



Administration for Children and Families

Office of Community Services

Session 2F

Disaster Recovery

National Energy Utility Affordability Conference

2018 Annual Conference

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Akm Rahman, Operations Branch Chief

Division of Energy Assistance

Akm.Rahman@acf.hhs.gov



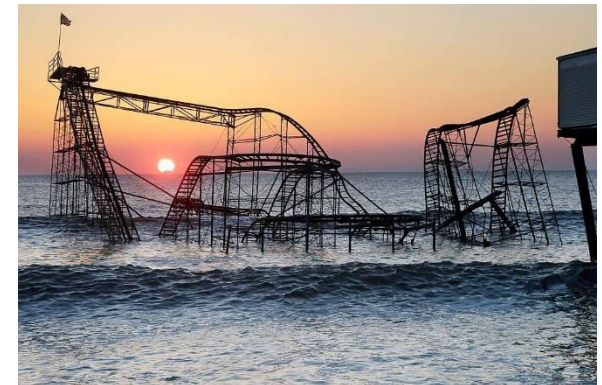
Key Discussion Points

- What are the *faces of natural disasters*?
- What's ACF's role in disaster preparedness, response, and recovery and how LIHEAP and other program offices work together to gather disaster impact information on ACF programs/grantees and the populations they serve?
 - What LIHEAP can do during a disaster?
 - What LIHEAP cannot do during a disaster?
 - Lessons learned during the 2017-2018 Hurricane season.
- The importance of disaster information collection and coordination for LIHEAP.
- Capabilities to support states, tribes, territories and their partners in disaster preparedness, response, and recovery.



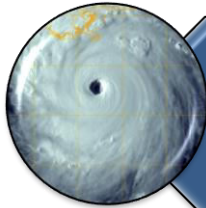
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Natural



Technological



Intentional



Public Health Emergency



Disaster Impacts to Human Services

Disaster Impacts

Social Disruption

Drivers of Disaster Human Services Needs

(Example: LIHEAP)

Critical & Social Infrastructure Damage

Evacuation/ Mass Movement

Work/Wage Disruptions



ACF Programs Have Equities in Disasters

- Child Care
- Child Support Services
- Child Welfare & Foster Care
- Community Services Block Grant
- Family Violence Prevention & Services
- Head Start
- Immediate Disaster Case Management
- Low Income Home Energy Assistance Program (LIHEAP)
- Office on Trafficking in Persons
- Refugee Resettlement
- Runaway & Homeless Youth
- Social Services Block Grant
- Temporary Assistance for Needy Families
- Unaccompanied Alien Children Services



- State and Local Disaster or Emergency Declarations.
- Federal Disaster Declaration.



ACF's Role in Disasters within HHS

- ACF provides technical assistance, subject matter expertise, and operational support related to disaster human services as part of the integrated HHS response and recovery effort
- Partners with other HHS agencies—described in the [HHS Disaster Human Services Concept of Operations](#) (CONOPS)



ACF Emergency Preparedness, Response, and Recovery Workforce

Office of Human Services Emergency Preparedness & Response (OHSEPR)

- ACF's emergency management – policy, planning, operations

Regional Emergency Management Specialists (REMS)

- REMS in each of the Immediate Offices of the Regional Administrators (IORAs)

Emergency Response Readiness Force – ERRF

- ERRF members – ACF internal support in disasters/PHE

Program Office Points of Contact (POC)

- At least two from each program office – Reach into program SME



ACF Capabilities

Primary Deployable Capabilities

- Immediate Disaster Case Management (IDCM)
- IDCM, Human Services and Children Liaison Officers (LNOs)
- Human Services and Children Subject Matter Experts (SMEs)

Non-Deployable Capabilities

- **ACF Programmatic Technical Assistance**
- **ACF Watch Desk – situational awareness 24/7/365**
- Liaison to HHS Emergency Management Group (EMG)
- Incident Command System (ICS) Incident Management Team (IMT)
- IDCM Contracting Officer's Representative (COR)

**** Deployable: positions outside ACF in response to disaster or emergency**

**** Non-deployable: positions inside ACF in response to disaster or emergency**



Expect to Hear from Us

- OCS staff gets in touch with grantee to know of a disaster.
- OCS will want to know if LIHEAP services or clients are affected.
- OCS will help grantees figure out how they can use the flexibilities of LIHEAP to respond to the disaster.



Question 1

For this emergency or disaster event, has OCS/DEA provided the standard guidance to State, Territorial, or Tribal grantees about flexibilities and other ways to use LIHEAP to assist in disaster emergency event?

Yes or No



Question 2

Have any States or Tribal affected by this disaster requested additional information about LIHEAP related to this disaster?

Yes or No



Question 3

Is OCS aware of any steps being taken by any States, Tribal or Territory to use LIHEAP flexibilities to meet the energy needs of eligible household affected by this disaster or emergency?

Yes or No



Question 4

What State(s) or Tribe(s) are using LIHEAP flexibilities to address disaster survivor's energy needs, and provide a very brief description of their actions?



Responding to Disasters

- There is a lot of flexibility when 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
 - Bill payment assistance and utility deposits
 - Fans, air conditioners, and generators



What LIHEAP can do during a disaster

- **Assist with energy-related repairs**

- Provide energy-related home repairs using weatherization or crisis funds.



- **Use of Funds Examples**

- **Flint, MI Water Crisis and flood**

Michigan used LIHEAP weatherization funds to replace affected 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.



What LIHEAP can do during a disaster

- Provide temporary housing during energy-related repairs
 - If disaster victims cannot obtain safe home heating or cooling as a result of the disaster
- Unsafe Environment Examples
 - Down power lines
 - Broken gas lines
 - Damaged heating/cooling equipment
 - Damaged home that is uninhabitable



What LIHEAP can do during a disaster

- Temporarily raise income eligibility guidelines
 - Raise income guidelines targeted specifically to victims of a disaster, not to exceed the greater of 150% of the Health and Human Services Poverty Guidelines or 60% of the State Median Income.
- Examples
 - Propane Shortage (2014)
Some states increased their income guidelines for households heating with propane during the propane shortage crisis.
 - Refinery Explosion
One state raised its income guidelines to assist victims of a refinery explosion in a particular town.



Responding to Disasters

- 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.





What LIHEAP cannot do during a disaster

- While there is a lot of flexibility for using LIHEAP funds during a disaster, there are limits to how these funds may be used.
- LIHEAP income eligibility guidelines cannot be waived entirely.
- Do NOT use LIHEAP funds to:
 - Pay for temporary shelter when household situation does not involve the inability to have safe home heating or cooling.





What LIHEAP cannot do during a disaster

- LIHEAP funds cannot be used for:
 - Payments for water/sewage
 - Paying water bills
 - Mortgage or rent assistance (unless temporary shelter from crisis situation)
 - Ramps and wheelchairs
 - School uniforms and school supplies
 - Clothing other than coats
 - Mattresses, cots, air beds, and pillows
 - Construction



Coordination for Propane Shortage

- In Winter 2013-2014, a national propane shortage occurred, with particularly severe effects for ACF Regions 5, 6, 7, & 8.
- According to the U.S. Department of Energy, the propane shortage was due to:
 - Very low temperatures and where residential dependence upon propane for home energy is more prevalent.
 - Industrial and market events resulting in inadequate supply and high cost for propane in the marketplace.



Coordination for Propane Shortage

- Winter 2013-2014 Propane Shortage
 - It was an emergency event posing significant risks to the health and well-being of affected populations, but not a disaster as described by the Stafford Act.
 - The propane shortage was addressed through a coordinated national strategy.



Coordination for Propane Shortage

- **ACF After Action Review**
 - ACF Strengths
 - Close communication within ACF (OCS as lead)
 - OCS/Division of Energy Assistance (DEA) Director provided the HHS briefing on DOE-lead calls
 - OHSEPR assisted with relay of consistent messaging
 - OCS provided detailed State and Tribal LIHEAP grantee information
 - OCS provided examples of creative uses by States of their LIHEAP funding to address propane shortage-related needs



Grantees in 2016-2018

- California brush fire incidents
- Florida Disaster Management plan
- Hurricane Harvey – TX, GA, PR
- Other Hurricanes – TX, FL, PR, and grantees
- Flooding – TX, LA, MS, NC



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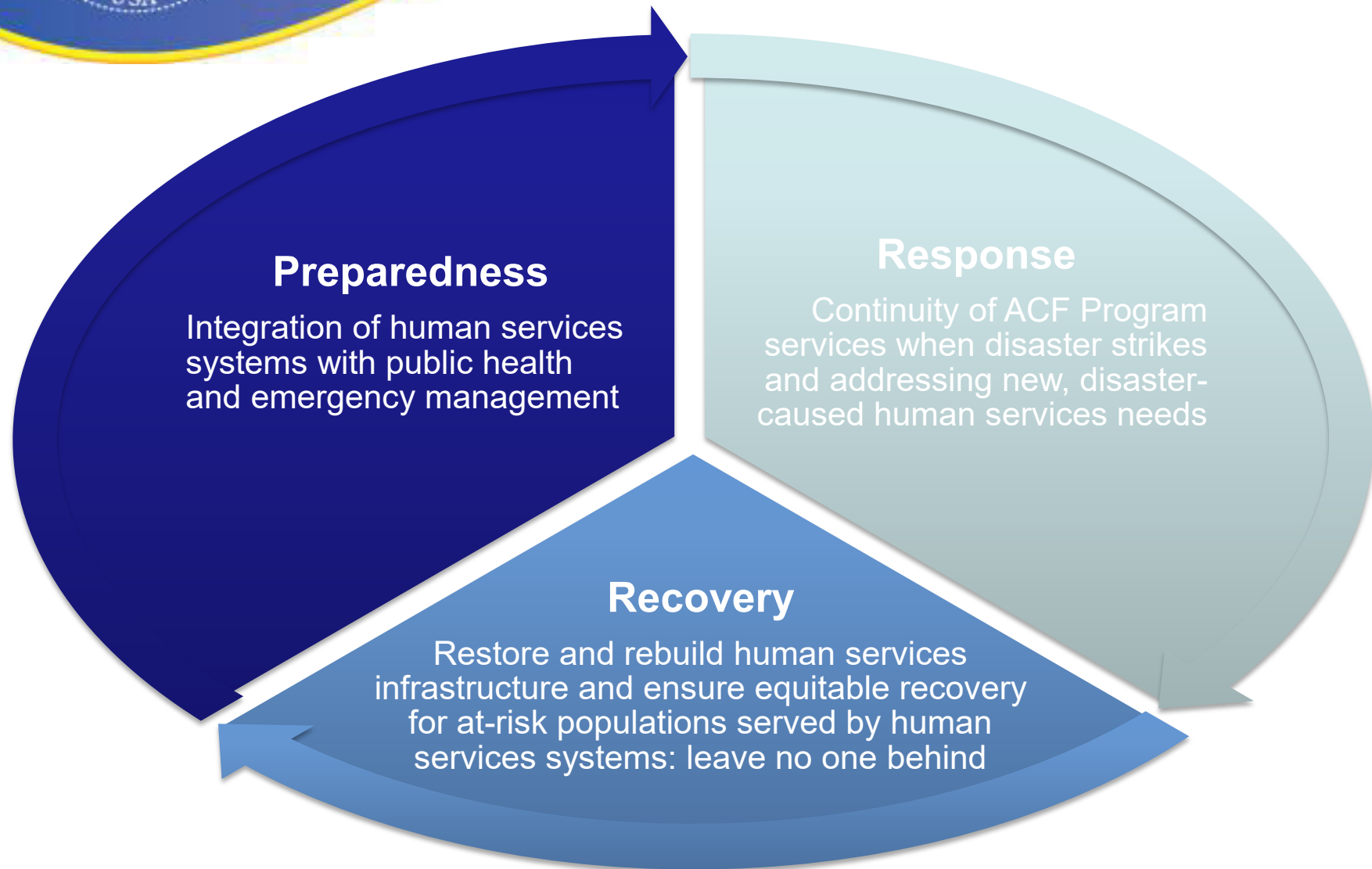
Data Visualization: Disaster Declarations for States and Counties

<https://www.fema.gov/data-visualization-disaster-declarations-states-and-counties>



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Human Services in Disasters



Resources

- OHSEPR link for additional resources:
<http://www.acf.hhs.gov/programs/ohsepr>
- [HHS Disaster Human Services Concept of Operations](#)
- LIHEAP Disaster Management Policies
- <https://www.acf.hhs.gov/ocs/resource/liheap-disaster-relief-and-outreach-in-the-wake-of-recent-storms-and-power>
- LIHEAP Website Navigator
- <https://liheappm.acf.hhs.gov/navigator>



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Contacts

Division of Energy Assistance (DEA):

<https://www.acf.hhs.gov/ocs/resource/division-of-energy-assistance-federal-staff>

LIHEAP State and U.S. Territory Grantees:

<https://www.acf.hhs.gov/ocs/liheap-state-and-territory-contact-listing>

LIHEAP Tribal Grantees:

<https://www.acf.hhs.gov/ocs/liheap-tribal-contact-listing>