



NEW YORK STATE
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
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Andrew M. Cuomo
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Local Commissioners Memorandum

Section 1

Transmittal:	11-LCM-02-T
To:	Local District Commissioners
Issuing Division/Office:	Division of Operations and Program Support
Date:	March 5, 2014
Subject:	Local District Emergency Closings and Reporting of Emergency Information
Contact Person(s):	Deputy Commissioner's Office Operations and Program Support 518-473-3912
Attachments:	NA
Attachment Available On – Line:	NA
Previous LCMs	05-LCM-12, 07-LCM-03, 11-LCM-02

Section 2

I. Purpose

The purpose of this Local Commissioner's Memorandum (LCM) is to remind you of the procedures for reporting emergency closings of local district offices, and to inform you of notification methods that are employed to enhance communication processes in times of emergencies. An emergency is a sudden, generally unexpected occurrence or set of circumstances requiring immediate action (e.g., inclement weather, fire, etc.).

II. Background

As the Chair agency of the Human Services Committee for the New York State (NYS) Disaster Preparedness Commission, the Office of Temporary

and Disability assistance (OTDA) assists and oversees the implementation of State Human Services Plans that provide assistance to local governments upon a State Declaration of Disaster Emergency by the Governor.

Prompt reporting of emergency closings will enable OTDA to provide assistance and to coordinate response actions with the districts in emergency situations. Timely reporting of information will also enable OTDA to respond to inquiries in an informed manner and to provide accurate representation of operational impacts on a county, regional or statewide basis.

Lessons learned from past disasters in NYS have consistently shown that open lines of communications among decision-makers at all levels of government improves the overall delivery of services that are critical to the protection of the health, safety and well-being of our citizens.

III. Necessary Actions

1. Notifications

In the event of an emergency closing, each social services district is responsible for making necessary notifications, pursuant to this LCM, to the following parties (listed in no specific order of priority) as soon as possible:

- A. Local police, sheriff, fire department, office of emergency management and other local governmental entities, including the courts, as required by the nature of the emergency.
- B. The Deputy Commissioner's Office of NYS OTDA's Division of Operations and Program Support in Albany at (518) 473-3912 during the business hours of 9:00am – 5:00pm, or by sending an e-mail at any time to emergency@otda.ny.gov. This e-mail automatically routes to designated emergency management staff that monitor such activities.
- C. Local media, especially radio stations, to request announcement of the closing and to advise the public how to obtain emergency services.
- D. Regional partners that provide information and referral services such as the United Way/ Alliance for Information and Referral Services (AIRS) 211/311 programs.
- E. Clients scheduled for appointments, if possible, to advise them of the emergency closing.

Information reported to OTDA should include:

- Type of emergency;
- Specific location of closure;
- Anticipated duration of the closure (if the duration is not known at time of original notice, each successive day of closure must be reported);
- Description of any significant impacts (personnel, property, equipment, systems/data);
- Whether mutual aid or state assistance is requested; and
- Designated point of contact for coordinating assistance.

Upon notification, OTDA will post notices of local departments of social services office closures on both its internet and intranet homepages. This will alert clients and OTDA staff to the closures as well as advise any OTDA staff assigned to those locations of alternate plans for reporting to work that day.

During off-hours, OTDA may utilize any of its notification tools to disseminate information to impacted personnel. This may include posting information to the OTDA Emergency Information Number (toll-free) at 1-866-OTDA911 (1-866-683-2911) and use of NY-Alert.

NY-Alert is an application developed and supported by the New York State Office of Emergency Management (NYS OEM). It is a web-based all-hazard notification portal which is used by OTDA for notifications to staff members as part of our Comprehensive Emergency Management/Continuity of Operations Plan (CEMP/COOP). Use of this web-based notification portal is also available to SSDs. To learn more about NY-Alert or to request a demonstration, please contact support@nyalert.gov.

2. Emergency Services

Your staff should also assure that your district's plan for providing 24-Hour emergency services (e.g., fuel emergencies, shelter) remains operational, and appropriate local authorities and agencies are aware of how these services may be accessed.

3. Social Services District Emergency Contact Designation

OTDA has posted a listing of previously designated emergency contacts, to our intranet site at [SSD Emergency Contacts](#). Please note the only contact information included on this listing is office phone numbers.

Annually, OTDA will request an update/verification of your emergency contacts. Please provide a response within two weeks of the request to ensure timely update of our SSD Emergency Contacts Directory. Should you wish to make any changes to your previously designated individuals at any other time, you may do so by contacting the OTDA Bureau of Management Services at (518) 474-9035.

If you have any questions regarding the directory update or information contained in this Local Commissioners Memorandum, you may contact:

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Issued By

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