

Disaster Human Services: Knitting the Human Service Networks

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Who Are We?



OHSEPR

O	Office of
H	Human
S	Services
E	Emergency
P	Preparedness &
R	Response



Why Disaster Human Services?



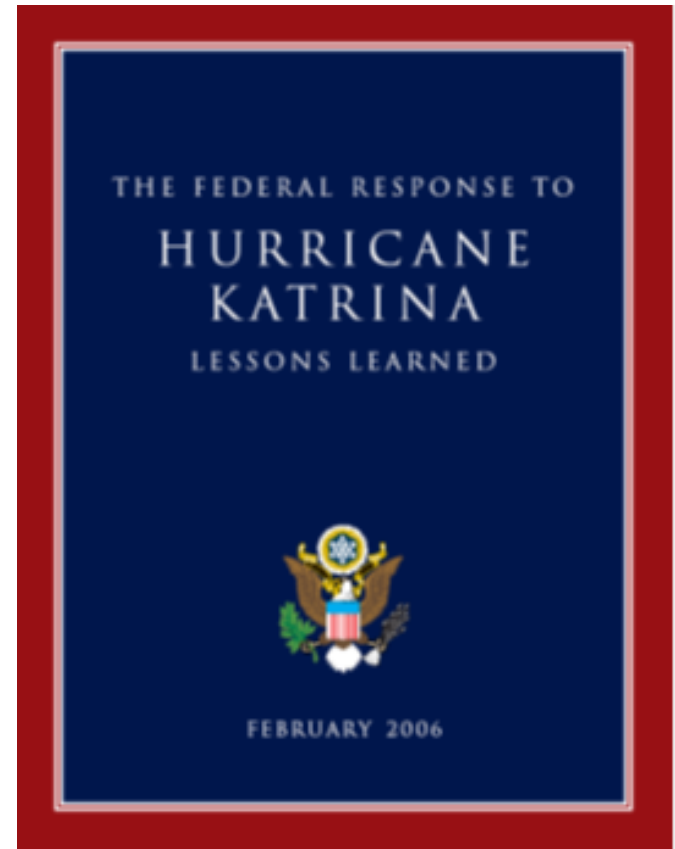
Katrina White House Report - 2006

“Federal preparation for distributing individual assistance proved frustrating and inadequate.”

*“Because the NRP [National Response Plan] did not mandate a single Federal point of contact for all assistance and required FEMA to merely coordinate assistance delivery, **disaster victims confronted an enormously bureaucratic, inefficient, and frustrating process that failed to effectively meet their needs.**”*

*“The **Federal government’s system for distribution of human services was not sufficiently responsive** to the circumstances of a large number of victims—many of whom were particularly vulnerable—who were **forced to navigate a series of complex processes to obtain critical services in a time of extreme duress.**”*

The Federal Response to Hurricane Katrina: Lessons Learned, Chapter Five: Lessons Learned, February 2006



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Katrina White House Report - 2006

White House Directive

Department of Health and Human Services (HHS)
coordinate with other departments of the Executive Branch, State governments and non-governmental organizations to **develop a robust, comprehensive, and integrated system to deliver human services during disasters.**

Outcome

- HHS Secretary tasked ACF to coordinate with other HHS Operating Divisions to develop this capacity.
- OHSEPR was created to provide policy development, coordination, guidance and support to the ACF Assistant Secretary and the ACF Regional Offices.



How Do ACF Programs Fit?

- **Integrated and holistic service delivery through community hubs**



- **Family focused case management empowered by digital platform**



- **Flexible policy and programs that foster innovation**

ACF Disaster Waivers and Flexibilities FAQs

Published: October 20, 2017

PROGRAM... Preparedness Recovery Response

TOPICS: Children & Families Grants

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ACF program flexibilities and waivers that are available to States, Tribes, Territories and grantees during emergencies and disasters. The FAQ document provides programmatic and administrative guidance for each ACF program that has emergency flexibilities and waivers.

DOWNLOAD

Emergency and Disaster Waivers and Flexibilities Frequently Asked Questions (403.83 KB)

Last Reviewed: October 20, 2017

Other Resources on this Topic

Children and Youth Task Force in Disasters: Guidelines for Development (Spanish)

Translated into Spanish
November 3, 2017

Post-Disaster Reunification of Children: A Nationwide Approach

November 1, 2013

Children and Youth Task Force in Disasters

September 4, 2013

Infographic: How high is your family's risk in a disaster?

September 4, 2013

- **Crises management approach to changing human service delivery**



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Where Are We Going?



ACF-OHSEPR National Priorities

Build a coordinated national disaster human services capability

1. Develop “disaster human services” as an ACF-led Department of Health and Human Services enterprise.
2. Develop effective partnerships to execute the Department’s mission for health and human services in ESF 6.
3. Focus driven by:
 1. Outcome-oriented solutions;
 2. Reducing burden to jurisdictions through collaboration;
 3. Demonstrating the value-proposition to engaged parties.



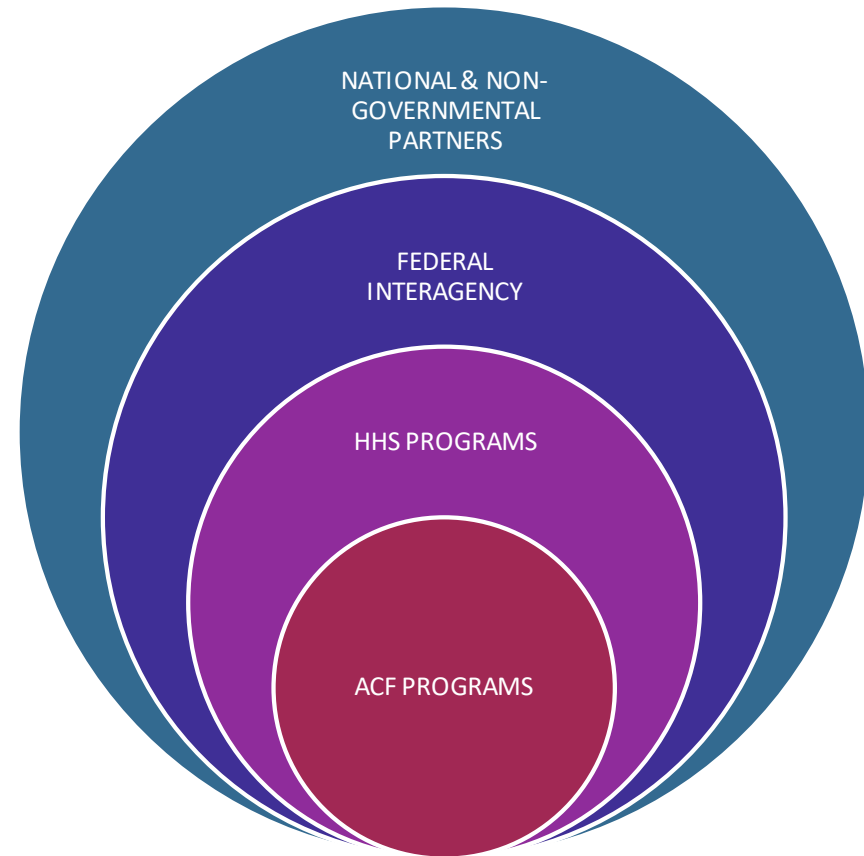
ACF-OHSEPR Leadership, Coordination, Partnership

Coordinate Department Disaster Human Services

- **Lead** disaster human services delivery and coordination.
- **Develop** ESF 6/ESF 8 linkages to community wrap-around social services, supports.
- **Partner** with HHS OpDivs & StaffDivs on operational planning aspects of ESF 6.

Learn from Previous Disaster Experience

- **Develop** jurisdictional EM human service capability.
- **Connect** national partnerships connecting healthcare, public health and human services.
- **Partner** with HHS Operating Divisions and other federal EM components on pre-disaster readiness.
- **Develop** disaster human service science agenda



Disaster Science Development

Workshops

- Children and Youth in Disasters
- Population Displacement in Disasters
- Data sharing and information management in disaster human services

Goal

Initiate development of a body of knowledge for disaster human services.

Focus

Identify substantive observations, significant changes and ongoing deficits in disaster human service provision, coordination evolution since Hurricane Katrina.

Desired Outcome

Roadmap development for providing timely, appropriate, coordinated, human services after disaster

