budget and order supplies required to maintain full stockage levels.

Performance Measure 4.A.2

Objective 4.B Monitor Expiration / Best-Use Dates for Supplies On-Hand for Currency

Action Plan 4.B.1 Report all expiring items to Logistics 180 days prior to expiration.

Performance Measure 4.B.1

Action Plan 4.B.2 Produce reference list of all items subject to expiration twice yearly.

Performance Measure 4.B.2

Objective 4.C Maintain EP Reportable Equipment

Action Plan 4.C.1 Ensure the timely submittal of equipment maintenance reports as required and Vehicle Logs monthly to Logistic Branch (NLT 5th of each month).

Performance Measure 4.C.1

Objective 4.D Maximize FEMA Reimbursements for Expenditures made to support federally-declared emergencies

Action Plan 4.D.1 Ensure emergency support contingency contracts are designed to maximize reimbursable costs allowable by FEMA.

Performance Measure 4.D.1

Action Plan 4.D.2 Capture and submit reimbursements for federally-declared emergencies within 30 days of expenditure.

Performance Measure 4.D.2

Objective 4.E Increase Emergency Contingency Equipment Resources

Action Plan 4.E.1 Identify equipment shortfalls for emergencies through gap analysis.

Performance Measure 4.E.1

Action Plan 4.E.2 Secure resource shortfalls through prioritized department funding initiatives.

Performance Measure 4.E.2