

CONSTITUENT SERVICE GUIDEBOOK

OCTOBER 2016



OFFICE OF U.S. SENATOR DAVID VITTER

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INTRODUCTION FROM DAVID

Helping constituents navigate federal agencies and solve individual problems may not be the most glamorous aspect of being a U.S. Senator. But for many of those constituents, it's the most important by far.

Take Kevin Wise, an heroic veteran of the Army Special Forces who was seriously injured on duty. He was in danger of losing his leg or his life. This was all because the VA system wouldn't recognize his dire health situation and act immediately. Thank God we changed that and saved both his leg and his life.

Or Deborah Cazalot. She urgently needed a liver transplant, but had some issues with the Social Security Administration that prevented her from being able to get on the transplant list. She contacted my office, and we were able to work with her and Social Security to resolve the issues. Within three months of contacting my office, she was able to get on the liver transplant list and soon after had the live-saving operation.

I said this work isn't glamorous. But it's amazingly fulfilling. Very few other parts of the job can have this sort of immediate, concrete, and sometimes life-changing impact for those I'm privileged to serve.

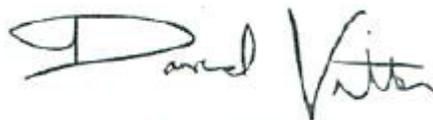
This was perhaps most true helping constituents recover from the many disasters we've faced together, including Hurricanes Katrina and Rita (among others), the BP oil spill, and this year's devastating flooding in north Louisiana, greater Baton Rouge, and parts of Acadiana.

With all of this in mind, my staff and I have put together this Constituent Service Guidebook that you have before you. We're sending it to all of the major candidates for U.S. Senate this year, one of whom will become my successor.

We don't pretend to run a perfect U.S. Senate office. We certainly haven't "cracked the code" of every federal agency to ensure immediate and positive results. But we have figured out a lot in twelve years and earned a strong reputation for responsiveness, hard work, and results.

This is almost entirely due to my super talented and dedicated staff, particularly those in our seven Louisiana offices. They are among the best folks I've ever had the honor of working with. They always take our constituents' challenges very personally, going the extra mile and oftentimes many more.

This guidebook is dedicated to them, with boundless love, respect, and appreciation from Wendy and me.

A handwritten signature in blue ink that reads "David Vitter". The signature is written in a cursive, slightly slanted style.

CHAPTER ONE: OPENNESS AND ACCESSIBILITY

The single most important part of a U.S. Senator's role in representative government is maintaining a completely open dialogue with constituents. Senator Vitter has worked hard to make it as easy as possible for constituents to interact with his office. This involves a combination of measures aimed at ample accessibility and active outreach.

I. Washington, D.C. Office

A. Hours

The Washington, D.C. office is open from 9:00 a.m. to 6:00 p.m. EST Monday through Friday. During those times, the office is open to the public and available for phone inquiries.

B. Meetings

Visiting constituents are always welcome in the Washington, D.C. office and may request meetings with the Senator or his staff if they wish to discuss specific policy issues. All meeting requests go through the Senator's Washington, D.C. scheduler.

C. Constituent Coffee

Each Wednesday that the Senate is in session, Senator Vitter hosts "Coffee with Chicory, Donuts, and David," during which all visiting constituents are invited to join him for a relaxed, personal visit over coffee and donuts. No appointment or RSVP is required. Constituent Coffee begins at 8:30 a.m.

D. Tour Requests

Each Senate office has the capability to arrange tours of the U.S. Capitol, the White House, the Bureau of Engraving and Printing, the Supreme Court, and the Library of Congress for visiting constituents. Constituents are encouraged to call the Washington, D.C., office as far in advance of traveling as possible in order to secure a tour reservation. Certain tours require background checks and maintain extensive waiting lists.

E. Flag Requests

Constituents may request to have an American flag flown over the U.S. Capitol for commemorative purposes, national holidays, honoring specific individuals, and so on for a very reasonable fee that covers the cost of the flag.

II. Louisiana Offices

A. Locations and Hours

During his tenure, Senator Vitter has maintained an unprecedented seven offices throughout Louisiana in every region of the state. They are in Shreveport, Monroe, Alexandria, Lake Charles, Lafayette, Baton Rouge, and Metairie. State offices are open from 8:00 a.m. to 5:00 p.m. CST Monday through Friday.

B. Satellite Office Hours

In addition to the permanent offices, state staff regularly hold satellite office hours in every parish so that constituents do not have to travel as far. These satellite office hours are available on the official website and shared with constituents via email.

III. Town Hall Meetings

Scheduling Town Hall Meetings in communities across the state gives the Senator and his staff an unfiltered, real world opportunity to hear directly from constituents on the issues most important to them. The key is to listen and have a very personal dialogue with attendees.

Senator Vitter made an unprecedented pledge when he was first ran for the U.S. Senate to hold a Town Hall Meeting in every parish every Congress. He has fulfilled that pledge and has hosted 398 Town Hall Meetings.

A. Locations

When choosing a location for a Town Hall Meeting, state staff often work with local officials and consider accessibility and capacity. Senator Vitter's office has found success working with local government offices and universities to reserve large rooms or auditoriums with available seating.

B. Timing

The U.S. Senate schedule allows for state work periods every few weeks, during which Senator Vitter travels the state. When choosing a time for a Town Hall Meeting, it is important to be cognizant of constituents' daily work schedule. While each parish varies, Senator Vitter has found Town Hall Meetings held on Monday and Friday mornings to be most successful.

C. Constituent Notice

There are a number of ways to invite constituents to Town Hall Meetings, including mailing post cards to individual households, sending official emails, utilizing robocalls, and sending advance notice to the press with a request to disseminate the information. (*See Appendix, Exhibit A.*)

A Town Hall Meeting is an official Senate event and, as such, the Senator may use official funds to send out the post cards and robocalls. Before sending, the language of both the post card and the robocall script must be approved by the Senate Rules Committee.

D. Notice to the Press

Senator Vitter sends a Media Advisory with all logistical information to notify local and state press approximately one week before the Town Hall Meeting. Local TV stations are welcome to set up their equipment thirty minutes prior to the start of the Town Hall Meeting.

IV. Telephone Town Halls

A Telephone Town Hall is a useful opportunity to reach out to constituents who may not be able to visit Washington, D.C. or a state office or attend a Town Hall Meeting. When the Senate is in session, Senator Vitter will often host one to two Telephone Town Halls per week to update constituents on his work in D.C. and to hear directly from constituents on the issues most important to them. Constituents who join the call may ask questions directly to Senator Vitter, and he provides answers and chats with them in real time.

A Senate office may use official funds to work with an outside contractor in organizing the mass conference call.

CHAPTER TWO: COMMUNICATIONS WITH CONSTITUENTS

Thousands of constituents reach out to a U.S. Senate office with questions on everything ranging from current policy initiatives to requesting a signed photo of the Senator. Maintaining an open line of communication is important for many reasons: 1) to keep in touch with constituents; 2) to update them on what the Senator is working on; 3) to answer questions and clarify misconceptions; and 4) to provide information that might not otherwise be available to them.

I. Phone Calls

When contacting Senator Vitter's office, constituents often call first. During office hours, staff in both Washington, D.C. and the state are available to answer the phones and are expected to do so within three rings if possible.

II. Direct Response Letters and Emails

Constituents will often mail letters or send e-mails to Senator Vitter with questions on his views on any number of issues, comments on pending legislation, recommendations on federal policy, and more. Senator Vitter has made it a priority to respond quickly to these incoming letters with the goal of sending a response within a week, often sooner.

III. Mass Emails

Senate rules allow offices to send mass emails that relate to matters of public concern or public service. Senator Vitter regularly sends mass emails to constituents to update them on his ongoing work in Congress, as well as timely information and updates related to disaster recovery, notices for Town Hall Meetings, and so on.

IV. Mass Mailings

A mass mailing is a mailing of 500 or more pieces of substantially identical content, and Senate rules allow for the use of official funds to send these pieces to constituents. The content of these mailings must include information directly related to the Senator, his work, or his views. The Senate Ethics Committee must approve the language prior to distribution. For example, post cards notifying constituents of a Town Hall Meeting fall under the mass mailing category.

V. Website

The Senator's official website is often the first stop for constituents seeking to connect with the Senator's office. It should be user-friendly so that constituents can easily find information on available resources or contact information. The website should also be updated with the Senator's position on important issues, recent press statements and relevant articles, videos, and photos.

VI. Social Media

Non-traditional forms of communication are becoming a popular way to interact with constituents who may not normally reach out to a Senate office. This can be particularly true in the wake of a natural disaster, such as a hurricane, flooding, or a tornado. Maintaining a strong, reliable social media presence is often the first line of communication when connecting with constituents, members of the media, and interested parties across the country and around the world.

A. YouTube

YouTube is a great tool for sharing and archiving video content, including Senate floor speeches and television interviews. YouTube is also helpful in gauging the reach and impact of video through its convenient analytics tools.

B. Facebook

One of the most popular social media platforms used by constituents is Facebook, and it is a powerful tool for connecting with constituents, as well as disseminating important information. A Senator's Facebook page can serve as a *de facto* secondary website, as many individuals will first visit a Senator's Facebook page before any other social media account.

C. Twitter

Twitter is one of the best social media tools for relaying information on a variety of topics in a clear, concise manner in real time. Often, news stories break on Twitter before traditional media, which is why it is important to develop a robust following and produce engaging content. Twitter has been a very helpful platform for disseminating important safety information following natural disasters that may knock out telephone service but not internet access.

Twitter can also be a very valuable tool in connecting with members of the media. As noted earlier, news stories are often broken and evolve across the platform more quickly than traditional media outlets.

D. Instagram

Instagram is a great tool for connecting with younger constituents who may not otherwise be engaged in Congress' actions. The picture-sharing platform's newly released "Instagram Live" tool allows members the ability to post short videos to a rolling feed in a manner much like the popular social app Snapchat with the comfort and security of the Instagram platform.

CHAPTER THREE: CONSTITUENT CASEWORK

Voting on and introducing legislation is just a part of a U.S. Senator's job. Constituent services are equally as – if not more – important. Individuals having trouble receiving benefits from Social Security, Veterans Affairs, Medicare, or other appropriate services depend on Senator Vitter's office to help them navigate the federal government. This requires a cadre of full-time, hands-on, and attentive staffers who are able to build relationships with various federal agencies and demonstrate a positive customer service attitude.

Individuals often come to their federal representatives as a last resort, short on patience and frustrated with the slow pace of the federal bureaucracy. No matter what, Senator Vitter's office accepts all cases and assists constituents as much as possible. At the end of the day, a U.S. Senate office is a resource for constituents and needs to be prepared to serve the public at all times.

I. Best Practices

It is important for Senate caseworkers to communicate clearly with constituents about what can and cannot be done on their behalf, learn the laws and regulations affecting individuals' cases, build relationships with federal agency personnel, and serve as active facilitators between constituents and agencies.

Additionally, Senator Vitter's office has found the following practices to be most successful in facilitating casework.

A. Office Organization

All incoming casework requests are sorted and directed to the appropriate staffer via the Intranet Quorum (IQ), a digital mailing and catalogue system. In Senator Vitter's office, caseworkers work out of the State offices, and individuals are trained to manage specific issue areas.

B. Case Management

The caseworker will assist any constituent, whether an individual or business, and the process begins by contacting the appropriate congressional liaison within the federal agency to request a status update of the constituent's inquiry or complaint. The caseworker will then work with the constituent to determine which further action is appropriate and necessary.

C. Setting Expectations

Senate rules determine just how much a Senate office may get involved in a specific case. For instance, a Senator may not force an agency to expedite an individual's case or act in the individual's favor, but the Senator may encourage the agency to consider the

individual's case carefully. It is important for the caseworker to set expectations with the constituent and follow through to the best of his ability.

D. Timely Response

Caseworkers are encouraged to complete a case as quickly as possible. However, some cases may take several months. In these situations, it is important for caseworkers to communicate regularly with those constituents, even if there is no specific update.

II. Important Types of Casework

A. Department of Agriculture (USDA)

Casework regarding the USDA often involves answering constituent questions on available USDA Rural Development Loans, the Conservation Reserve Program, or other programs that assist communities and farmers, as well as issues involving the Supplemental Nutrition Assistance Program (SNAP). Senator Vitter's office has found the local USDA offices to be easy to work with, and the incoming Senator should organize a workshop with USDA to educate the incoming state staff.

USDA Rural Development Loans: Many times rural municipalities are looking for funding for emergency response equipment, as well as water and sewer or other needs. Caseworkers can connect these rural communities with the USDA Rural Development's local team in Louisiana, which processes applications for low-interest loans and grants.

Conservation Reserve Program: Farmers who would like to join the Conservation Reserve Program often contact Senator Vitter's office if there is no more acreage available. The caseworker should clarify that the congressional office is limited in what it can do to provide assistance, but should help the farmer navigate the application and appeals process.

SNAP: If necessary, the caseworker will generally contact the Louisiana USDA office in Alexandria to bring attention to and request an update on the constituent's issue. Often, Senator Vitter's office has found that the constituent's issue is due to a clerical error that can be easily corrected.

<p>A Louisiana grocery store owner was having trouble obtaining USDA approval to accept food stamp and contacted Senator Vitter's office. The caseworker contacted the USDA to follow up on the constituent's application and the issue was resolved within a few days.</p>

B. Army Corps of Engineers

The Army Corps of Engineers plays a very significant role in Louisiana, including coastal restoration and storm protection. The most common Corps-related casework is related to helping individuals, businesses, and levee districts obtain the proper permits or authorization needed to develop property.

The caseworker will obtain a written summary from the constituent explaining the problem, the solution he seeks, and why he needs congressional support. Depending on the specific issue, the caseworker may then send an inquiry letter to the local District Commander on behalf of the constituent. Based on the Corps' response, the caseworker will contact the constituent to determine what, if any, further action is required.

A Louisiana company contacted Senator Vitter's office when it received a Cease and Desist order from the Corps. The company had been constructing a dock adjacent to the Mississippi River and had applied for a 408 permit, but was not aware that it also needed a 404 permit. The caseworker helped the company submit the application for the 404 permit, and then worked with the Corps to expedite the approval process. The Corps agreed to work on an expedited timetable and issued the necessary permits to the Louisiana company.

It's important to note that there are often several partners involved in Corps projects, including representatives from local, state, and the federal government and outside organizations such as levee districts and port officials. The caseworker should communicate with all involved stakeholders when necessary.

After Hurricane Katrina in 2005, several parishes were having trouble complying with the Corps' new guidelines to certify their levees. Senator Vitter's office was able to successfully clarify the guidelines and timeframe for the parishes, and also worked with the Corps to certify the levees in time to be included on the new flood maps.

C. Department of Education (ED)

Casework requests related to the ED often involve student loan forgiveness. Many constituents, including parents who have taken out education loans on behalf of their children, contact Senator Vitter's office when they have fallen behind on their loan payments or have defaulted on outstanding loans.

Both ED and Navient (formerly Sallie Mae) offer programs that help constituents seek relief for federally financed loans and have designated congressional liaisons for

caseworkers to contact. In many cases, constituents have filed for bankruptcy and believed their student loans were discharged only to later find their wages or Social Security benefits are under garnishment. Other common situations include requests from constituents for a payment history of their loans, which will provide information on penalties and interest that may have accrued during the life of the loan.

Caseworkers can help constituents pose specific questions about their loans, which in turn, helps the agency provide targeted and helpful responses to constituents. The agencies will almost always provide helpful information on possible forgiveness programs and applications for constituents to submit.

A practicing veterinarian with significant student loan debt was involved in an accident that left her unable to walk or continue running her small business. While simultaneously helping the constituent with her Social Security disability claim, the caseworker worked with the constituent to fill out the proper applications for student debt relief and obtained status updates for her while the application was being processed. The caseworker was able to help the constituent get significant relief from debt for her federal loans.

D. Equal Employment Opportunity Commission (EEOC)

For constituent inquiries related to the EEOC, it is important to communicate that congressional offices cannot provide legal advice, investigate the case, or directly intervene in an employment discrimination matter.

The caseworker should advise the constituent that in order for the EEOC to move forward with investigating a workplace discrimination claim, the agency must first determine if the claim “has merit.” That involves the constituent producing tangible evidence of discrimination, such as emails, voice recordings, and witness testimony.

When taking the initial concern from the constituent, the caseworker should determine if the constituent has filed a claim with the EEOC. If not, this needs to be done before signing a privacy release form and submitting a 1-2 page letter requesting a congressional inquiry. If the constituent has not filed a claim and the congressional office makes an inquiry, the EEOC will reply with a letter stating that it has no record of a claim and that the constituent needs to make a claim first.

Once the constituent has confirmed that his claim has been filed with the EEOC and returned the privacy form and letter stating his concerns, the caseworker can then contact the EEOC field office in New Orleans. The New Orleans field office typically replies within 30 days by mail.

If the constituent is unhappy with the EEOC decision, the caseworker should explain that it is his right to consult an attorney, but the congressional office cannot recommend an attorney.

E. Federal Emergency Management Agency (FEMA)

In a state like Louisiana that experiences a wide spectrum of natural disasters, FEMA plays a large role in the recovery process, such as providing home and property loans and housing and emergency assistance.

When a constituent has experienced a disaster and has reached out to Senator Vitter's office regarding FEMA-related issues, the caseworker will first determine if the constituent has registered with FEMA to file a claim. The caseworker can then request a status update on behalf of the constituent and also educate the constituent on additional FEMA disaster assistance options that are available.

A constituent had received \$2,000 in disaster assistance from FEMA after Hurricane Rita had damaged his home in 2005. Six years later in 2011, the constituent received a letter from FEMA stating that the agency was unable to verify occupancy and, therefore, the constituent owed the agency several thousand dollars as a result of an improper payment. The constituent contacted Senator Vitter's office, and the caseworker submitted an inquiry to FEMA on behalf of the constituent, which led to a full review of the constituent's file. FEMA found that the constituent had submitted proof of occupancy, which invalidated the debt owed.

F. Health Care

When assisting constituents with health care inquiries, a Senate office's jurisdiction is limited to cases related to the Department of Veterans Affairs (VA), Medicare, and Medicaid, health insurance, and medical treatment. VA healthcare cases are addressed under the VA section. (*See Section P. Department of Veterans Affairs.*)

Medicare: For cases involving Medicare eligibility and coverage, treatment payments, supplement issues, and eligibility issues, the caseworker should reach out to the congressional liaison with the Centers for Medicare and Medicaid Services (CMS) to determine which appropriate Medicare division to contact on behalf of the constituent.

The Social Security Administration handles the enrollment process for Medicare, and constituents can apply online. For all other Medicare issues, caseworkers generally work with the Dallas Regional Center for Medicare and Medicaid Office.

A constituent who was a family medicine practitioner had reached out to Senator Vitter's office when Medicare had failed to provide \$10,000 in reimbursements. Upon further examination, the caseworker discovered that the constituent's application for reimbursement was incomplete and worked with CMS to correct the error. The constituent's application was assigned for priority processing, and the reimbursement was processed shortly thereafter.

Medicaid: Constituents who reach out to Senator Vitter's office regarding Medicaid issues are directed to the Louisiana Department of Health and Hospitals. The State of Louisiana is responsible for making all Medicaid eligibility determinations for constituents.

Health Insurance: Constituents who reach out to Senator Vitter's office regarding their health insurance issues are directed to the Louisiana State Department of Insurance.

Medical Treatment: Constituents who reach out to Senator Vitter's office regarding their medical treatment are directed to the appropriate State hospital, the Louisiana Department of Health and Hospitals, or the appropriate State agency that oversees the facility in question.

G. Housing

More often than not, constituents reaching out to Senator Vitter's office regarding housing issues require only guidance to learn more about which Housing and Urban Development (HUD) resources are available to them. Caseworkers can educate constituents on the various HUD programs, determine which one(s) would be the most effective, and help constituents navigate the application process.

For constituents seeking help with Section 8 Rental Certificate Program vouchers, caseworkers may request an update on constituents' applications from the local housing authority. It is important to note that constituents seeking Section 8 assistance should contact their local Public Housing Authority (PHA), as the local PHA maintains a list of available assisted housing for the area and works to find housing for individuals.

All other HUD-related issues are directed to the HUD Louisiana Field Office in New Orleans or the congressional liaison in Washington, D.C.

A constituent who had just lost her home contacted Senator Vitter's office to seek guidance as to where to go for assistance. The caseworker worked with the constituent to identify which HUD programs she would qualify for and guided her through the application process. Soon after, the constituent was approved for housing.

H. Immigration

Immigration casework generally falls under the jurisdiction of the U.S. Citizen and Immigration Services (USCIS). However, due to the complexity of immigration issues, caseworkers will often have to work with multiple agencies for individual cases, including the State Department (State) and the Department of Labor. (*See Section M. State Department and Section I. Department of Labor.*)

Constituents will often contact Senator Vitter's office when they need help obtaining a family-based visa, a tourist visa, or an employment-based visa, or expediting a visa petition.

A case number is assigned to each visa application. Because this number changes during different cycles of the process, it is important for the caseworker to know the current case number at all times during the process in order to determine where the petition is physically located and which agency currently has jurisdiction.

Family-Based Visas: Family-based visas involve both USCIS and State, and the caseworker can help the constituent navigate the petitioning process and obtain status updates from both agencies.

For a constituent who wants to bring a spouse, fiancé, or family member into the United States, he must first file an immigration petition with USCIS. Once USCIS has processed the petition, the National Visa Center as part of the State Department will assign a new case number, bundle the constituent's petition documents, and send it to the appropriate embassy.

During this process, the caseworker may use the Consular Electronic Application Center website to track the progress of the constituent's petition. Once the immigration petition has physically arrived at the embassy or consulate, the caseworker can request additional updates.

Because each consulate varies in size, scheduling the beneficiary's final interview can vary, but the caseworker can often provide an average timeframe for the constituent. Once an appointment has been scheduled, the caseworker may contact the embassy to request that he be notified of the outcome of the final interview. Most interviews result in approvals, but the consulate will provide limited information regarding the reasons a prospective immigrant is denied. Many denials involve security issues, and this information is not shared with the caseworker or the constituent. If a visa is denied, the petition is sent back to USCIS for a final review of the decision and the petitioner is notified.

Tourist Visas: The State Department is responsible for processing and granting tourist visas. The authority to approve a tourist visa lies with the embassy or consular staff in the intending visitor's native country.

Constituents will often request that Senator Vitter expedite the approval process. Caseworkers can help constituents develop the expedite request and submit it to USCIS for consideration. USCIS will then forward the request to the respective embassy or consulate.

Additionally, constituents often request a letter from the Senator that puts in a good word for the intending visitor to be sent to the consular office. A U.S. Senator cannot personally vouch for an individual who is trying to enter the United States, and caseworkers should explain that U.S. law requires the interviewing officer to presume that the applicant intends to immigrate to the United States and that the burden falls on the applicant to prove he has no intention of overstaying a tourist visa.

However, the caseworker may send a generic letter to the respective consular officer to clarify the nature of the applicant's visit to the United States, such as attaching a wedding invitation. These letters only outline the information as relayed by the constituent and do not infer personal knowledge by the Senator.

Employment-Based Visas: Senator Vitter's office has found that many constituents, particularly farmers, will reach out for assistance in obtaining labor work visas to hire additional workers during peak farming season. Typically, employers apply for employment-based visas on behalf of potential workers. These visa applications are processed by the Department of Labor, USCIS, and the State Department, and caseworkers can help constituents receive regular status updates.

A crawfish farmer in southwest Louisiana was having trouble finding enough field workers to maintain his crop for the season. He had applied for employment-based visas in order to hire additional employees and had not heard back from the Department of Labor. Once he reached out to Senator Vitter's office, the caseworker was able to check the status of the crawfish farmer's application and update the farmer, whose application was processed shortly thereafter.

I. Department of Labor (DOL)

Casework involving DOL typically involves issues regarding the Office of Workers' Compensation Programs and obtaining employment-based visas. (*See Section H. Immigration.*)

The Office of Workers' Compensation Programs (OWCP): A congressional caseworker can only intervene when the constituent's injury has occurred while working for the federal government. Louisiana inquiries are processed through the DOL regional office in Dallas, Texas. For non-federal related cases, the caseworker should direct the constituent to the appropriate state or local authorities.

A constituent contacted Senator Vitter's office when the OWCP had denied his request for a specific surgery for an injury that occurred while the constituent was working for FEMA. The caseworker was able to successfully work with OWCP to approve the constituent's surgery, as well as two additional, necessary ones.

J. Military

Casework involving the military can be complex, so it is important for the caseworker to communicate to the service member or the service member's family that a congressional inquiry may impact the service member's career. This is due to the chain of command that is strictly adhered to in all military branches.

The U.S. Army, Navy, Air Force, Marines, and Coast Guard each have designated liaisons within its respective Office of Legislative Affairs to respond to congressional inquiries. Each branch requires a formal letter of inquiry from the service member and a signed privacy release form before action will be initiated.

While the National Guard Bureau (NGB) has a similar arrangement, the vast majority of inquiries from members of the Guard are addressed by the Adjutant General's Office of the Louisiana National Guard (LANG). LANG will send the inquiry to NGB if it is a policy issue that can only be addressed at that level.

Often a family member of an active duty service member will contact Senator Vitter's office, believing that his relative has been issued an unjust punishment. The caseworker may issue a request on the constituent's behalf for the branch of service to perform a "wellness check" on the service member.

An active duty Air Force Captain who was stationed in Japan had just given birth to a child with severe birth defects. She and her husband had exhausted all avenues to get permission to medically evacuate the infant back to a hospital in the United States that could provide life-saving treatment. The situation involved a difference in time zones, transferring the child to a civilian facility, and ensuring the Captain would be able to maintain her commitment to the Air Force. The caseworker successfully worked with the Air Force Office of Legislative Affairs to relocate the family first to Travis Air Force Base in California, and upon the infant's stabilization, arrange for the Captain's permanent transfer of orders to Louisiana near a private children's hospital.

Other common examples of casework are requests from constituents who wish to change or upgrade the characterization of their discharge. A General, Other-Than-Honorable, or Dishonorable Discharge can impact future employment opportunities, especially for those who are no longer authorized to hold a security clearance. Those types of characterization can also negatively impact constituents' eligibility for certain VA benefits. For senior veterans, it is often a matter of correcting a mistake they committed in their youth.

Each branch of the military convenes a Board For Correction of Military/Naval Records to review these cases, and a Member of Congress may not influence the outcome of the Board's decision. The caseworker should outline the process and general processing timeframes for the constituent and send him the appropriate forms and instructions on how to submit the completed applications to the appropriate branch.

K. Small Business Administration (SBA)

In Louisiana, small businesses employ over half of the entire state's private workforce and make up 97.3 percent of all employers in the state. Casework inquiries involving small businesses predominantly fall under the jurisdiction of the SBA.

When small businesses contact Senator Vitter's office, the caseworker will contact the SBA's congressional liaison who will email and mail a formal response within 10 business days. In other cases, the caseworker will put the constituent directly in touch with the SBA.

<p>The SBA was garnishing a constituent's Social Security checks to pay for an SBA disaster loan. The constituent was living in a nursing home and contacted Senator Vitter's office for help. The caseworker was able to put the constituent's attorney in touch with the SBA, and the SBA stopped the garnishment of the constituent's Social Security checks.</p>
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L. Social Security Administration (SSA)

The SSA administers a number of different benefits programs, including disability benefits in the form of Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI), which is administered to those in severe need. The SSA also administers Medicare enrollment, retirement benefits, and survivor benefits received by spouses or children of deceased beneficiaries.

Constituents often reach out to Senator Vitter's office in order to locate information on applying for Social Security benefits, requesting a status update, and appealing a denied application. Caseworkers are restricted from recommending an attorney, filling out the application on behalf of constituents, and giving specific instructions or advice to constituents when preparing for SSA hearings or appeals.

In some instances, caseworkers may request the expedition of certain cases with extenuating circumstances, such as terminal illness, financial hardship, and so on. However, documentation from the constituent is necessary. Occasionally, a disabled constituent may need someone other than himself to fill out the application on his behalf. In that case, the SSA requires proof the constituent gave this person the legal power of attorney before it will respond to a congressional inquiry.

There are a number of regional SSA offices throughout the state, each of which has a designated employee to respond to congressional inquiries. Caseworkers contact the appropriate local office based on constituents' zip codes. Depending on the type of constituent request, caseworkers generally obtain updates on a monthly basis.

A constituent contacted Senator Vitter's office after the SSA failed to process his SSDI application for over a year. The caseworker was able to work with the SSA to not only process the constituent's SSDI within a few weeks, but the constituent also received monthly benefits and \$10,000 in back pay.

Applying for Social Security Benefits: Constituents often contact the Senator's office to request help in filing for Social Security benefits. Constituents are responsible for filling out their own applications. Caseworkers may direct constituents to the Social Security website or to the local SSA office.

Requesting a Status Update on an Application: Upon submitting an application, a constituent may not receive any communication from SSA for several weeks. During that time, a caseworker may request a status update from the local SSA office via fax or email and must include a copy of the constituent's privacy release form.

Appealing a Denied Application: Constituents are generally unfamiliar with the Social Security appeals process. Caseworkers can review each step in the process with constituents before directing them to the necessary forms. Caseworkers may contact the SSA to make inquiries at any point until an appeal has reached a Federal District Court. Due to the limitations of the separation of powers clause, congressional offices can no longer assist when the matter is pending in court.

There are four levels of appealing a denied application.

1) Reconsideration: A constituent may request a complete review of his claim by an SSA employee who did not take part in the original decision. It is important to let the constituent know that additional evidence supporting his case can be submitted at this time.

To request reconsideration of a denied application, a constituent must fill out and submit form SSA-561-U2, which can be found at: <https://www.ssa.gov/forms/ssa-561.pdf>.

During this level, the caseworker may request a status update from the local SSA office.

2) Hearing: If a constituent disagrees with the reconsideration decision, he may ask for a hearing conducted by an administrative law judge. The hearing is generally conducted within 75 miles of the constituents' home; however, in certain cases the hearing may be held by video conference. During the hearing, the constituent has the opportunity to present his case in person. The constituent is allowed to hire a legal representative at this stage in the process and may also submit new additional evidence, if applicable. SSA will notify the constituent of the judge's decision by mail.

To request a hearing, a constituent must fill out and submit form SSA-501, which can be found at: <https://www.ssa.gov/forms/ha-501.pdf>.

Receiving an information update during this level may not be immediately possible. However, the Office of Disability Adjudication and Review (ODAR), which is responsible for reviewing and processing appeals after the Reconsideration level, sends a monthly status report on constituents' appeals to Senator Vitter's office. There are four ODARs in Louisiana, and caseworkers should confirm that the SSA has forwarded constituent inquiries to the appropriate regional ODAR.

3) Appeals Council: If a constituent disagrees with the hearing decision, he may request a review by Social Security's Appeals Council. The Appeals Council reviews all requests; however, it may deny a request if it believes the hearing decision was correct. If the constituent's case is picked up for review, the Appeals Council either issues its own decision or returns the case to an administrative law judge for further review. The Appeals Council will notify the constituent by mail.

It is important to note that this level of appeal can take between 6-18 months. The constituent must be able to survive that period of time without assistance, and during that time, he cannot reapply for benefits.

To request a review by the Appeals Council, a constituent must fill out and submit form HA-520-U5, which can be found at: <https://www.ssa.gov/forms/ha-520.pdf>.

During this level, the caseworker may contact the Appeals Council liaison requesting an update. The liaison's contact information is listed in the Congressional Research Service (CRS) congressional liaison contact list.

4) Federal Court Review: If a constituent disagrees with the Appeals Council's decision, he may file a lawsuit in a federal district court. At this level, congressional offices are not involved and do not have jurisdiction in matters pertaining to civil cases in court.

M. State Department

Casework involving the State Department often overlaps with immigration issues. (*See Section H. Immigration.*) Specific to the State Department is constituent requests involving U.S. citizens traveling internationally.

Generally, a family member of an U.S. citizen traveling abroad will ask Senator Vitter's office for assistance, whether it is to replace the traveler's passport, help locate the traveler, or facilitate the safe return of the traveler. The caseworker will first contact the State Department's congressional liaison office. In certain instances, the caseworker can work directly with consular staff to secure an update for or provide assistance to the constituent. It is important to note that consular staff are limited in how they can help U.S. citizens who break the laws of that country.

A constituent contacted Senator Vitter's office when his wife and son were being detained at an airport in Costa Rica. The 9 year-old son had dual citizenship of both the United States and Costa Rica. However, Costa Rican officials detained the son because he did not have a document signed by the American father allowing him to leave the country. According to the Costa Rican officials, the constituent should have obtained and signed this document – meant to prevent child trafficking – from the Costa Rica Consulate in Houston, Texas, before his son left the U.S. The caseworker was able to successfully work with both the State Department and the Costa Rica Consulate to obtain the necessary document for the constituent, and the wife and son were able to return to Louisiana within 24 hours.

N. Taxes and the Internal Revenue Service (IRS)

Casework inquiries involving tax issues or the IRS typically involve assistance with tax returns, identification theft, penalty abatement, tax payments, and nonprofit status.

For non-taxpayer specific issues, caseworkers often work with IRS congressional liaisons who provide information on tax law changes and current IRS resources and programs. Congressional caseworkers can request that the IRS provide a briefing or workshop to instruct state staff on providing constituent assistance, as well as an update on various IRS programs.

For a taxpayer-specific request, the caseworker generally contacts the Taxpayer Advocate Service Center (TASC) located in New Orleans. If a constituent is eligible for TASC assistance, he is assigned a Tax Advocate who is then responsible for working with IRS to resolve the issue. It is important to note that as a way to prevent identity theft, the Tax Advocate does not accept emails. All casework forms and documents must be mailed or faxed.

In 2008 the IRS had held an elderly couple's tax return, and in 2009 the couple's tax return had been lost, so the IRS began taking money from the husband's VA disability check. Senator Vitter's office was able to help them fix the issue and receive the returns.

O. Transportation

For transportation-related casework inquiries, it is important for the caseworker to first determine whether the jurisdiction of the individual's issue falls under federal, state, or local government. The great majority of roadway and highway concerns are state or local matters. In these cases, the caseworker actively helps the constituent contact the appropriate personnel at that level of government.

Most federal transportation issues are related to the Federal Aviation Administration (FAA). There are instances in which a constituent or local entity is having an issue getting an application approved by the FAA. The caseworker will contact the FAA to obtain a status update on the constituent's application. Senator Vitter's office has found that with the FAA, it is important to send inquiries via numerous forms of communication, such as fax, email, and mail.

A constituent had been working to get his pilot's license but had not heard from the FAA for several months. Senator Vitter's office discovered that the FAA had moved the constituent's application to numerous different departments and successfully worked with the agency to update the constituent and have his application processed.

P. Department of Veterans Affairs (VA)

By the time a veteran contacts Senator Vitter's office for help with the VA, he has generally exhausted all other resources and is extremely frustrated. Senator Vitter's caseworkers have found that being compassionate and patient is the most helpful approach when first identifying what the veteran's issue may be. Casework involving the VA generally falls into three categories: benefits, pensions, and health care.

Benefits: The most common casework regarding the VA is a veteran reaching out for help with his benefits claim or appeals. These issues can often take years to complete, and most times, the veteran does not know the status of his claim or appeal. The caseworker can help the veteran by getting updates from the VA on the status of his claim or appeal until the VA has reached a decision. Whenever the VA reaches a decision on a claim depending on the outcome, the caseworker will present options to the veteran should he wish to appeal. For all claims and appeals, the caseworker will contact the VA

Regional Office in Louisiana to request a status update, a projected timeline for completion, and suggested actions or options for the constituent.

Pensions: The caseworker will contact the VA Pension Management Center for pension inquiries, which for Louisiana is operated out of Milwaukee, Wisconsin. These casework requests often involve the veteran, the veteran's family, or the veteran's caregiver waiting for the funds to be processed.

The widow of a veteran applied for a pension. Living on Social Security benefits alone, she suffered from several medical issues and was in need of around-the-clock attention. The VA denied the widow's pension request, arguing that "she makes too much money." When she came to Senator Vitter's office, the caseworker successfully communicated to her that several of her day-to-day expenses, such as medical care and medicine, can be "deducted" from her income, which brought down her income to a range that allowed her to receive the VA pension.

Health Care: Constituent requests for VA health care are directed to the nearest VA hospital or clinic and are generally related to delays in appointments, dissatisfaction with health care treatment, or assistance in choosing a VA health care plan. Many veterans must travel to the nearest VA hospital for appointments, which oftentimes is located an hour or more away and highly inconvenient for veterans and their families. Caseworkers can help these veterans by getting mileage paid for or getting approval for the veteran to see a local doctor. Veterans may also be waiting for the VA Medical Center to approve a procedure or to see a non-VA doctor. Caseworkers can help to ensure that these appointments are scheduled in a timely manner. Caseworkers can also help veterans with billing issues when the VA has not paid for approved non-VA doctors or emergency room visits.

A veteran received an unpaid medical bill from two past hospital visits that occurred in 2009 and 2013. The veteran had been unaware that he had any unpaid bills, which had lowered his credit score and prevented him from purchasing a home. By the time he reached out to Senator Vitter's office, he had three weeks to pay the bills. The caseworker was able to determine that not only did the VA fail to pay the veteran's bills, but also the VA had refused to pay them, despite the VA having previously approved both hospital visits. The caseworker was able to help the veteran get the two bills paid, and the veteran went on to put down a loan for a house with his higher credit score.

Each VA health care facility has special handling procedures in place for constituents with post-traumatic stress disorder, and caseworkers have found that issues involving

those veteran constituents can escalate quickly. It is important for caseworkers to have an after-hours contact for the regional VA facilities to handle problems that may arise, such as threatened suicide or violent actions.

Less common VA casework issues include medical eligibility applications, GI Bill benefits, vocational assistance, and locating or obtaining military records or replacement medals. Each of these divisions has designated congressional liaisons to assist the caseworker.

When the caseworker cannot get a response from a division or is unsure of where to send an inquiry involving a veteran, the caseworker can call the VA contact person listed in the CRS congressional liaison contact list. The VA contact will either give the caseworker the appropriate contact or reach out to agency personnel and ask him to contact the Senator's office directly.

In some cases, the caseworker can request a case be expedited. This action should be used only when necessary, since it can mean putting one constituent in front of others who have been waiting longer. However, it is appropriate in certain circumstances. The VA will consider expediting a case when it involves a veteran with a terminal illness, one who is at an advanced age, or one who is in a dire financial situation, such as in danger of losing his home or facing bankruptcy. Documentation of these situations is necessary.

A veteran constituent and his dentist contacted Senator Vitter's office regarding dental work that the veteran needed, but the VA had refused to pay for it. The VA had communicated to the veteran that he could "get by" with less treatment, a medical conclusion with which the veteran's dentist strongly disagreed. Additionally, the veteran suffered from cancer but could not receive a needed drug treatment until his dental problems could be resolved. The veteran was in a great deal of discomfort from the dental issues and had been trying to work out the issue for over nine months before reaching out to Senator Vitter's office. The caseworker immediately contacted the local VA medical center, and within the day, upper level hospital staff had contacted the dentist and worked out a treatment plan that would satisfy both the dentist and the VA protocol requirements. The dental work was completed that week.

III. Disaster Preparedness

Louisiana is no stranger to disasters, both those you can prepare for and those you cannot. Included in this chapter is an outline of necessary items the Senate office should compile, both digitally and as a hard copy in the event that computers or electricity is not readily accessible. This information should be updated annually, and the beginning of hurricane season is an ideal

time to make sure that the office's disaster preparedness plan is up to date. All items below should be included in the evacuation binder and distributed to each employee.

A. Contacts

As part of disaster preparedness, state staff should have emergency after-hours contacts readily available for their assigned parishes and individual casework areas. It is important to compile and maintain an updated list of contacts, including local and federal officials, in the case of a natural disaster or evacuation emergency. Below is a list of suggested contacts to keep on file.

1. Regional Elected Officials
 - a. Parish President
 - b. GOHSEP Regional Contacts
2. Law Enforcement Contacts
 - a. Local Parish Sheriff
 - b. Capitol Police Contacts
3. Building Manager Emergency After Hours Contacts
4. Office/Employee Contact Sheet
 - a. Personal Cell Phone
 - b. Personal Email
5. Charitable Organizations
 - a. Red Cross
 - b. Salvation Army
 - c. Area Shelters
 - d. Food Banks
 - e. Habitat for Humanity
 - f. Catholic Charities
6. Congressional Liaison Contact for Federal Agencies

B. Voice Messaging

In the event of an anticipated disaster, state offices should pre-record a voicemail message that includes an alternative office phone number for constituents in the event that they need immediate assistance.

C. Weekend Schedule

It is important to have a weekend work schedule completed prior to a disaster so that if necessary and possible, state staff will know how to proceed in providing services for impacted constituents.

D. Emergency and Evacuation Plan

Senator Vitter has prepared, updated, and maintained a State Office Comprehensive Emergency Plan each year he has served in Congress. (*See Appendix, Exhibit B.*) Below is an example of the outline used to build and create the Metairie District Office emergency and evacuation plan.

1. State Office Comprehensive Emergency Plan
 - a. Roles and Responsibilities
 - b. Office Security
 - c. Emergency Policy
 - d. Continuity of Operations
 - e. Training and Evaluation
 - f. Plan Administration
 - g. Necessary Federal Forms for Disaster Assistance (*See Appendix, Exhibit C.*)
 - i. Privacy Release Form
 - ii. View Forms
 - iii. Fax Cover Sheets
 - iv. FEMA Inquiry Forms

CHAPTER FOUR: FEDERAL GRANTS

There are billions of dollars in federal funding available through tens of thousands of federal grants. Federal grants generally support critical recovery initiatives and innovative research with the overarching goal of benefitting the American public. Senator Vitter's office receives an overwhelming number of requests for help in searching for grants, and his staff often educate potential applicants about what types of grants are available and also help constituents navigate the application process. While the respective agencies are responsible for selecting grant recipients, a Senate office can recommend applications from its state.

I. Types of Federal Grants

[Grants.Gov](#) is the main portal for federal grants. Grant-making federal agencies often post available grants on this website, which also has detailed information to help grantees find and apply for individual discretionary funding opportunities. Grant applicants can use this website to apply directly for over 1,000 grant programs from 26 federal agencies.

Additionally, the Catalog of Federal Domestic Assistance (CFDA) provides a complete list of federal programs, projects, services, and activities that are available to State and local governments, private profit and nonprofit organizations, higher education institutions, and individuals. CFDA is primarily used to identify which federal programs would best meet a potential applicant's specific objectives.

A large portion of the federal grant budget moves to the states through formula and block grants. State, regional, and local offices then handle grant applications and manage the distribution of assistance according to local needs. Formula and block grants are allocations of money to states or their subdivisions that are not confined to a specific project. Additionally, many states have programs funded out of their own appropriations, which supplement or complement federal programs.

The specific grant opportunities offered each year depend on the individual department or agency's budget request and what is appropriated from Congress. For current information on grant opportunities, refer to the specific agency's website.

A. U.S. Department of Agriculture (USDA)

The USDA offers many programs and services designed to help farmers and ranchers, promote agriculture production sustainability, and expand economic opportunity through innovation.

USDA-provided funding opportunities cover the spectrum of agriculture and food-related research, from environmental and resource economics to community food projects to increase food security.

USDA Rural Development partners with rural communities to bring them housing, community facilities, utilities, and other services. USDA provides technical assistance

and financial backing for rural businesses to create quality jobs, and its grants support essential public services, including health clinics and emergency service facilities.

B. U.S. Department of Commerce (DOC)

DOC offers grant opportunities that promote economic development and technological advancement and contains several grantmaking bureaus, including the Economic Development Administration (EDA), Market Development Cooperator Program (MDCP), and the National Telecommunications and Information Administration (NTIA) Programs.

EDA is the only federal agency exclusively focused on economic development and plays a critical role in fostering regional efforts to create jobs and attract private investment.

MDCP supports projects that enhance the global competitiveness of U.S. businesses, including financial and technical assistance. An MDCP award establishes a partnership between the International Trade Administration and non-profit industry groups, like trade associations and chambers of commerce.

NTIA administers grants that further the deployment and use of broadband and other technologies, enhance and expand public computer centers, and encourage sustainable adoption of broadband service.

C. Corporation for National and Community Service (CNCS)

CNCS plays a critical role in strengthening America's nonprofit sector and fostering civic engagement and is the nation's largest grantmaker for service and volunteering. CNCS engages more than 5 million Americans in service through its core programs, which include AmeriCorps, Senior Corps, and the Social Innovation Fund.

AmeriCorps is a competitive program that partners members with non-profit organizations, public agencies, and community organization to meet community needs in education, environment, public safety, health, and homeland security.

Senior Corps offers citizens above the age of 55 the opportunity to become a retired volunteer by partnering them with non-profits and local organizations in their surrounding communities.

The goal of the Social Innovation Fund is to mobilize organizations to identify and support sustainable solutions in economic opportunity, health futures, and youth development.

D. U.S. Department of Defense (DOD)

The DOD offers a variety of grant opportunities, including the National Security Education Program (NSEP).

NSEP awards grants to U.S. institutions of higher education for the purpose of program development in languages and regions critical to national security.

E. Delta Regional Authority (DRA)

The DRA fosters local and regional partnerships throughout the eight-state Delta region in order to improve the Delta economy, build communities, and improve quality of life for Delta residents.

Under federal law, at least 75 percent of DRA funds must be invested in economically distressed counties and parishes. Congress mandated that transportation and basic public infrastructure projects must receive at least 50 percent of appropriated funds. The DRA's main investment tool, the States' Economic Development Assistance Program (SEDAP), funds projects in four categories: 1) basic public infrastructure in distressed counties and parishes, 2) transportation infrastructure for the purpose of facilitating economic development, 3) business development with an emphasis on entrepreneurship, and 4) job training with an emphasis on using existing public education institutions.

F. U.S. Department of Education (ED)

The ED offers three kinds of grants: discretionary grants, grants designed to help students attend college, and formula grants that are determined by Congress and has no application process.

Individuals, institutions of higher education, local education agencies, nonprofit organizations, and state education agencies may all apply for ED discretionary grants. These include grants for the Fulbright U.S. Student Program.

The Free Application for Federal Student Aid (FAFSA) offers more than \$150 billion to over 13 million students to help pay for higher education each year, and ED offers need-based grants that include Federal Pell Grants, Federal Supplemental Educational Opportunity Grants, Teacher Education Assistance for College and Higher Education Grants, and Iraq and Afghanistan Service Grants.

G. U.S. Department of Energy (DOE)

DOE offers funding through several programs designed to address energy, environmental, and nuclear challenges through transformative science and technology solutions. DOE grant programs promote various priorities including improving energy efficiency, pursuing renewable energy, and supporting oil and gas research and development.

H. Environmental Protection Agency (EPA)

Each year, EPA awards over \$4 billion in grants and other assistance agreements to small non-profit organizations, students, and state governments. For example, EPA grants include competitive funding for environmental technology research at small businesses.

I. U.S. Department of Health and Human Services (HHS)

HHS is the largest grant-making agency, and most of its grants are directly awarded to states, territories, tribes, and educational and community organizations, which are then further distributed among individuals and organizations that are eligible to receive funding.

The main agencies under HHS that offer grants are the Administration for Children and Families (ACF), Centers for Disease Control and Prevention (CDC), the Food and Drug Administration (FDA), and the National Institutes of Health (NIH).

The ACF promotes the economic and social well-being of families, children, individuals, and communities by supporting increased economic independence and encouraging health and supportive communities to positively impact the quality of life and development of children.

The CDC awards over 25,000 acquisition actions and grants each year, which equals approximately \$11 billion in federal funds. CDC grants generally are used to engage public health stakeholders, including state and local governments.

The FDA sponsors several competitive grant programs related to food and feed safety, as well as human health issues.

The NIH provides financial support specifically for research and research-related activities, including fellowship and training, career development, scientific conferences, resources and construction. NIH grants go toward enhancing health, extending healthy life, and reducing the burdens of illness and disability.

J. U.S. Department of Homeland Security (DHS)

DHS distributes grant funds to enhance the ability of regional authorities to prepare, prevent and respond to terrorist attacks and other disasters. Localities use grants for planning, equipment, training, and exercise needs. Most DHS non-disaster grant programs are designated for state and local governments and specific entities, such as universities, and unsolicited applications from individuals are generally not accepted.

The Federal Emergency Management Agency (FEMA) offers both non-disaster grants and disaster assistance in order to coordinate the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters.

FEMA non-disaster, or preparedness, grants awards funding to state, local, territorial and tribal governments to enhance the capacity of emergency responders to prevent, respond to, and recover from a weapons of mass destruction terrorism incident involving chemical, biological, radiological, nuclear, and explosive devices and cyber-attacks.

FEMA disaster assistance programs make funds available to individuals, non-profits, universities, local and state governments, and others who were impacted by a natural disaster as part of the recovery process.

K. U.S. Department of Housing and Urban Development (HUD)

HUD awards grants to organizations, residents, local authorities, business owners, nonprofits, and private developers for a large variety of purposes, including creating strong, sustainable communities and quality affordable housing. HUD grant programs support efforts to strengthen the housing market and meet the need for quality affordable rental homes. They include collaborative programs that target rural communities, struggling neighborhoods, and health issues, like removing mold or lead.

L. U.S. Department of the Interior (DOI)

DOI awards the majority of its grants via the U.S. Fish and Wildlife Service, Indian Affairs, and the National Park Service in order to manage and sustain U.S. lands, water, wildlife, and energy resources.

M. U.S. Department of Justice (DOJ)

DOJ offers funding opportunities to support law enforcement and public safety activities in state, local, and tribal jurisdictions, to assist victims of crime, to provide training and technical assistance, to conduct research, and to implement programs that improve the criminal, civil, and juvenile justice systems.

The DOJ Program Plan is a tool to help applicants and grantees find funding opportunities managed by the DOJ grant-making components that address their criminal, juvenile, and civil justice needs.

The Office on Violence Against Women administers 19 grant programs to provide help for victims of domestic violence, sexual assault, dating violence, and stalking and enable communities to hold offenders accountable.

The Community Oriented Policing Services Office (COPS) offers grants to law enforcement agencies to hire more officers, acquire new equipment and technologies, and so on.

N. U.S. Department of Labor (DOL)

DOL grants are used to improve the welfare of wage earners, job seekers, and retirees, to improve working conditions, and to assure work-related benefits and rights. DOL grant programs include the Employment and Training Administration and the Occupational Safety and Health Administration.

O. National Aeronautics and Space Administration (NASA)

NASA offers funding opportunities for scientists, students, universities, and businesses pursuing research and development in aeronautics and space-based projects. These grants are mostly focused on supporting and enhancing science and engineering education, research, and public outreach efforts.

P. National Endowment for the Arts (NEA)

The NEA offers competitive funding for organizations, individuals, and partnership agreements that promote public and community engagement with art.

Grants for organizations only fund projects that consist of one or more specific events or activities that can make a difference in their community or field.

Grants for individuals fund creative writing fellowships and translation projects.

Grants for partnership agreements go directly to individual State arts-related agencies with the goal of making the arts available in more communities.

Q. National Science Foundation (NSF)

The NSF funds research and education in most fields of science and engineering through grants and cooperative agreements to more than 2,000 colleges, universities, K-12 school systems, businesses, informal science organizations, and other research organizations each year. The NSF accounts for about one-fourth of federal support to academic institutions for basic research.

The NSF receives approximately 40,000 proposals each year for research, education and training projects, of which approximately 11,000 are funded. Additionally, the NSF receives several thousand applications for graduate and postdoctoral fellowships. The agency operates no laboratories itself, but it does support National Research Centers, user facilities, certain oceanographic vessels and Antarctic research stations. The NSF also supports cooperative research between universities and industry, U. S. participation in international scientific and engineering efforts, and educational activities at every academic level.

R. Small Business Administration (SBA)

The SBA was established to provide financial, technical, and management assistance to help Americans start, build, and grow their businesses. Among the SBA's top grant programs are the Small Business Innovation Research Program (SBIR) and the Small Business Technology Transfer Program (STTR)

SBIR is a competitive program that supports small businesses exploring technological advances by providing the incentive for the business to profit from the product's commercialization.

STTR expands funding opportunities in the federal innovation research and development arena by including joint venture opportunities for small business and the nation's top nonprofit research institution.

S. Social Security Administration (SSA)

The SSA Office of Acquisition and Grants funds research and demonstration grants including the Old-Age Survivors Program, the Social Security Disability Insurance Program (SSDI), and the Supplemental Security Income (SSI) Program. These programs conduct social, economic, and demographic research on topics important to the SSDI and SSI programs, as well as the current and future well-being of beneficiaries.

SSA also provides service grants to support beneficiaries who return to work and gain self-sufficiency, including a trial work period and early referral for rehabilitation services.

T. U.S. Department of Transportation (DOT)

Grants provided through DOT are used to build and maintain a fast, safe, efficient, accessible, and convenient transportation system.

The Transportation Investment Generating Economic Recovery (TIGER) discretionary grant program allows DOT to invest in road, rail, transit, and port projects across the nation.

The Surface Transportation Program is one of the main sources of flexible funding available for transit or highway purposes and may be used for public transportation capital improvements, corridor parking facilities, bicycle and pedestrian facilities, and bus terminals. Funding from this program can also be used for planning activities, wetland mitigation, transit research and development, and environmental analysis.

U. U.S. Department of the Treasury

The Department of the Treasury has several grant and financial assistance programs in order to maintain a strong economy and create economic and job opportunities.

Following the 2010 oil spill off the coast of Louisiana, Congress passed into law the Resources and Ecosystems Sustainability, Tourist Opportunities, and Revived Economies of the Gulf Coast States (RESTORE) Act. RESTORE established the Gulf Coast Restoration Trust Fund within the Department of Treasury. These funds are available to applicants who have developed projects and activities that restore and protect the environment and economy of the Gulf Coast region.

V. U.S. Agency for International Development (USAID)

USAID is the lead federal agency that works to end extreme global poverty and enable resilient, democratic societies to realize their potential. USAID features several grants available through programs, such as Faith-Based and Community Initiatives, the Child Survival and Health Grants program, and the Food for Peace program.

II. Application Process

A. Who Can Apply

Individuals, state and local governments, nonprofit social service and community action organizations, private research groups, and small businesses can apply for a number of federal grants. Who can apply depends on the type of grant program. In certain cases, the Senate office may need to direct constituents seeking government aid to funding options other than grants.

B. Staff Help

Senate staff may help individuals define the project and search for likely funding sources, including federal grants administered and sub-awarded by states. This is followed by the constituent, organization, or local government developing, writing, and submitting proposals as part of the application process.

C. Tracking Requests

Senator Vitter's staff often monitors grant applications as they move through the agency's review process. The Senator may also send a letter of support to the department or agency expressing interest in the proposal being submitted and being kept informed of developments related to the specific grant application.

III. Announcements

While there is some variation, the standard announcement procedure in cases of allocated federal funds is for the agency making the award to notify congressional offices and then the recipient. Senator Vitter's office generally notifies the recipient of the grant upon receiving the notice. However, not all awards are announced publicly, such as in the case of block grants allocating funds to states. The state's decision on how to distribute funds among local communities is not necessarily communicated with congressional offices.

A. Notice to the Recipient

The staff who has been assisting the constituent or entity who has received a grant will contact them with the grant notification and congratulate them on behalf of Senator Vitter.

B. Notice to the Press

Senator Vitter will often send a press release to accompany a grant announcement. (*See Appendix, Exhibit D.*)

CHAPTER FIVE: ACADEMY NOMINATIONS

Each year, a U.S. Senator is permitted to nominate up to ten candidates to each Department of Defense service academy – U.S. Military Academy, U.S. Naval Academy, and U.S. Air Force Academy, and the U.S. Merchant Marine Academy. The U.S. Coast Guard Academy has its own process for accepting candidates and does not accept Congressional Nominations. Individuals applying solely to the Coast Guard Academy do not need to go through the nominations process. Being selected is a great honor and an incredible opportunity for students. It is important for the Senator to remove political influence from the process and select the best candidates based on merit, achievement, and abilities.

I. Blue Ribbon Panel

The nomination authorities and criteria establishing the qualifications of potential service academy appointees are set by statute, federal regulations, and policies established by each academy. When setting up the Blue Ribbon Panel, Senator Vitter invites credentialed members from across the state who are graduates of the respective academies and also represent a geographic diversity around the state. Board members serve for two years, with the exception of the chairman who serves a third year upon assuming the chair. Board members typically are not actively involved as admissions officers for any of the academies in order to avoid any potential conflict of interest or give a particular candidate an advantage over other candidates.

II. Application Process

The nomination process is outlined in a dedicated section of Senator Vitter’s website, which contains detailed information that outlines the application process and includes deadlines for completed applications and the dates for the mandatory interviews with the Blue Ribbon Panel. A page for Frequently Asked Questions is updated yearly and maintained on the website.

On the website, a prospective candidate can submit an inquiry indicating his interest to seek Senator Vitter’s nomination. This information is directly sent to the Academy Nomination Coordinator who is responsible for communicating with the prospective candidate.

Senator Vitter’s office will mail an Academy Nomination Packet throughout the summer months to individual candidates who have submitted a request through the website. The packet includes a copy of the FAQ, a paper sample of the application to receive Senator Vitter’s nomination, and a personalized letter from Senator Vitter with helpful information regarding the application process.

The application itself is lengthy and has several required components, such as three to five letters of recommendation, high school or college transcripts, a current photo (used to help the Panel Members at the completion of the interviews to identify candidates correctly), a one page resume, ACT and/or SAT scores, and class rank. The application also has an activities worksheet on which the student should indicate any participation in athletics, extracurricular activities, community involvement, and leadership roles. The application also requires the candidate to submit an essay.

Senator Vitter's application is typically available on his website between September 1 and the end of October. Receiving a nomination from a U.S. Senator is extremely competitive, and deadlines should be strictly maintained in fairness to all candidates.

III. Service Academy Days

Each year, Senator Vitter hosts Service Academy Days in conjunction with the other U.S. Senator from Louisiana, as well as the U.S. Congressman of the district in which the event is being held. In the past, Service Academy Days have been held in Baton Rouge, New Orleans, Shreveport, Alexandria, and Lafayette. Admissions representatives from West Point, Annapolis, the Air Force Academy, Merchant Marine Academy, and Coast Guard Academy are requested to attend and set up display booths at the venue so that students and parents may have one on one time with the academies. For events held in September and October, the academies may be able to send a cadet or midshipmen to the event. Cadets are not allowed to leave their campuses before the end of August, so requests should be made to the academies as soon as possible.

The Members of Congress typically give welcoming remarks after a prayer and the Pledge of Allegiance. Drill teams or Honor Guards are invited to lend a dignified air to the event. The audience will hear an overview of the Congressional Nomination Process followed by brief presentations from each of the academies. A question and answer session is always appreciated by guests. At the conclusion of the formal presentation, guests are provided one to two hours to spend at the individual academy displays and interact with their representatives. Congressional offices also have individual tables set up with handouts and to take questions from constituents. Service Academy Day events typically run 4 hours. (*See Appendix, Exhibit E.*)

IV. Mandatory Interviews and Nominations

Upon successful completion of an application, all applicants are required to attend an interview with the Blue Ribbon Panel. Senator Vitter traditionally holds his interview weekend on the first Friday and Saturday of December. Alexandria has typically served as the host city location as it is a central location for the students of Louisiana. Traditionally, the board interviews 75-85 applicants beginning Friday morning and concluding Saturday evening. Each applicant is asked the same set of questions to ensure parity in scoring. Scores are given in each of the following categories: GPA/Class Rank, ACT/SAT scores, leadership, poise, verbal skills, appearance, motivation, athletics, extracurricular, and current events, which result in an overall score that is calculated before the panel departs. The Academy Nomination Coordinator compiles the rankings based on 1st, 2nd, 3rd, 4th choice of academy. The final results are provided to Senator Vitter for his approval and then submitted to the respective academies before December 31. Senator Vitter uses the competitive method of nomination to ensure fairness to the applicants.

All nominated candidates receive a letter from Senator Vitter congratulating them on their nominations. For students applying to multiple academies, they may not receive a nomination to their 1st choice, so the letter specifies the academy to which they are receiving the Senator's nomination. Applicants who do not score high enough to earn a nomination also receive a letter from Senator Vitter.

V. Announcements

The academies generally begin announcing appointments in January with the largest number of appointments coming in late February through May. It is tradition for individual academies to notify the nominating congressional offices so that the member is given the opportunity to personally call the accepted candidate and give him the good news.

Upon selection, Senator Vitter will notify the press via a press release. (*See Appendix, Exhibit F.*)

CHAPTER SIX: INTERNSHIPS AND PAGE OPPORTUNITIES

There are a number of educational opportunities for young constituents within the U.S. Senate, including internships in both the State and Washington, D.C., and the Senate Page Program.

I. Senate Office Internship

Senator Vitter offers internships to college-aged students and those who have recently graduated from college with an interest in Senate procedures and political work year-round. The Senate office selects interns based on grade point average, extracurricular activities, as well as an interest in political procedures, such as policy and the legislative process. Young constituents selected to be interns have the opportunity to gain a comprehensive view of the practices and procedures of a U.S. Senate office and how the legislative process works. In some cases, college students may be able to obtain academic credit.

II. Senate Page Program

A U.S. Senator may periodically nominate one high school junior who is at least sixteen years old to be a Senate page. Senate page duties consist primarily of delivery of correspondence and legislative material within the Congressional complex. Other duties include preparing the chamber for Senate sessions and carrying bills and amendments to the desk. Pages attend classes in the early morning at the U.S. Senate Page School, a program fully accredited by the Middle States Association of Colleges and Schools.

Each year, there are four established page sessions. The academic year consists of two semesters, which run in the fall from early September through mid-January, and in the spring from mid-January to mid-June. The summer program consists of two sessions, which are three or four weeks in duration, depending on the legislative calendar.

APPENDICES

Exhibit A: Town Hall Meeting Materials

1. Post Card: A Town Hall Meeting post card should include all relevant location and topical information pertinent to the event.



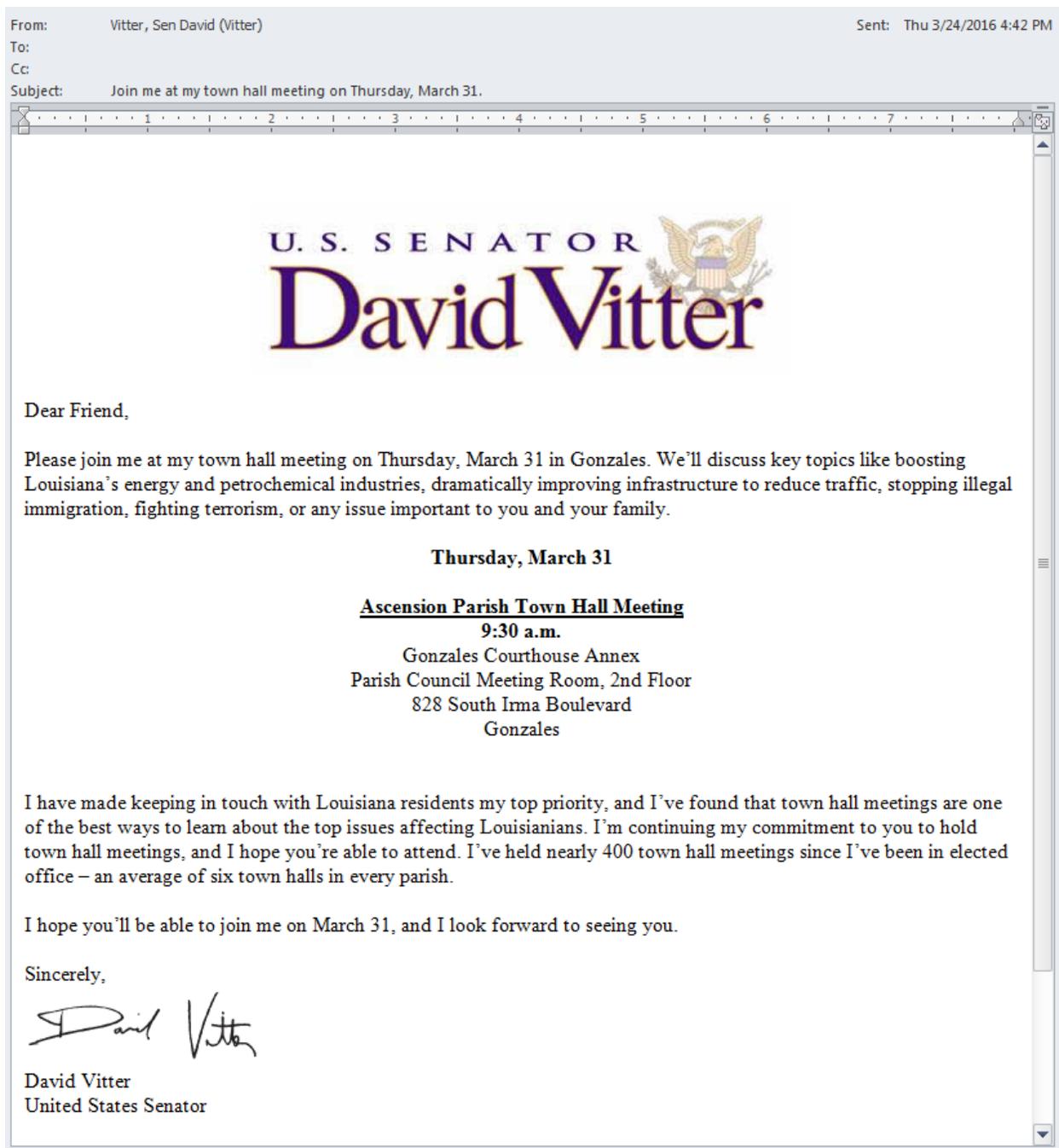
U. S. S E N A T O R
David Vitter
TOWN HALL MEETING

**Thursday, March 31
9:30 am**

**Gonzales Courthouse Annex
Parish Council Meeting Room - 2nd Floor
828 S. Irma Boulevard
Gonzales**

You're invited to a town hall meeting to discuss key topics like stopping the President's Supreme Court appointment, increasing border security, fighting terrorism, improving Louisiana's highways and infrastructure to reduce traffic, or any issue important to you and your family.

2. Official Email: Similar to a post card, a mass email should include all relevant location and topical information. Emails may be written in first-person, and the tone can be more informal than the direct mailer.



3. Robocall Script: All robocall scripts must be approved by Senate Rules Committee before recording the Senator and sending the message to constituents.

Hi, I'm Senator David Vitter.

I'm calling to invite you to join me at a Town Hall Meeting in Gonzales on Thursday, March 31. We'll discuss key topics like boosting Louisiana's energy and petrochemical industries, dramatically improving infrastructure to reduce traffic, stopping illegal immigration, fighting terrorism, or any issue important to you and your family.

The meeting will be this Thursday, March 31, at 9:30 am and will be held at the Gonzales Courthouse Annex Parish located at 828 South Irma Boulevard in Gonzales.

Please join me, Senator David Vitter, at this Town Hall Meeting.

I really look forward to hearing your views on these and other key issues for Louisiana families. If you have any questions please call my Baton Rouge office at 225-383-0331.

Exhibit B: State Office Comprehensive Emergency Plan

Below is an example of Senator Vitter's State Office Comprehensive Emergency Plan. This should be updated annually and distributed to each state staff employee.

*Office of Security and Emergency Preparedness
State Office Preparedness Program*

State Office Comprehensive Emergency Plan

Senator David Vitter
Southeast Regional Office
Metairie, Louisiana

OEC: Amber S. Burch

July 7, 2008

STATE OFFICE COMPREHENSIVE EMERGENCY PLAN

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State Office Preparedness Program*

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1 INTRODUCTION

This document is the Comprehensive Emergency Plan (CEP) for the Metairie office of Senator David Vitter.

This comprehensive plan addresses office security, fire prevention, emergency actions, and continuity of operations (COOP). The components of the plan can be used either independently or with one another, depending upon the incident.

The purposes of this plan are to:

- Mitigate risks;
- Ensure the safety of office staff and visitors during an emergency;
- Minimize damage and losses or reduction of service provided by the office to the public; and
- Achieve an orderly recovery from emergency operations.

2 SITUATIONS AND ASSUMPTIONS

This plan takes an all-hazards approach and enables us, as an office, to adopt a consistent means of responding to either naturally occurring or man-made incidents. We have developed an all-hazards plan under the following planning assumptions:

- Many circumstances may activate the response plan.
- Suspension of normal operations may occur.
- Local community resources may not be available.
- Disruption to the local economy as well as local community and/or Washington, D.C., resources may occur.
- An event could last for an extended period of time.

3 ROLES AND RESPONSIBILITIES

3.1 Office Emergency Coordinator

The Office Emergency Coordinator (OEC) is responsible for coordinating security, fire prevention, emergency preparedness, and continuity of operations functions for this office. Contact the OEC for more information about this plan or an explanation of individual duties under the plan. Responsibilities of the OEC include:

Prior to an emergency:

- Coordinate security enhancements for the office with the Sergeant at Arms Office of Security and Emergency Preparedness.
- Develop the Comprehensive Emergency Plan.
- Serve as a liaison with local emergency services (e.g. law enforcement, fire, and emergency medical services), the United States Capitol Police (USCP), and building management, if appropriate.
- Conduct regular safety checks of the office. (See Appendix F for information on fire prevention.)
- Ensure staff are trained on and knowledgeable about their responsibilities and this plan.

During an emergency:

- Determine if it is necessary to implement the CEP.
- Manage office emergency evacuations.
- Account for staff members.
- Serve as a liaison with local emergency services, the United States Capitol Police, and building management, if appropriate.
- Follow office notification protocol. (See Section 5.2)

Following an emergency or during transition to a continuity event:

- Determine if it is necessary to implement the continuity section of the CEP.
- Assist staff with specific continuity responsibilities.
- Ensure staff are provided information and/or resources regarding psychological support.

Table 1: OEC and Alternate OEC

Title	Name	Office	Cell Phone	E-mail
OEC	Amber Burch	504-589-2753	985-320-6913	amber_burch@vitter.senate.gov
1 st Alternate OEC	Shannon Yarbrough	504-589-2753	504-781-6194	shannon_yarbrough@vitter.senate.gov

2 nd Alternate OEC	Rachel Perez	504-589- 2753	985-707- 7667	rachel_perez@vitter.senate.gov
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3.2 Rescue and Medical Responsibilities

This office will rely on the Jefferson Parish Eastbank Consolidated Fire Department and the Jefferson Parish Sheriff's office, which are trained, equipped, and certified to conduct rescues and provide medical assistance.

This office will rely primarily on local emergency medical personnel (911) for medical assistance. The following individuals in this office are trained and certified in Cardiopulmonary Resuscitation (CPR), first aid, and/or the use of the Automated External Defibrillator (AED). These individuals may be available to assist until outside emergency personnel arrive on scene:

Table 2: Individuals Trained in CPR, First Aid, and/or AED Use

CPR Use	First Aid	AED Use	Name	Office Phone	Cell Phone	E-mail
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

4 OFFICE SECURITY

4.1 Awareness

Preventive security measures help minimize the likelihood of office thefts, threats, crimes, and even terrorist actions. These measures also help to relieve some of the inconveniences caused by unruly visitors and demonstrators. Maintaining a secure office is everyone's responsibility.

4.2 Office Security Equipment

Following is a list of security equipment installed in the office:

- An Alarm System
- Reception Area Access Control System
- Closed-Circuit Television System (CCTV)
- Door Contact
- Infrared Detector/Motion Detector
- Duress/Panic Button
- Audible Alarm And Strobe
- Alarm Keypad

- Door Management Alarm
- Remote Release Button
- Mini Dome Color Camera
- CD-RW
- Door Video Intercom Station

4.3 Office Security Policies

The following guidelines are set forth to enhance the protection of life and property in this office:

- Staff should have their identification, keys, and purse or wallet with them at all times and should lock all other personal items.
- Non-Senate staff and visitors to the office are not allowed into any area of the office unescorted. Custodians, maintenance workers, and other contracted workers should arrive before staff members leave at the end of the day and be escorted during their time in the office.
- All sensitive information, such as constituent files, should be locked and secured in a file cabinet or safe.
- If a receptionist/staff member is unable to monitor the front door for any reason, the front door should be secured.
- The office will maintain a secure reception area where constituents can be greeted but cannot gain access to the main areas of the office.
- The office maintains a safe haven room that can be securely locked from the inside in the event of an intrusion or other emergency. This room contains a charged cell phone, a first aid kit, a supply of bottled water, and other emergency equipment.
- Any staff member conducting an interview or meeting should notify a co-worker or the meeting and where it is occurring.
- Staff shall participate in office training that includes emergency response to threatening visitors, mail procedures, and an annual test of alarm systems.
- All sharp objects (e.g. scissors, letter openers, and knives) should be stored and secured in drawers or file cabinets.
- Retrieve the Congressional ID badges from terminated employees and account for all keys, office equipment, and passwords to access all office-related material and equipment.

- A security check should be conducted at the open and close of business each day, this includes turning off all computers and securing all files.

4.3.1 Threats

All threats to the Senator, staff, or office should be reported to law enforcement. Threats can be made in many different ways including verbal, phone calls, bomb threats, letters, or packages. Any threat that indicates imminent danger, such as a bomb threat or suspicious package, should be reported first to the local law enforcement (911), then to the USCP Threat Assessment Section at 202-224-1495. Threats to you, the Senator, or this office that do not indicate any immediate danger should be reported to the USCP Threat Assessment Section at 202-224-1495. The USCP will work with the local, state, and federal agencies to respond to your concern.

4.3.1.1 Reporting an Incident

The following behavior should be reported:

- Unwanted following or stalking.
- Suspicious behavior, suggestive of surveillance.
- Contact from a person (letters, e-mail, telephone, etc.) that makes reference to the Senator, staff, or office's safety or security.
- Contacts that make hostile reference to any public official.
- Behavior that expresses extreme views of affection or dislike for the Senator, staff, or other public official.

Incidents should be reported to the USCP Threat Assessment Section at 202-224-1495 and to Emilie Sekine, Senator Vitter's Administration Director, at 202-224-4623.

4.3.2 Mail-Handling Procedures

Mail can be a vehicle for individuals to do harm to this Senate office. The following are some examples of what to look for in a suspicious package:

- Excessive postage
- Incorrect titles
- Titles but no names
- Misspellings of common words
- Oil stains
- No return address
- Excessive weight
- Rigid envelope

- Visual distractions
- Restrictive markings
- Excessive securing material such as tape

If an incident happens or if you have any hesitation regarding a piece of mail, call the local police and the USCP Threat Assessment Section at 202-224-1495.

All mail will be screened and sorted in the Metairie office away from the reception area.

Offices can obtain information about handling mail, recognizing and handling suspicious mail or packages, or responding to suspicious mail or packages is available from the U.S. Senate Post Office or on Webster at the U.S. Senate Post Office Web page.

5 EMERGENCY POLICY

Threats to this office are categorized as either **internal** or **external** to the building. It is the policy of this office that all employees evacuate the premises in the event of a fire. In the event that the threat is **external to the building**, employees should be prepared to shelter in place and/or follow the guidance of local officials and building management.

5.1 Notification of Emergencies

Staff members in this office are notified of emergencies through audible or visual means. Below is a table that details the different modes of emergency notification within this office:

Table 3: How Staff Will Be Notified During an Emergency

Notification	Internal Threat	External Threat
Fire Alarms and Strobes	X	
Weather Radio		X
Please see State Office Disaster Plan for further information		

5.2 Reporting Emergencies

Any employee, upon discovering an emergency situation, should immediately notify other employees in the area of the situation and sound an appropriate alarm. As soon as it is safe to do so, the situation should be reported to the appropriate outside emergency personnel. These methods are listed in the table below and indicate whether they are applicable based on the type of threat:

Table 4: How Individuals Can Report an Emergency

Reporting Emergencies	Internal Threat	External Threat
Dial 911	X	X
Activate Fire Alarm (if evacuation is necessary)	X	
Notify USCP and Senate D.C. Office Emergency Contact	X	X
Utilize duress button	X	

The methods used for reporting emergencies within this office are described in further detail below:

- Dial 911
- Activate fire alarms. In the event of a fire or immediate internal threat, activate the fire alarm pull station nearest you. The fire alarm pull stations closest to this office are located outside of the office on the wall adjacent with the office door, and immediately before the stair exit.
- Inform USCP and the Washington, D.C., office when it is safe to do so. Notify the USCP at 202-224-1495 and the Washington, D.C., office at 202-224-4623
- The duress buttons are triggered in response to a possible dangerous threat in the office and in the event that dialing 911 cannot be utilized (e.g. a dangerous intruder). There are 8 duress buttons in this office. These duress buttons are located at each desk.
- Call JTS Landlord Karen Mitchell at 504-837-4428, 504-416-5383, or 225-922-4033 or at kmitchell@jts.com

5.3 Evacuation Procedures

Evacuation involves moving from an area of increased risk within this office to an area outside the office where the threat is lower or nonexistent. The primary notification system for evacuation is activation of fire alarms. If triggered, all employees should exit the building in a calm and orderly manner. All exits will remain unlocked and unobstructed during working hours.

Diagrams of the various exit routes are posted prominently in the following work areas: kitchen area, and located in Appendix E-1 of this plan.

Table 5: Employee Exits

<p>The following employees shall leave through primary exit: West Wing Exit: Exit office; turn right, Entrance to stairwell is approximately 15 feet down the hall on the right. Proceed down stairs and immediately turn left to exit the building</p>
--

The following employees shall leave through secondary exit:
East Wing Exit: Exit office, turn right, proceed twenty feet, turn left, proceed seventy feet, turn left, proceed seventy-five feet, arrive at emergency exit for east wing, proceed down stairs and exit the building.
The following employees shall leave through tertiary exit: (If applicable)

Upon evacuating the building, go directly to the primary designated assembly area, located in the parking lot to the west of the building. In the event that access to the primary assembly area is denied, proceed to the designated secondary assembly area located at the entrance to the Stein Mart Department Store located directly southwest of the office building. Assembly area maps are located in Appendix E-2.

In the event that access to both the primary and secondary assembly areas is denied, employees are to follow the direction of responding emergency services or building management regarding alternate rallying points.

Once present at the assembly area, all employees should report as "accounted for" to their OEC. Employees should also assist the OEC in identifying any staff members who are not present, and who may remain inside the building in need of assistance.

If you are not able to physically report to your OEC, you can report as "accounted for" by calling 985-320-6913 (OEC's phone).

Staff are encouraged to develop a family communication plan using the *Personal Emergency Communications Plan* brochure. This brochure can be found on the State Office section of the Senate Sergeant at Arms (SAA), Office of Security and Emergency Preparedness (OSEP) Web page or by contacting OSEP at 202-228-6737.

5.3.1 Evacuation Procedures for the Mobility Impaired

If elevators are in use, mobility impaired staff and visitors will utilize the building elevators located outside of the office to the right and then by making the first left. If elevators are not in use, per the Jefferson Parish Fire Department: In case of an emergency, fire fighters will look in concrete-walled stairwell for any mobility impaired people who are unable to evacuate down the steps or elevator.

5.4 Shelter-in-Place Procedures

Sheltering in place involves staying in this office as a means to provide extra structural protection and security during external emergency events. Shelter-in-place procedures are to be followed if there is a threat to life safety and security outside of this office (e.g., severe weather or violent civil disturbance). There may be situations when the shelter-in-place activities require an office lockdown. Within this office, the shelter-in-place location is: the back conference room.

Office staff members should listen to local emergency services, building management, and the office weather radio for guidance and additional information on shelter-in-place procedures. In

some situations, it may be necessary for staff members to close windows and doors as an additional safeguard. For prolonged shelter-in-place events, emergency supplies may also be distributed.

5.5 Visitor Policy

Staff should know office procedures and be prepared to assist visitors in taking the appropriate actions and ensuring accountability.

5.6 Critical Operations

In order to minimize the damage to computers, technology, or files from a fire or other threat, critical operations have been assigned to this office and will be performed immediately following an emergency notification. Each employee is responsible for shutting off his/her computer and any space heater or other heating device, such as a coffee pot, **if it is safe to do so**.

The following personnel within this office are responsible for shutting down critical equipment or operations and taking a copy of the backup computer files upon evacuating the premises. These staff members are listed in descending order of availability and are assigned functions to be carried out only **if it is safe to do so**.

Please refer to State Office Disaster Plan

6 CONTINUITY OF OPERATIONS

Continuity of operations covers activities the office will initiate when office operations are disrupted. This section also describes any alternate work arrangements which may be needed to continue our key work. See Appendix A-7 for the Continuity of Operations Checklists.

6.1 Identification of Essential Functions

This section of our plan identifies our essential functions and the timeline for their restoration to ensure that the office's mission is satisfied under any situation. Essential functions are the same whether this office is responding to a localized event or a widespread COOP event. This is not a comprehensive list of all tasks performed by our office; rather this list focuses on the most essential functions.

Table 6: Essential Functions

Essential Functions	Recovery Time Objective (HH:MM)	Recovery Priority (High, Medium, Low)	Name & Title of Personnel Required	Equipment & Supplies Required
Inform Senator of Situation	02:00	HIGH	David Doss, State Director	Telephone

Essential Functions	Recovery Time Objective (HH:MM)	Recovery Priority (High, Medium, Low)	Name & Title of Personnel Required	Equipment & Supplies Required
Perform casework duties	05:00	MEDIUM	All Staff	Access to computer
Check telephone messages	5:00	HIGH	Shannon Yarbrough	Access to telephone

6.2 Transition to Continuity of Operations

Brenda Clark and Amber Burch are responsible for the decision to transition to COOP and implement COOP actions.

6.3 Transfer of Office Functions

The following essential functions will be transferred to other offices when operations within this office are degraded or the essential functions cannot be performed for any reason:

Table 7: Transfer of Essential Functions to Other Offices

Essential Function	Secondary Location	Staff Member Responsible	Contact Information
Perform casework duties	Baton Rouge	All staff	225-383-0331
Check telephone messages	Baton Rouge	All staff	225-383-0331
Answer phone calls	Baton Rouge	All staff	225-383-0331

The following essential functions will be conducted within this office to support other offices as the situation warrants:

Table 8: Functions Accepted from Other Offices

Essential Function	Primary Location	Staff Member Responsible
None		

6.4 Relocation

A COOP event might require that staff be away from this office so that they can continue their essential functions in a safe area. See Appendix E-3 for a map to the relocation site. See Appendix C-3 for COOP fly-away kit information and Appendix C-4 for a list of vital records.

6.5 Deactivation

When this office is successfully performing its essential functions and is able to resume day-to-day operations, we will deactivate this plan's continuity component.

7 TRAINING AND EVALUATION

All staff should be trained on this plan when it is developed or the employee is initially assigned to a job; when the employee's responsibilities under the plan change; and when the plan is changed. Additional training is available on the State Office section of the OSEP Web page.

In addition to training staff, the office will periodically exercise this plan. Additional information on how to exercise a CEP is available on the State Office section of the OSEP Web page or by contacting OSEP at 202-228-6737.

8 PLAN ADMINISTRATION

8.1 Location

The written plan will be kept with the Hurricane Evacuation Binder, and in the US Senate disaster backpack in the safe room, and is available to employees for review.

8.2 Distribution

Copies of this plan will be saved on the Office computer server on the 'M' Drive under the folder, "Disaster Plan, Emergency Management" and will also be emailed to the following staff:

David Doss, Brenda Moore, Rachel Perez, Shannon Yarbrough, John Gordon, Amber Burch and Brenda Clark.

8.3 Maintenance

The CEP should be updated when one of the following occurs:

- Once every congressional cycle (2 years);
- Whenever any key personnel changes;
- Whenever telephone or contact numbers change;
- Whenever the state office relocates;
- Whenever the office's essential functions change;
- Whenever the office acquires new vital records (Appendix C-4);
- Whenever the contents of an office's COOP Fly-Away Kit changes (Appendix C-3); and

6.5 Deactivation

When this office is successfully performing its essential functions and is able to resume day-to-day operations, we will deactivate this plan's continuity component.

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- Whenever the office's essential functions change;
- Whenever the office acquires new vital records (Appendix C-4);
- Whenever the contents of an office's COOP Fly-Away Kit changes (Appendix C-3); and

- After the evaluation of simulation exercise results or from lessons learned during an actual event.

The CEP will be reviewed at least once per year

The CEP will be updated as necessary for staff changes, policy changes, etc.

In coordination with Brenda Clark, Amber Burch is responsible for updating this plan for the Metairie Office.

APPENDICES

A. CHECKLISTS

A-1. Staff Security Checklist

- _____ Make periodic checks of intrusion locks and key systems, lighting, safes, and storage rooms. Depending on the problem, report it to the building management.
- _____ Establish contact with the local police department.
- _____ Become familiar with local statutes and procedures regarding disorderly conduct, unlawful entry, and the building security.
- _____ Develop and practice pre-employment screening of all personnel, such as calling references and conducting criminal history checks through the United States Capitol Police (USCP).
- _____ Incorporate USCP's Security Awareness program into new employee orientation. Ask new employees to read the *United States Capitol Police Guide to Security Awareness* booklet and have them sign a form stating they did so.
- _____ Coordinate with the D.C. Office Manager to obtain security awareness training from the USCP Threat Assessment Section.
- _____ Notify the local police department of any immediate risk or threat, especially during an incident, as they will be the ones to respond the quickest. However, always ensure the USCP is made aware of any incident that occurs in the office.
- _____ Ensure all threats and nuisance incidents directed against the Senator, office, or staff are brought to the attention of the USCP Threat Assessment Section at 202-224-1495.
- _____ Notify the USCP Threat Assessment Section at 202-224-1495 and the local police of any unusual incidents or occurrences. It is imperative that they be reported to the local police and then the USCP.
- _____ Program the memory or speed dial function on all the office phones to dial 911 for the local police department. One specific speed dial number should be used on all phones.
- _____ Entrance points to the office that are glass should be equipped with blinds or curtains capable of being drawn if necessary.

- _____ Conduct a security check at the close of business to include turning off all computers, securing all files, etc.
- _____ Shatter-resistant window film with a minimum thickness of 7 mil should be professionally installed on all first and second-floor exterior office windows and is also recommended on interior windows.
- _____ Reserved parking spaces should not be labeled with a Senator's title or name. Instead use a generic phrase, such as "reserved" or number on the sign.

A-2. Evacuation Checklist

Before an Emergency:

- Identify an Office Emergency Coordinator (OEC) to take the lead in emergency evacuation plans for the office.
- Establish procedures for how to account for staff after an evacuation and make sure all employees are aware of the procedures.
- Create and post identified primary and alternate emergency evacuation routes.
- Update employee roster sheets on a regular basis.
- Update staff contact information on a regular basis.
- Inform staff of basic emergency preparedness information and make sure they have a copy of the office Comprehensive Emergency Plan (CEP).
- Maintain a list of local emergency assistance agencies that provide food, shelter, or medical care.
- Encourage participation in evacuation drills for the building.
- Ask building management about compliance procedures for in-office fire alarms. If the office has individual fire detectors, know the warning signs of faulty batteries and who to contact for immediate replacement.
- Encourage staff to establish a Personal Emergency Communications Plan.

During an Emergency:

- Call 911.
- If you have been assigned a critical operation, perform this function before you exit the building, as long as there is no immediate danger to yourself.
- Bring your ID.
- Calmly follow the safest and fastest route out of the building and proceed to your designated assembly area.
- Continue to evacuate the building, even if the alarms have turned off.
- Check in with your OEC.
- Wait for instruction from emergency or building personnel before re-entering the building.
- If you are the designated OEC, make sure that the incident has been reported to the local emergency services, including the status of each employee.

A-3. Shelter-in-Place Checklist

Before an Emergency:

- _____ Identify shelter-in-place areas within the office and make sure that all personnel are aware of these locations.
- _____ Identify the notification system used within the building/community in the event that personnel are requested to shelter in place.
- _____ Identify emergency supplies and store them in your sheltering area. Make sure that all personnel know where the equipment is stored and how to use it.
- _____ Stay educated on emergency office procedures.

During an Emergency:

- _____ Follow the directions of local emergency service officials or building security/management.
- _____ Close office doors and windows and keep as far away from them as possible. If necessary, turn off all fans and air conditioning.
- _____ Make sure the designated OEC accounts for office staff.
- _____ Report the incident and the status of each staff member to local emergency responders.
- _____ Stay in the office until further instruction is given.

A-4. Letter and Parcel Bomb Recognition

Recognition Points

- Foreign Mail, Air Mail or Special Delivery
- Restrictive markings such as Confidential, Personal, etc.
- Excessive Postage
- Hand written or poorly typed address
- Incorrect titles
- Titles but no names
- Misspellings of common words
- Oily stains or discolorations
- No return address
- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires or tinfoil
- Excessive securing material such as string, masking tape, etc.
- Visual distractions
- Unusual odors

Procedures

Look at the sender's address:

- Is it a familiar one?
- Is correspondence from the sender expected?
- Do characteristics of envelope or package resemble the expected contents?
- Once you have determined that the letter or package is suspicious:
 - Do not try to open it
 - Isolate Suspected Items
 - Notify USCP Communications

Do's & Don'ts For Suspicious Packages

DON'T touch, puncture, cut or attempt to open a suspicious package
DON'T accept identification markings on any suspicious package as legitimate
DON'T accept delivery of office mail to your home address
DON'T remove or separate any explosive components
DON'T pull wires or fuses on any suspicious item
DON'T be heroic. In many cases, the perpetrator relies on your heroic act to trigger their device
DON'T underestimate the size of a suspicious package
DON'T move the bomb away from people
DO move people away from the bomb
DO use caution with any suspicious package
DO secure the immediate area surrounding the package
DO report the information about the suspicious item to your local police, after the event has occurred contact the USCP

A-5. Bomb Threat Checklist

Table 9: Bomb Threat Checklist

INSTRUCTIONS: Be Calm, Be Courteous. Listen. Do Not Interrupt the Caller.					
Your Name:		Time:		Date:	
Caller's Identity/Sex:		<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Adult	<input type="checkbox"/> Juvenile
Approximate Age:					
Origin of Call:		<input type="checkbox"/> Local	<input type="checkbox"/> Long Distance	<input type="checkbox"/> Telephone Booth	
QUESTIONS TO ASK:					
When is the bomb going to explode?			What does the bomb or the package look like?		
Where is it located?			What will cause it to explode?		
What kind of bomb?			What is your name and address?		
Did you place the bomb?			Why?		
<i>If building is occupied, inform caller that detonation could cause injury or death.</i>					
<i>Call the Police Department at 911 or [redacted] and relay information about call.</i>					
Vocal Characteristics		Speech		Grammar	
<input type="checkbox"/> Loud	<input type="checkbox"/> Soft	<input type="checkbox"/> Fast	<input type="checkbox"/> Slow	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good
<input type="checkbox"/> High Pitched	<input type="checkbox"/> Deep	<input type="checkbox"/> Distinct	<input type="checkbox"/> Distorted	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<input type="checkbox"/> Raspy	<input type="checkbox"/> Pleasant	<input type="checkbox"/> Stutter	<input type="checkbox"/> Nasal	<input type="checkbox"/> Foul	<input type="checkbox"/> Other
<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Other	<input type="checkbox"/> Slurred	<input type="checkbox"/> Other		
Accent		Manner		Background Noises	
<input type="checkbox"/> Local	<input type="checkbox"/> Southern	<input type="checkbox"/> Calm	<input type="checkbox"/> Angry	<input type="checkbox"/> PA System	<input type="checkbox"/> Trains
<input type="checkbox"/> Middle Eastern	<input type="checkbox"/> Northern	<input type="checkbox"/> Rational	<input type="checkbox"/> Irrational	<input type="checkbox"/> Machines	<input type="checkbox"/> Animals
<input type="checkbox"/> Hispanic	<input type="checkbox"/> Midwestern	<input type="checkbox"/> Coherent	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Music	<input type="checkbox"/> Quiet
<input type="checkbox"/> African		<input type="checkbox"/> Deliberate	<input type="checkbox"/> Emotional	<input type="checkbox"/> Office	<input type="checkbox"/> Voices
<input type="checkbox"/> Slavic		<input type="checkbox"/> Righteous	<input type="checkbox"/> Jovial	<input type="checkbox"/> Factory	<input type="checkbox"/> Static
<input type="checkbox"/> Other				<input type="checkbox"/> House (TV)	<input type="checkbox"/> Party
				<input type="checkbox"/> Traffic	<input type="checkbox"/> Other

*After notifying local police, contact the USCP Threat Assessment Section at 202-224-1495 to report the incident. The USCP Threat Assessment Section is available 24 hours a day, 7 days a week.

A-6. Unruly Visitor Checklist

Keep these things in mind when dealing with an unruly visitor:

1. Being prepared before someone arrives:

- Identify the exits, escape routes, and the office safe haven.
- Review your security procedures.
- Put emergency services and other emergency numbers on speed dial on your telephone.
- Know how to report an incident to the local police and the USCP.
- Become familiar with statutes regarding unlawful entry and disorderly conduct.

2. Encountering and handling an unruly visitor:

- Trust your instincts. If you feel threatened, ask for help or terminate contact.
- If the person does not leave when asked, try to leave the situation as safely as possible and call the police.
- Always report the incident to the local police department and the USCP.

3. Response

- Stay calm, centered, and professional.
- Establish a rapport and listen carefully to understand the constituent's concerns.
- Ask questions to clarify so you understand their concerns.
- Acknowledge the person's emotions and concerns.
- Keep your tone conversational and do not "talk down" to the person.

4. Stay in control

- Gather thoughts and remember to breathe.
- Obtain basic personal information.
- Find out what they want you to do.
- Show sympathy for their predicament, even if it is a delusion.
- Accept that the delusion could be real for them, but do not join in.

5. Closure

- Acknowledge understanding their concerns.
- Work to find a solution for their needs.
- Let them know what you will do.
- Stand up and thank them for coming.

A-7. Continuity of Operations Checklist

COOP Activation

_____ Make an initial assessment of the situation, using the following questions:

- Are emergency actions alone a sufficient response?
- Is the incident imminent, still happening, or past?
- Are there similarities between this incident and a previous incident during which you transitioned to COOP?
- Have you consulted with the State Director and other senior managers in your office and in the Washington, D.C., office?
- What is the possible danger to staff and office property by transition to and implementing COOP activities?
- What is the media reporting about this incident?
- How significant is the impact of the incident on your office operations?
- Do you have access to the area?
- Is it safe to work from your office?
- Is your office useable?
- How long do you think the incident and its aftermath will last?
- How long do you think your office operations will be disrupted?
- How are other offices in similar circumstances responding to this incident?
- How long until the next work day?

_____ Communicate the initial assessment to the individual(s) responsible for deciding to begin COOP functions.

_____ Senator, Chief of Staff, State Director, Office Emergency Coordinator (OEC), or designee review the definition of a COOP event and, after consultation, make the determination that the situation is of a nature that requires COOP activation.

_____ Chief of Staff or State Director officially notifies staff to take specific actions using the process outlined below to ensure the continued performance of minimum essential functions in the office.

COOP Notification

- _____ Chief of Staff and/or State Director and other senior managers confer on what to tell staff, media, and other officials (a different message may be needed for each group).
- _____ The OEC begins notification of staff using the telephone call tree (Located in Appendix B-2) and reminds all staff to contact their anticipated visitors. If the office has customized the Senate Messaging Alert Client (SMAC) by creating internal PIN distribution lists and PIN directory listings, the OEC may use the PIN Blast and PIN directory listings for COOP notification as well as day-to-day wireless communication.
- _____ The OEC notifies the Senate Sergeant at Arms that the office has taken necessary actions to continue its essential functions.
- _____ The OEC verifies that all staff and others identified in the telephone call tree have been notified.
- _____ The OEC informs the Chief of Staff of persons not reached.

COOP Operation

- _____ Forward all event-related communications to the staff list.
- _____ If e-mail communication is not possible, use alternate means, including telephones, personal visits, etc.
- _____ Ensure that staff know their duties as outlined above and are performing them.
- _____ Provide information to staff on what they will need in order to do their jobs and continue the essential work of the office.
- _____ Remind staff that they may need to add an extended absence greeting to their Senate Voice Messaging Service (SVMS) mailbox.
- _____ Remain aware of the physical effects of stress on the staff and consider what can be done to ease the tension. Staff may appear to get tired more easily under emergency conditions, in part because there is more movement and an increased police presence, as well as concerns about their own personal health and well-being, etc. If the event is prolonged, consider planned get-togethers at a restaurant or other public place to help staff find comfort in bonding through the experience. Contact the Senate Employee Assistance Program staff at 888-687-8751 for guidance.
- _____ While ensuring that essential functions remain covered, consider flex hours where possible.

Relocation

- _____ Before allowing staff access to any alternate facility, the State Director, OEC, and other designees will visit the site and ensure that it is operational for use as an office.
- _____ Contact the SAA State Office Liaison and Chief Information Office to transfer telephone(s) to alternate sites, such as other state offices which are not affected or the Washington, D.C., office.

- _____ If additional space or equipment is deemed necessary, the OEC will make such requests of another state office, the Rules Committee, or the Sergeant at Arms State Office Liaison.
- _____ The OEC and Systems Administrator begin the transfer of records and essential equipment to alternate work site(s) if necessary.
- _____ The State Director, in consultation with the Chief of Staff and OEC, sets a time by which staff members will arrive at the alternate work location(s) to begin essential functions.
- _____ Staff members will be alerted of the alternate work locations by telephone or mobile device via staff telephone list and telephone call tree in Appendices B-1 and B-2.

Deactivation

- _____ The OEC makes an initial assessment that the COOP event has ended and, in consultation with office staff and/or State Director, determines day-to-day operations can resume.
- _____ The OEC communicates this information to the State Director, Chief of Staff, or other individual(s) with the authority to deactivate the plan.
- _____ If those individual(s) concur with the assessment, they deactivate the plan, and all staff are notified.

COOP Reconstitution

- _____ The State Director or Chief of Staff will determine when the threat or emergency has ended and will provide instructions for resumption of day-to-day functions in the primary site.
- _____ The State Director, Chief of Staff, and OEC will monitor migration plans and schedules to end the use of the alternate work locations and return staff, records, and equipment to the primary office or new office as appropriate.
- _____ Pack up vital files and records from alternate work sites.
- _____ Prepare office location for arrival of staff.
- _____ Transfer office telephone numbers.
- _____ Recall key staff.
- _____ Alert constituents and media.
- _____ Remind staff of the services of the Employee Assistance Program, which can be reached at 888-687-8751.
- _____ Review your response to the COOP event and update your plan as necessary.

B. COMMUNICATIONS

B-1. Important Contact Information

Table 10: Staff Telephone List

Staff Telephone List –							
Name	Title	Work Phone	Home Phone	Cell Phone	E-mail Address	Pager	BlackBerry PIN*
David Doss	State Director						
John Gordon	Community Liaison						
Rachel Perez	Community Liaison						
Brenda Moore							
Amber Burch	Community Liaison						
Shannon Yarbrough	Community Liaison						
Nicole Hebert	Deputy State Director						
Polly Koury	Community Liaison						
Paul Coussan	Community Liaison						
Brent Tippin	Regional Rep						
Brenda Clark	Regional Rep						
Valerie Young	Community Liaison						
Renee Autrey	Community Liaison						
Chip Layton	Regional						

Staff Telephone List –							
Name	Title	Work Phone	Home Phone	Cell Phone	E-mail Address	Pager	BlackBerry PIN*
	Rep						
Leslie Quinn	Community Liaison						
Courtney Hearod	Regional Rep						
Cindy Carter	Regional Rep						
Zak Baig	Legislative Director						
Rachael Bohlander	Legislative Counsel						
Charles Brittingham	Projects Director						
Joel DiGrado	Communications Director						
Julie Dyer	Staff Assistant						
Fletcher Fitzpatrick	Projects Legislative Assistant						
Kathryn Fulton	Scheduler						
Brent Furer	Legislative Assistant						
Suzanne Gillen	Legislative Assistant						
Deb Glickson	Legislative Fellow						
Natalie Grantham	Executive Assistant						

Staff Telephone List –							
Name	Title	Work Phone	Home Phone	Cell Phone	E-mail Address	Pager	BlackBerry PIN*
Gary Howard	Legislative Correspondent						
Andrew Levert	Legislative Aide						
Abbey Mayer	Staff Assistant						
Tonya Newman	Deputy Chief of Staff						
Erik Olson	Systems Admin						
Jean Paul Perrilliat	Mailroom Staff Assistant						
Kyle Ruckert	Chief of Staff						
Emilie Sekine	Administrative Director						
Chris Stanley	Senior Legislative Assistant						
Jeremy Stine	Legislative Correspondent						
Jason Stuart	Mailroom Staff Assistant						
Amanda Walsh	Legislative Correspondent						
Michael Wong	Legislative Assistant						
Gareth Vaughan	Press Secretary						

Staff Telephone List –							
Name	Title	Work Phone	Home Phone	Cell Phone	E-mail Address	Pager	BlackBerry PIN*

* A BlackBerry PIN (personal identification number) is a unique number that identifies each BlackBerry device and allows for messages to be sent between devices, without utilizing an e-mail server.

Table 11: Senate Office Telephone Numbers

Senate Office Telephone Numbers		
Office	Telephone Number	Notes
Senate Washington, D.C., Office	202-224-4623	
Baton Rouge	225-383-0331	
Lafayette	337-262-6898	
Lake Charles	337-436-0453	
Alexandria	318-448-0169	
Monroe	318-325-8120	
Shreveport	318-8610437	

Table 12: Local Telephone Numbers

Local Telephone Numbers			
Resources	Emergency Number	Phone	Non-Emergency Phone Number
Fire	911		504-736-6200
Police	911		504-363-5626
Medical	911		
National Poison Hotline	1-800-222-1222		
D.C. Office			202-224-4623
Building Manager			504-837-4428
Crisis Mental Health Resource			1-800-789-2647
Electric Company (Entergy)	1-800-368-3749		
Emergency Management (Jefferson Parish)			504-349-5360
Federal Bureau of Investigation (FBI) Office			504-816-3000
Gas Company (Atmos Energy)	1-800-654-6669		1-800-547-4321
Health Department			225-342-9500
Hospital (East Jefferson)			504-454-4000
Local Post Office			504-885-6871
Poison Control Center			1-800-222-1222

Local Telephone Numbers			
Resources	Emergency Number	Phone	Non-Emergency Phone Number
Media			504-529-4444
Telephone Company			504-557-6500
Sewage Company			504-736-6661
Water Company	504-736-6060		

Final

Table 13: Contact Information for Legislative Resources

Legislative Resources			
Resources	Telephone Number	Services Provided	Notes
Senate:			
Capitol Switchboard	202-224-3121	Telephone operators for Capitol Hill - Operates 24 hours a day	
Chaplain	202-224-3849	Comfort or counseling	
Employee Assistance Program	888-687-8751	Counseling service available to all Senate employees	
Office of the Attending Physician	202-225-5421	Health care services	
Office of Security and Emergency Preparedness	202-228-6737	Security, emergency preparedness, and continuity of operations planning, policies, and programs throughout the U.S. Senate	
Secretary of the Senate	202-224-3622	Manages the legislative affairs of the Senate	
Senate Post Office	202-224-5353	Mail services for the Senate	
Sergeant at Arms Information Technology Helpline	202-224-1517	IT, Equipment, and Telecom assistance – Operates 24 hours a day	
Sergeant at Arms Main Office	202-224-2341	The Executive Office serves as a clearinghouse for all administrative aspects of service to the Senate community	
Sergeant at Arms Message Line	202-228-7722	Information on status of Senate operations and closures – Operates 24 hours a day	
Sergeant at Arms Office of Police Operations and Liaison	202-224-2525	SAA liaison to USCP	
State Office Liaison	202-224-5409	Provides SAA services to Senate state offices	
United States Capitol Police:			
Command Center Bulletin Board	202-228-1725	Operates 24 hours a day	
Threat Assessment Section	202-224-1495	Operates 24 hours a day	

B-2. Office Telephone Call Tree

Our office will use the following telephone call tree to alert staff that an event has occurred and remind them of any responsibilities they have within this plan. Staff are reminded that if you call a person(s) on the call tree and get no answer or an answering machine, keep the tree going by calling the next person on your branch. Each caller is responsible for ensuring that he/she has notified every person in their section of the tree and for reporting the names of any people who were not reached.

Table 14: Telephone Call Tree (refer to State Office Disaster Plan for extensive call tree).

In general, the managers should alert their staff, unless exceptions are noted in the list below.	
This person...	...alerts this person or group.
All staff	Visitors with whom they have scheduled meetings
Executive Assistant	Assistant Scheduler
State Director	Washington, D.C., office

B-3. External Agencies

It is recommended that each office develop a relationship with external agencies before an emergency situation arises. State and local emergency response agencies can provide information about the hazards that threaten the office and may be able to assist in emergency action planning. By developing a relationship before an emergency occurs, the office will be better able to coordinate with responders during an event.

Consider contacting the following agencies:

- State Emergency Management
 - Contact information and websites for state emergency management office or agency can be located through the Federal Emergency Management Agency (FEMA) website.
 - State emergency management can assist in identifying the state's hazards, understanding the state's emergency response plans, and locating local emergency managers.
- Local Emergency Management
 - Local emergency management offices may be a separate city or county office or they may be included within the local fire or police department. Contact information may be available on the city or county website.
 - The local emergency manager may be able to provide insight into the hazards that affect the community, any measures in place to reduce losses due to an emergency or disaster, and advice with regard to development, implementation, and exercise of the office's CEP.
- Local Fire and Police Departments
 - The non-emergency numbers for local fire and police departments can be found in the phone book.
- Federal Executive Boards (FEBs) <http://www.feb.gov>
 - The Federal Executive Boards provide a forum for the exchange of information between Washington and the field about continuity programs, management strategies, and administrative challenges. They serve as a point of coordination for the development and operation of federal continuity and emergency preparedness programs.
- GSA Congressional Services Representatives
 - This group provides services to Members' state and offices. Contact information can be found on the GSA website.

C. RESOURCE MANAGEMENT

C-1. Weather Radio

Table 15: Weather Radio Resource Management

Weather Radio	
Location	Amber Burch's office

C-2. Emergency Supply Kit

Table 16: Emergency Supply Kit Resource Management

Emergency Supply Kit	
Storage Locations	In the safe room
Maintenance Cycle	Annually

Table 17: Emergency Supply Kit Inventory Sheet

Emergency Supply Kit Inventory Sheet						
Inventory Performed by:	Amber Burch			Date:	April 7, 2008	
Emergency Supply Kit Contents	Shelf Life	Expiration Date	Quantity issued	Expiration Date	Quantity Needed	
Empty Red Bag	N/A	N/A	1			
Glucose Tablets	N/A	N/A	1			
Non-Latex Gloves	N/A	N/A	3 pair			
Complete First Aid Kit	Varies by item		1			
Feminine Hygiene Products	N/A	N/A	12			
CPR Microshield	N/A	N/A	1			
Emergency Solar Blanket	N/A	N/A	10			
N95 Flat Pack Respirator	N/A	N/A	10			
Emergency Rations	5 years		1			
Emergency Water	5 years		10 pouches			
Trash Bags	N/A	N/A	10			
Roll of Toilet Tissue	N/A	N/A	1			
Tissues	N/A	N/A	4 pack			
Portable Emergency Alarm	N/A	N/A	1			
Glow Sticks	2 years		10			
Mini Maglite	N/A	N/A	1			
AA Batteries	5+ years		3			
Mini Tool	N/A	N/A	1			
Roll of Duct Tape	N/A	N/A	1			
Hurricane Evacuation Binder	N/A	N/A	1			

* Additional inventory forms can be downloaded from the equipment web page

C-3. COOP Fly-Away Kit

A COOP fly-away kit contains those documents and materials that the office will need in order to quickly resume operations at another location. It is recommended that the office have multiple kits. Although one fly-away kit may be kept in the office, it is strongly recommended that another be pre-positioned in an accessible location outside of the office, such as in a staff member's personal residence.

Table 18: COOP Fly-Away Kit Resource Management

COOP Fly Away Kit	
Fly-Away Kit Contents	Contact information for staff, necessary office forms, State Office Disaster Plan, casework contact information
Storage Locations	At the OEC's residence
Access Requirements	None
Maintenance Cycle	Annually

C-4. Vital Records

The identification and location of vital records for this office are as follows:

Table 19: Vital Records Resource Management

Vital Record or Data	Position Responsible for Maintenance	Pre-position Location
No vital records		

D. ALTERNATE WORK ARRANGEMENTS

During a continuity event, the following resources will be utilized to perform essential functions remotely:

- PassFaces or Virtual Private Network (VPN) accounts to access computer networks and data. (Accounts should be established ahead of time.)
- Please refer to State Office Disaster Plan

D-1. Remote Access Capabilities

In preparation for any impact to operations during a COOP event, this office will use the following tools to maintain our core functions.

Table 20: Core Function Tools and Technologies

Tool or Technology to be Used	Capability or Service Provided
Blackberry's	Communication
Laptop	File access
Outlook	Communication

As a point of reference, we have provided a brief description of several current Senate technologies available to offices. They are:

- Senate Conference Services Audio Conferencing and Collaboration Tool: Offers Senators and staff the ability to set up audio conferences on-demand (or scheduled), invite participants by e-mail, and record conferences.
- Senate Fax Services (Web Client): Provides high-performance electronic fax capabilities to the Senate community, allowing staff to send and receive faxes through Internet Explorer, using a Web Interface.
- E-mail: Provides integrated calendar, contact lists, tasks, and e-mail communications options for users; allows users to synchronize these capabilities to mobile devices such as BlackBerrys and Portable Digital Assistants (PDA).
- Videoconferencing: Provides users with videoconferencing capabilities, such as ad-hoc multi-site calling and the ability to place systems in homes or other remote locations without loss of functionality and maintaining connectivity to the Senate network.
- Webster: The Senate community's gateway to information; a Web portal which can be used for internal phone number lookup, major announcements, and links to other SAA Web pages and other legislative branch Web pages.
- COOP Remote Data Replication (RDR): Provides offsite data access/recovery that can be used during significant events when the building or office servers are unavailable.

D-2. Telework Options

To avoid confusion later, you should identify in your plan possible locations and arrangements where your staff could continue to perform your essential functions during a contingency situation. It is suggested that you consider the use of government-provided office centers that offer state-of-the-art workstations with modern computers and telecommunication technologies as alternate work locations for staff to continue your essential functions. However, as these may not be available in your city, it is recommended that you consult with local authorities.

U.S. Senator David Vitter's Baton Rouge Office

858 Convention Street, Baton Rouge, LA 70802

D-3. State Office Liaison

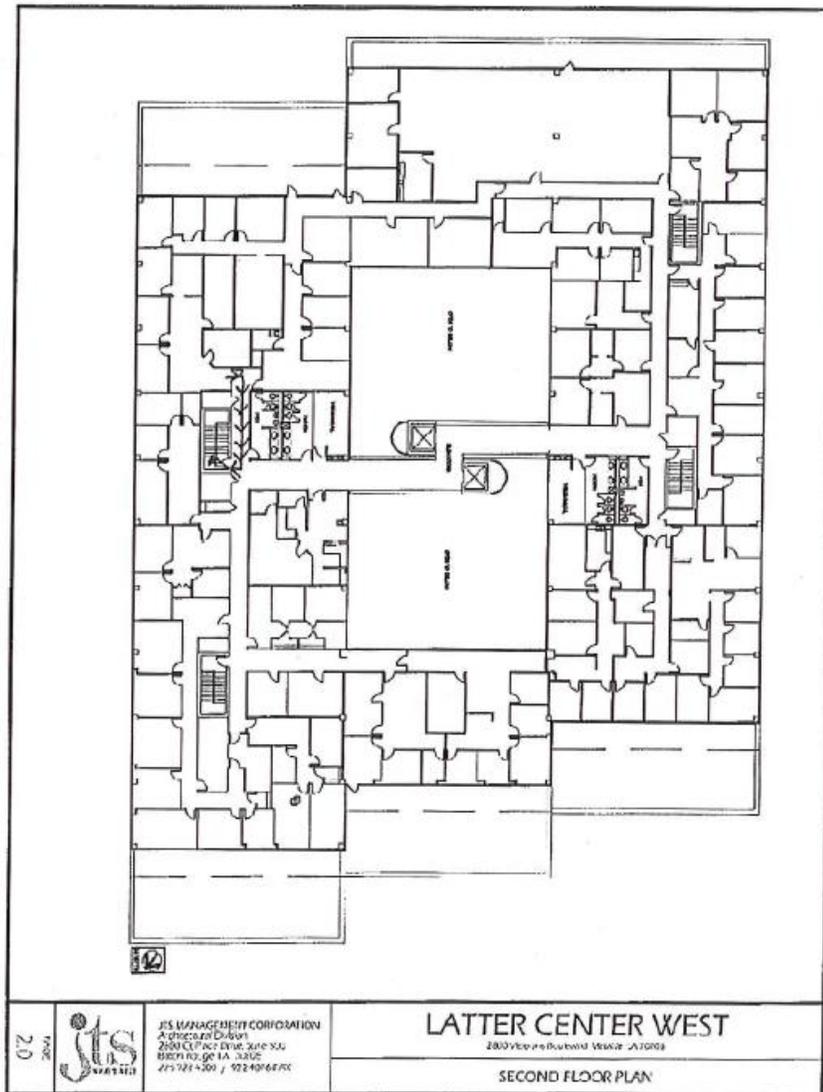
In the event of an emergency, a state office may be forced to close due to the threat of a disaster or the outcome of one. If this occurs and the office is not accessible, the office should contact the SAA State Office Liaison directly at 202-224-5409.

Senate offices are restricted in the amount of space they may occupy and how much they can pay for space. The State Office Liaison will work with you to review legal relocation options and is the only person who can authorize leases.

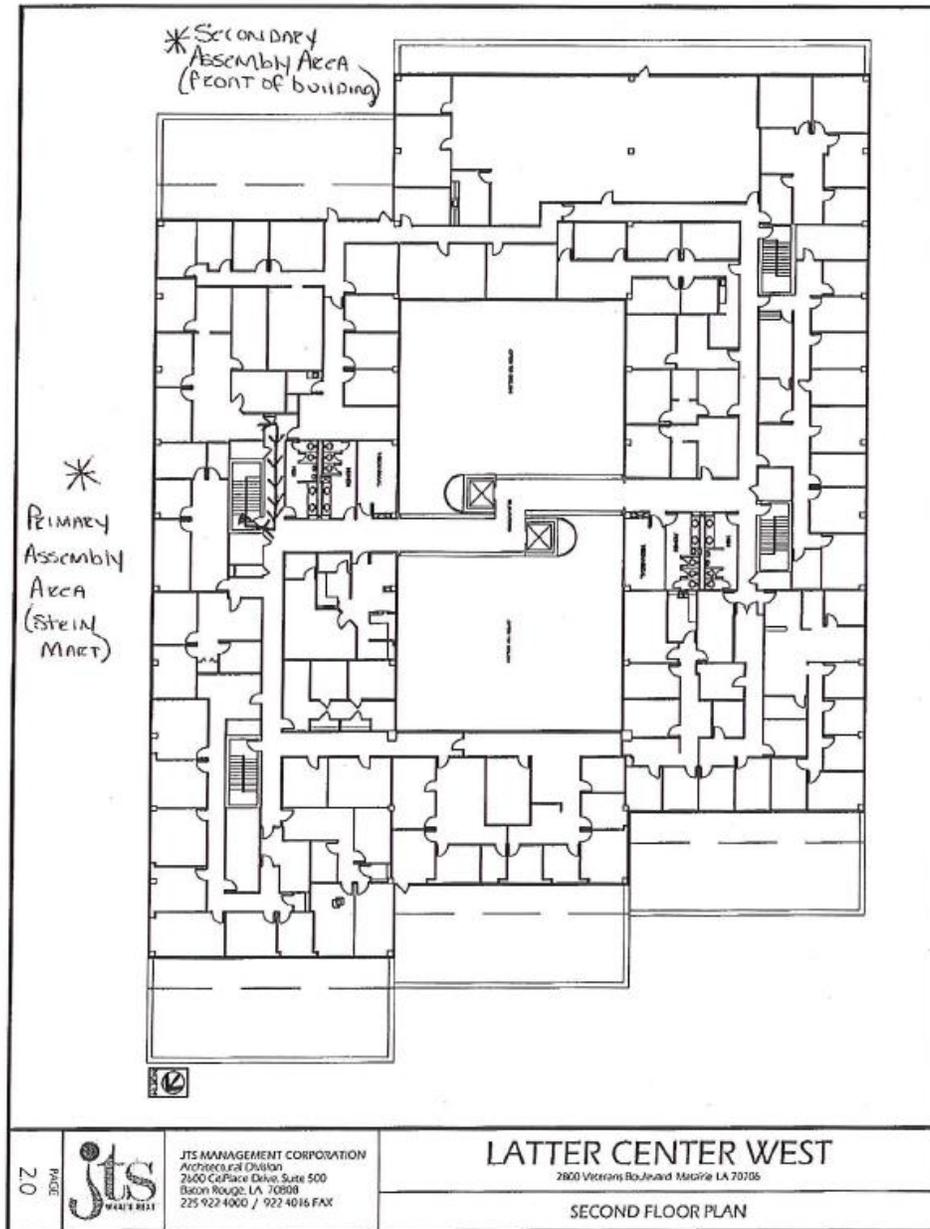
If new temporary space is provided, the Office of Security and Emergency Preparedness can provide recommendations for security enhancements to that space.

E. MAPS

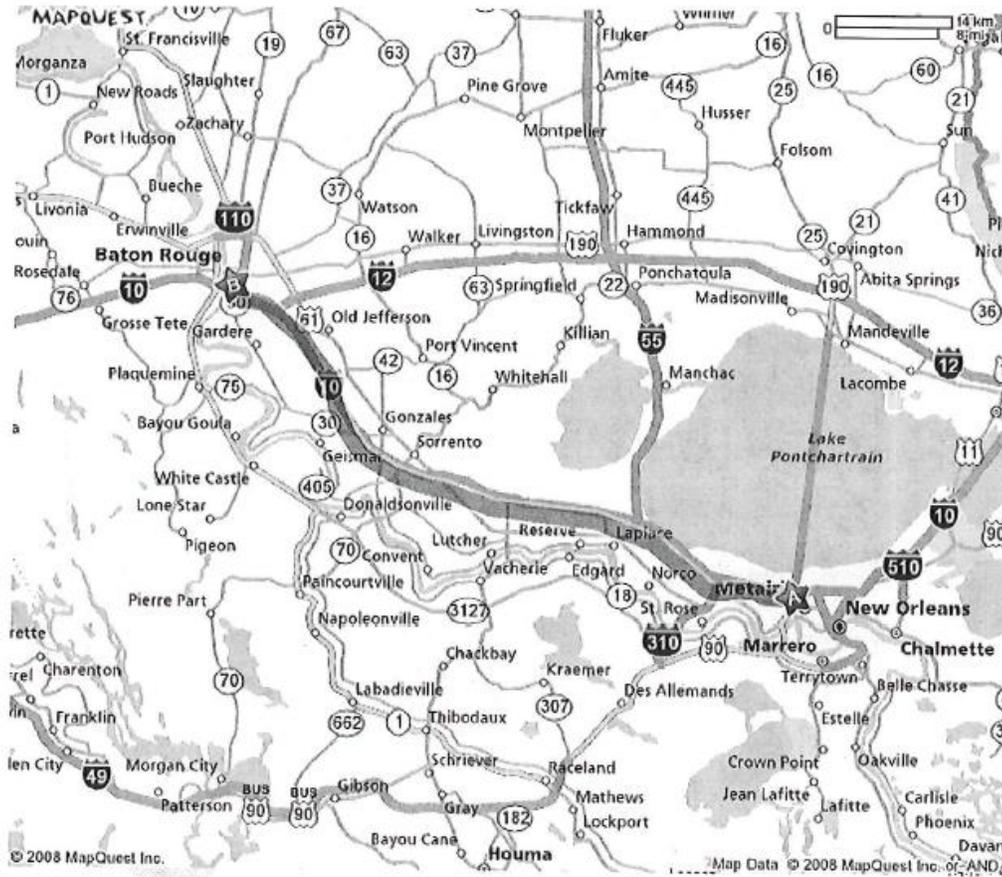
E-1. Office Evacuation Map



E-2. Assembly Area Maps



E-3. Relocation Map



F. STATE OFFICE HAZARDS

F-1. Electrical Fire Hazards

Electrical system failures and the misuse of electrical equipment are leading causes of workplace fires. Fires can result from loose ground connections, wiring with frayed insulation, or overloaded fuses, circuits, motors, or outlets.

To prevent electrical fires, employees shall:

- Make sure that worn wires are replaced.
- Only use extension cords on a temporary basis (e.g., connecting a piece of equipment for a presentation or setting up temporary lighting).
- When new equipment is installed, or if you have a concern about existing equipment, ask the OEC to check the electrical equipment to ensure that it is either properly grounded or double insulated.

F-2. Portable Heaters

All portable heaters shall be approved by the OEC. Portable electric heaters shall have tip-over protection that automatically shuts off the unit when it is tipped over. Maintain adequate clearance between the heater and combustible furnishings or other materials at all times.

F-3. Other Fire Hazards

To prevent office fires, employees shall:

- Avoid overloading circuits with office equipment.
- Turn off nonessential electrical equipment at the end of each workday.
- Keep storage areas clear of trash.
- Whenever extension cords are used in a manner consistent with this plan (e.g., on a temporary basis), the extension cords should not be placed under carpets.
- Do not allow trash and paper set aside for recycling to accumulate.
- Ensure the office uses only nonflammable cleaning products and minimizes the storage of combustible materials (e.g., paper set aside for recycling).
- Regularly check any heat-producing equipment to prevent the accidental ignition of combustible materials.

G. ACRONYMS

AED	Automated External Defibrillator
CCTV	Closed-Caption Television
CD-RW	Compact Disc-Rewriteable
CEP	Comprehensive Emergency Plan
COOP	Continuity of Operations
CPR	Cardiopulmonary Resuscitation
D.C.	District of Columbia
DVR	Digital Video Recorder
FBI	Federal Bureau of Investigation
FEMA	Federal Emergency Management Agency
ID	Identification
OEC	Office Emergency Coordinator
OSEP	Office of Security and Emergency Preparedness
PDA	Portable Digital Assistants
RDR	Remote Data Replication
SAA	Sergeant at Arms
SMAC	Senate Messaging Alert Client
SVMS	Senate Voice Messaging System
TTY/TDD	Text Telephone/Telecommunications Device for the Deaf
USCP	United States Capitol Police
VPN	Virtual Private Networking

H. GLOSSARY

Accountability — A major responsibility of the OEC. OECs are to take attendance of office personnel at the designated assembly area immediately following an evacuation. If anyone is missing or is identified as being in danger, the name and status of that person should be reported to responding emergency personnel directly. This accountability list is later provided to the USCP in Washington, D.C., for the records.

Automated External Defibrillator (AED) — A machine that reads or analyzes a victim's heart rhythm and calculates whether an electric shock is required to regulate the beat. If a shock is necessary, the machine will inform the user. The shock interrupts the irregular rhythm and allows the heart to return to a normal rate. If available, these machines should be stocked in public areas of the office building and can be identified with "AED" stickers on the outside of the containers. The machines come with comprehensive instructions.

Building Re-entry — Returning to normal business functions within office facilities following the evacuation of a building. This action should only be taken if instructed by your local emergency or building officials.

Cardiopulmonary Resuscitation (CPR) — A set of lifesaving skills that are performed on a victim without a pulse. By checking for responsiveness, giving rescue breaths, and performing chest compressions, the victim is kept alive as oxygen is delivered to the heart and brain. Performing CPR increases the victim's chance of survival until professional help arrives. Office staff certified in CPR are identified and noted within the office CEP and should be posted inside the office for identification purposes during an emergency.

Comprehensive Emergency Plan (CEP) — A tailored set of guidelines to assist in facilitating and organizing employer and employee actions before, during, and after workplace emergencies. It is recommended by OSEP that state office OECs and office personnel develop and review this document in preparation for potential emergencies and threats.

Continuity of Operations Event — A continuity, or COOP, event is any situation, either natural or man-made, that impacts the ability of an office to do its business. You should consider the potential impact and duration of any disruption to the office when deciding what actions need to be taken. An earthquake, for example, might result in the office being displaced for a month or more. Therefore, this would be a good reason to transition from emergency actions such as evacuation to continuity of operations. A fire in your building, in contrast, may necessitate your evacuation but may not require implementation of a continuity of operations activity.

Critical Operations — Actions performed by designated staff during an office emergency. These actions should only be performed if the assigned staff is not in immediate danger. Personnel and successive personnel are assigned to perform these functions. Critical operations and the duties to be performed by the assigned individual have been reviewed with the OEC to assure proper understanding of office protocol and procedures.

Deactivation — Occurs when the office is successfully performing its essential functions and is stable enough to resume day-to-day operations after a COOP event. The measures necessary to

ensure continuity of operations are intended to be of limited duration; they will not necessarily be in effect throughout the length of a continuity situation.

Duress Button — A button located in various areas of the office that is used to report a disturbance or violent threat to local emergency services officials or building security personnel.

Essential Functions — The major duties that your staff must continue to perform even in an emergency situation. The functions you identify here should not include a list of every task performed in the office, but rather a set of those tasks that you feel are critical to the office's mission and the business of the Senate.

Evacuation — The vacating of staff during an emergency. It is one of two main protective actions that should be performed in the event an internal threat requires staff to leave the building in order to avoid injury or harm. The activation of the building's fire alarm is the main notification system for reporting an internal threat and should be immediately followed by the vacating of all staff from the building. Staff should remember to take ID for accountability purposes.

Fire Alarm — Internal notification system identified through an audible tone, a visual strobe light, or a combination of both, when activated. Fire alarms are activated automatically or manually to report the identification of an internal and immediate threat to the building. This notification system indicates that all building occupants should immediately evacuate the building and report to designated assembly areas. Personnel should not re-enter the building until instructed to do so by local emergency services or building management.

Office Emergency Coordinator (OEC) — A designated individual in the office that performs emergency and COOP functions before, during, and after emergencies. It is the responsibility of the OEC to create and maintain the office Comprehensive Emergency Plan; maintain emergency equipment and supplies; coordinate staff member participation in security, emergency preparedness, and COOP training; stay current and keep staff informed of updated emergency measures; manage emergency evacuations; account for staff post-evacuation; report the staff roster to a local emergency official and OSEP; and facilitate the implementation of continuity actions. A succession of OECs should be identified in the event that the primary OEC is either absent or unable to perform his/her duties during an emergency.

Office of Security and Emergency Preparedness (OSEP) — An office of the Senate Sergeant at Arms, headquartered in Washington, D.C. OSEP helps to tailor office CEPs and assists in security, emergency preparedness, and continuity of operations. If you have any questions regarding the office CEP, please direct them to OSEP at 202-228-6737.

PassFaces — Using a Web interface to establish a virtual private networking session with the Senate network; this allows users to establish the session from any computer with access to the public Internet by identifying a series of faces rather than the use of a SecurID.

PIN — When manufactured, each BlackBerry device is assigned a unique personal identification number (PIN). This allows identification of each BlackBerry and ensures that mail destined for a particular individual is delivered correctly.

Primary Assembly Area — An assigned area outside of the building where personnel will go to check in with their OEC following an evacuation of the building. The primary assembly area should be identified and recorded within the office CEP. Each employee should be aware of the location.

Protective Action — Protective actions are actions that individuals can take in response to a wide variety of threats. Protective actions include evacuation and shelter in place. Further office specific protective actions may be identified by the office and added to the CEP.

Reconstitution — The framework to follow when transitioning an office back to day-to-day operations once a threat or disruption has passed and the plan is deactivated.

Safe Haven — A room in a building that is set up to be safe from intrusion or attack and usually has communications equipment, food, water, and other necessities.

Secondary Assembly Area — An area designated for gathering in the event that the primary assembly area is not accessible. This area should be identified and recorded within the office CEP. Each employee should be aware of the location of the secondary assembly area. A succession of assembly areas can be identified, beyond a secondary region, and documented within the CEP. Regular accountability procedures, to the degree that they can be performed, should be followed for all assembly areas.

Shelter in Place — One of the two main protective actions an office can take. It is done in response to an external threat. Sheltering in place entails remaining in the building and, in some instances, closing external windows and doors to protect personnel and the surrounding area from the threat.

United States Capitol Police (USCP) — The police force designated to serve the Washington, D.C., Capitol campus. This force performs similar duties as law enforcement officials at the local level. All emergency events at Senate state offices should be reported immediately to the USCP, followed by an accurate accounting of staff and their status.

Virtual Private Networking (VPN) — As the backbone of the Senate's secure distributed networking solution, VPN allows Senate users using the public Internet to securely access Senate resources while maintaining privacy, without compromising security or concern for the integrity of the data as it crosses the public Internet.

Vital Record — The documents, records, and data that are required to allow the office staff to do their daily tasks.

I. ACKNOWLEDGMENT FORM

Attached is the Comprehensive Emergency Plan for the Metairie Office of Senator Vitter. This plan is to be followed as part of normal operating procedures, as well as, in the event of an emergency affecting the office. Please review the plan carefully and become familiar with the procedures described within it.

Once you have reviewed this Comprehensive Emergency Plan, please sign the "Acknowledgement" below, and return it to the Office Emergency Coordinator (OEC). The OEC can assist you if you need more information about the plan or an explanation of your duties under the plan.

Acknowledgement of Receipt of Comprehensive Emergency Plan

I acknowledge that I have received a copy of the Metairie Comprehensive Emergency Plan and that I have read and understand its contents.

Signature of Employee

Date

Exhibit C: Emergency/Disaster Recovery Constituent Forms

1. Privacy Release Form



Privacy Release Form

Federal Agencies are prohibited by law from releasing any information or discussing an individual without that individual's permission. As required by the Federal Freedom of Information and Privacy Act, I hereby authorize Senator Vitter to request and access information concerning me in the files of:

_____ (Federal department or agency)

Name: _____ Date of Birth: ___ / ___ / ___

Physical Address: _____

Mailing Address: _____

Telephone: (Home) () _____ (Work) () _____

E-mail _____

List any or all identifying numbers which might apply to your situation:

Social Security: _____ VA: _____

Immigration "A" Number: _____ Date Filed: _____

Case Number: _____ Others: _____

Briefly state the nature of your problem (be specific):

Briefly state the outcome you are seeking:

(If you need more space, please use another sheet of paper)

Signature: _____ Date: _____

Please mail this form to:
Metairie Office: 2800 Veterans Blvd., Suite 201, Metairie, LA 70002 fax: (504) 589-2607

3. Fax Cover Sheet

U. S. S E N A T O R
David Vitter 

Fax Transmittal

To:

From:

Fax Number:

Date:

Number of Pages Including Cover:

Message:

This Fax Was Sent From The Following Office (Check One Box):

Acadiana

2201 Kaliste Saloom, Suite 201
Lafayette, LA 70508
(337) 993-9502
(337) 993-9567 fax

Baton Rouge/ River Parishes

858 Convention Street
Baton Rouge, LA 70802
(225) 383-0331
(225) 383-0952 fax

Central Louisiana

6501 Coliseum Blvd., Ste 700-A
Alexandria, LA 71303
(318) 448-0169
(318) 448-0189 fax

Northeast Louisiana

1651 Louisville Avenue, Suite 148
Monroe, LA 71201
(318) 325-8120
(318) 325-9165 fax

Northwest Louisiana

920 Pierremont Rd., Suite 113
Shreveport, LA 71106
(318) 861-0437
(318) 861-4865 fax

Website With Email Access
vitter.senate.gov

Southeast Louisiana

2800 Veterans Blvd., Suite 201
Metairie, LA 70002
(504) 589-2753
(504) 589-2607 fax

Southwest Louisiana

949 Ryan Street, Suite E
Lake Charles, LA 70601
(337) 436-0453
(337) 436-3163 fax

Washington D.C.

516 Hart Senate Building
Washington D.C. 20510
(202) 224-4623
(202) 228-5061 fax

If you received this fax in error,
please notify us by telephone so that we may arrange for the return of the documents.

4. FEMA Inquiry Form



FEMA

Congressional Affairs Inquiry Form

NEW ORLEANS TRO

Phone: (504) 762-2486

Fax: (504) 762-2881

DATE:

CONGRESSIONAL OFFICE:

STAFFER'S NAME:

INQUIRY/ISSUE:

APPLICANT NAME:

APPLICANT FEMA REGISTRATION #:

APPLICANT PHONE #:

ALTERNATE PHONE #:

DAMAGED DWELLING ADDRESS:

CITY, STATE, ZIP CODE:

This portion to be filled out by FEMA Congressional Staff Only

PROGRAM REFERRAL: None

PROGRAM REFERRAL DATE:

STAFF RESPONSIBLE: N/A

CONTACT INFO: N/A

NOTES:

CURRENT ISSUE STATUS: Pending

RESPONSE DATE:

RESPONSE:

Exhibit D: Federal Grant Award Announcement

While there is some variation, the standard announcement procedure in cases of allocated federal funds is for the agency making the award to notify congressional offices and then the recipient. Senator Vitter's office will generally notify the recipient of the grant upon receiving the notice and also send out a press release announcing the grant award.

From: Press, Vitter (Vitter) Sent: Wed 9/14/2016 4:59 PM
To: Press, Vitter (Vitter)
Cc:
Subject: Vitter Release: Vitter Announces \$40.7 Million Grant for Louisiana Flood Recovery

Please find the following press release from U.S. Sen. David Vitter.

Note: As this email account is for outgoing messages only, please do not reply to this address. If you need assistance, please contact cheyenne_klotz@vitter.senate.gov.

U. S. SENATOR
David Vitter

For Immediate Release Contact: Cheyenne Klotz
September 14, 2016 (202) 224-4623

Vitter Announces \$40.7 Million Grant for Louisiana Flood Recovery
Grant will go directly toward helping Louisiana flood victims recover

(Washington, D.C.) – U.S. Senator David Vitter (R-La.) today announced that the U.S. Department of Homeland Security's (DHS) Federal Emergency Management Agency (FEMA) will award a \$40,755,541 grant to the State of Louisiana to aid in the aftermath of the historic flooding that occurred in August of this year.

"The flooding in South Louisiana this past August is considered to be one of the worst U.S. natural disasters in history, and it will certainly take some time and a lot of help for us to recover and rebuild," said Vitter. "This major grant will go a long way toward addressing the unmet needs of the hundreds of thousands of flood victims who lost their homes and businesses in the historic flooding disaster."

The funding is being awarded under FEMA's Disaster Case Management Program (DCMP), which helps facilitate a partnership between disaster victims and a case manager to develop and carry out a Disaster Recovery Plan.

Tomorrow at 10:30am ET, as Chairman of the Senate Small Business Committee, Vitter will hold a hearing with Administrator Maria Contreras-Sweet of the U.S. Small Business Administration (SBA) and Louisiana flood victims to discuss the federal response to last month's historic, devastating flood disaster in South Louisiana. [Click here to read more.](#)

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Exhibit E: Service Academy Day Invitations

1. Event Flyer: An Event Flyer should include all relevant information, including a point of contact, and should be distributed around the community by state staff in the weeks leading up to the event.

 <p>West Point</p>  <p>Naval Academy</p>  <p>Air Force Academy</p>  <p>Coast Guard Academy</p>  <p>Merchant Marine Academy</p>	 <h1>Service Academy Day</h1> <p>Hosts Senator David Vitter Senator Bill Cassidy Congressman Cedric Richmond Congressman Steve Scalise Algiers Development District</p> <p>Saturday, Oct. 1, 2016 9:00 a.m.-12:30 p.m. Registration begins at 8:30 a.m.</p> <p>Algiers (Federal City) Auditorium 2845 Guadalcanal Street New Orleans, LA</p> <p>If you are interested in attending one of America's Service Academies: Please join us!</p> <p>All students and parents in South Louisiana are invited to attend and meet members of the Service Academies and learn about the Congressional nominations process.</p> <p>If you have questions or would like to RSVP, please contact (337) 993—9502</p>
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2. Mass Email: Service Academy Day mass emails for the event should be sent at least a week in advance to constituents in the region where the event will be held.

From: David_Vitter@vitter.senate.gov Sent: Tue 9/27/2016 11:56 AM
To:
Cc:
Subject: Academy Day for Students in New Orleans this Saturday

U. S. S E N A T O R
David Vitter

Dear Friend,

Attending a military academy is a real honor and a great opportunity for students to serve our country and obtain a post-secondary education. This Saturday, October 1, Sen. Bill Cassidy, Rep. Cedric Richmond, Rep. Steve Scalise, and I are hosting a Service Academy Day for all interested students and their families in and around New Orleans to learn more about the academies. If you don't have high school aged kids, please pass along to your friends and neighbors.

I hope you will join us for the Service Academy Day this Saturday, October 1 from 9:00 a.m. until 12:30 p.m. in New Orleans. We have invited Academy representatives from the Army, Air Force, Navy, Merchant Marines and Coast Guard who will be able to explain the nomination process and the requirements for applying to each.

Academy Day is free and open to the public. All high school students and their parents are welcome to attend and are encouraged to RSVP to @vitter.senate.gov. Students who are unable attend can contact my Metairie office at (504) 589-2753 for more information on the application process.

**Where: Algiers (Federal City) Auditorium
2845 Guadalcanal Street
New Orleans, LA**

When: October 1, 2016

8:30 a.m. – 9:00 a.m.	Registration and Visitation
9:00 a.m. – 12:30 p.m.	Presentation and Visit from Academy Representatives &

Congressional Staff

Sincerely,



David Vitter
United States Senator

3. Media Advisory: The media advisory announcing the details of the Service Academy Day is sent at least a week in advance to media outlets in the region where the event will be held. Local news outlets will generally share the event information on their websites.

From: Press, Vitter (Vitter) Sent: Fri 9/30/2016 11:44 AM
To: Press, Vitter (Vitter)
Cc:
Subject: Media Advisory: Tomorrow Vitter, Cassidy, Scalise, Richmond to Host Service Academy Day in NOLA

U. S. SENATOR
David Vitter

For Immediate Release Contact: Cheyenne Klotz
September 30, 2016 (202) 224-4623

Tomorrow Vitter, Cassidy, Scalise, Richmond to Host Service Academy Day in NOLA
Academy Day is free and open to the public. All high school students and their parents are welcome to attend.

(Metairie, La.) -- U.S. Senators David Vitter (R-La.) and Bill Cassidy, M.D. (R-La.), along with Congressmen Steve Scalise (R-La.) and Cedric Richmond (D-La.), will [host a Service Academy Day](#) tomorrow **Saturday, October 1** from 9:00 a.m. until 12:30 p.m. at the Algiers (Federal City) Auditorium in New Orleans. Registration begins at 8:30 a.m.

Sens. Vitter and Cassidy and Reps. Scalise and Richmond have invited representatives from the U.S. Military Academy at West Point, U.S. Naval Academy at Annapolis, the U.S. Air Force Academy, U.S. Merchant Marine Academy, and U.S. Coast Guard Academy who will be able to explain the nomination process to potential applicants and the requirements for applying to each academy.

Service Academy Day is free and open to the public. All high school students and their parents are welcome to attend, and are encouraged to RSVP to Vitter's office at (337) 993-9502. Students who are unable to attend can contact Vitter's office for more information on the application process or visit www.vitter.senate.gov/services/academy-nominations.

Where: **Algiers (Federal City) Auditorium**
 2845 Guadalcanal Street
 New Orleans, LA

When: **October 1, 2016**
 8:30 a.m. – 9:00 a.m. **Registration and Visitation**
 9:00 a.m. – 12:30 p.m. **Presentation and Visit from Academy Representatives &**
Congressional Staff

[Click here for more information.](#)

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Exhibit F: Military Service Academy Announcement

Service Academy Nominations Announcement: The nomination announcement press release is generally sent to all regions of the state announcing the students who were appointed to the military service academies.

U.S. SENATOR
David Vitter

Sign up for an email newsletter **SUBMIT**

FROM DAVID'S DESK | STOPPING OBAMACARE "FIX" FOR WASHINGTON | BORDER SECURITY | FEDERAL ASSISTANCE FOR HISTORIC FLOODING | SMALL BUSINESS COMMITTEE

Home > Newsrooms > Press Releases > Press Release

Vitter Announces 12 Louisiana Appointees to Military Service Academies

Monday, March 31, 2014

(Washington, D.C.) – U.S. Senator David Vitter (R-La.) today announced twelve Louisiana nominees that have been appointed to military service academies.

"I'm very proud of all of these impressive students for their appointments to these service academies," Vitter said. "Attending a service academy is a real honor and a great opportunity for students to serve our country and obtain a post-secondary education."

- Taylor Marie Tonnies has been appointed to the U.S. Air Force Academy. She is from Bossier City and attends Louisiana School of Math, Sciences and the Arts. Her parents are Keith and Linda Tonnies.
- Jonathan Dorsey has been appointed to the U.S. Air Force Academy. He is a freshman at LSU. He graduated from CF Byrd in Shreveport. His parents are John and Kay Dorsey.
- Christopher Henry has been appointed to the U.S. Air Force Academy. He is a freshman at LSU-Baton Rouge and graduated from Alfred Barbe High School in Lake Charles. His parents are Shawn Henry and Nadine Dickerson.
- Brandon Paulsen has been appointed to the U.S. Air Force Academy. He is graduating from Lakeshore High School in Mandeville. His parents are Dwight and Leslie Paulsen.
- Jesse Hobson has been appointed to the U.S. Air Force Academy. He is graduating from Slidell High School. His parents are Jesse and Wendy Hobson.
- Justin Bourgeois has been appointed to the U.S. Air Force Academy. He is graduating from South Lafourche High School. His parents are Kendal Guillory and Rhonda Courville.
- Zachary Kosin has been appointed to the U.S. Air Force Academy. He is graduating from Calvary Baptist School in Shreveport. His parents are Daniel and Rosana Kosin.
- Kleanor Jurgensen has been appointed to the U.S. Military Academy at West Point. She is graduating from Bolton High School in Alexandria. Her parents are Michael and Melanie Jurgensen.
- Christopher Wilson has been appointed to the U.S. Military Academy at West Point. He is from Metairie and is graduating from Jesuit High School. His parents are Paul Wilson and Janel Raymond.
- Caroline Korndorffer has been appointed to the U.S. Naval Academy. She is from New Orleans and is completing her high school degree through Stanford University's online high school program. Her parents are Dr. James Korndorffer and Dr. Melanie Korndorffer.
- Austin Armand has been appointed to the U.S. Naval Academy. He is a student at Southeastern Louisiana University. His parents are Kenneth and Karon Armand.
- Kyle Salles has been appointed to the U.S. Merchant Marine Academy. He is from Iuling and is graduating from Hahnville High School. His parents are Michael and Kathy Salles.

Vitter announced four additional appointments last month. More information on academy nominations is available on Vitter's website here.