

# House Ways and Means Committee Flood Update

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# Flood's Impact on the Agency (Non-Monetary)

*What impact did the flood have on your agency?*

*What are the greater statewide implications of this impact?*

- Statewide role in a disaster is to support DSS with Mass Care (ESF 6) and Donated Goods and Volunteer Services (ESF 18).
  - 67 employees participated in shelter and call center duty
  - Dozens more supporting DSS by processing DSNAP applications
- Our role for our beneficiaries during a disaster is to ensure their safety and continued care.
  - Our main office and call center were closed for a week.
  - Several county offices were closed or delayed.
  - 34 Community Long Term Care clients were moved.
  - Half of the residents in a Sumter nursing facility were moved within the facility.
  - 17 DDSN group homes were damaged.

# Flood's Impact on the Agency (Monetary)

*What impact did the flood have on your agency?*

*What are the greater statewide implications of this impact?*

- Calhoun County office had extensive water damage which required the relocation of staff to Orangeburg County until repairs are complete (estimated early 2016).
  - The county is paying for the building repairs but the agency will need to replace furniture and equipment.
  - No firm estimate yet, but it's in the "tens of thousands" range.
- At least one agency laptop was destroyed due to flooding when the first floor of an employee's home was destroyed.
  - Not an information security issue – laptop is no longer operable, but remains in our custody.

# Resources Available to Mitigate Damage

*What resources are available to mitigate flood-related issues?*

- We do not expect our mitigation expenses to be material, as a share of our overall budget.

# Agency's Needs

*What are your needs (immediate and long-term)?*

- We expect the cost of replacement furniture and equipment to be in the tens of thousands of dollars for the Calhoun County office.
- Under Proviso 33.9, the county itself will be responsible for repairs to the facility itself.

# Other Relevant Information

*What other information or considerations may be relevant as we assess flood-related needs?*

- FEMA Disaster Assistance is not considered as income or a resource when determining Medicaid eligibility. It is also not counted as taxable income.
  - These payments do not affect eligibility for any Medicaid categories.
- Individuals not previously eligible for Medicaid due to income or resources may now qualify based on income or resource status change as a direct result of flooding to their home or business.
  - The prospective impact of this on the program's finances is too speculative to be meaningfully modeled at this point.

# Going Forward

*Steps forward--what is your agency currently doing to recover from the flood event and what are your plans moving forward?*

- We identified the following as ways to improve the experience during any statewide disaster:
  - Our contract for call center services will be re-procured in the near future – these events have underlined the importance of planning for these types of contingencies.
  - Pre-disaster communication can always be clearer and provided in a more consistent manner.
  - Emergency kits should be provided to each office in the event of a power outage or boil water advisory.
  - Phone contacts should always be kept current so that supervisors can better reach their staff in the event of emergency.

