

DHS OCWP Continuity of Operations Plan (COOP)

Statewide Child Welfare Planning Guide

Next steps:

1. Revisit Vital Records Catalogue P 47
2. Complete information needed for Resources, Equipment, Systems & Vital Records for each of the Mission Essential Functions (MEFs)
3. Ongoing review for updates to persons in positions and contact information
4. Consider revising the MEFs to reflect CW central office structure

10/29/2017

Occupational Health, Safety & Emergency Services

Revision History

Program	Date Created	Date Revised	COOP Coordinator
OCWP		12/13/2018	Lee Lower
		12/27/2018	Lee Lower/Kim Lorz
		12/18/2019	Heather Collee
		3/9/2020	Heather Collee

Distribution List

Name	Program	Title	Date

DRAFT

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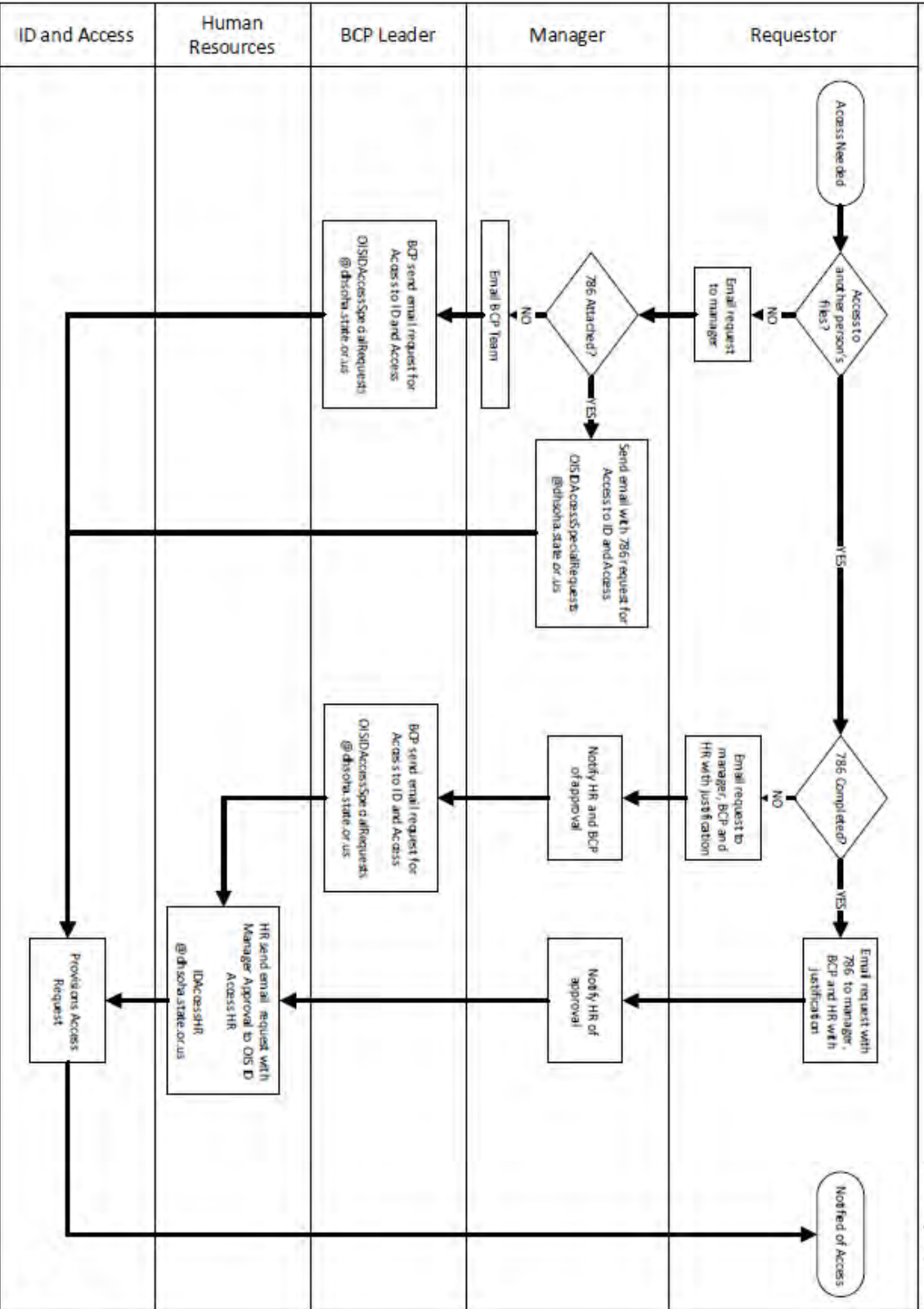
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January 10, 2018



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Introduction

Thank you for your attention to DHS Continuity of Operations Planning. I believe it is important that everyone in the Department of Human Services works diligently to be able to continue to provide vital services when times are at their best and when times are at their worst. Without strong Continuity of Operations Plans in place, our clients, often the most vulnerable individuals in our communities, face unacceptable hazards and the potential loss of health and independence.

Oregon is a beautiful place to grow and live. The mountains, forests, beaches, lakes, and rivers offer a multitude of activities for people of all ages. The very beauty that we enjoy also comes with many hazards nature can often throw at us. Wildfires, floods, earthquakes, tsunamis, volcanic activity, landslides and inclement weather can happen at any time. We also must prepare for manmade disasters, such as IT security breaches or other criminal acts. We are unsure what the impact will be in any emergency or disaster -- so we must plan for the worst while we hope for the best.

This plan provides guidance and tools we can use in an emergency to ensure we can continue our operations, effectively communicate with our employees and clients, and reduce the negative impacts disasters can bring to our communities. I strongly encourage you to take time now to read the plan and think about what you can do to lessen the impact of an emergency or disaster on you, your family, and your work unit.

If you have further questions, please contact our Occupational Health Safety and Emergency Services Program Manager.

Thank you for the work you do every day to assist Oregonians in remaining safe, healthy and independent.

Stanton E. Thomas
Administrator
Occupational Health, Safety and Emergency Services
DHS | OHA Shared Services

Fariborz Pakseresht
Director
Oregon Department of Human Services

Purpose

This plan is to prepare all programs and divisions within our agency with the necessary information and training to effectively manage negative business impacts resulting from an emergency or disaster.

Goals

The goal of this plan is to lessen the impact of an emergency or disaster on the employees and our clients and to ensure continued operations of the agency's mission. Key elements of this plan focus on:

- 1) Maintaining critical business services
- 2) Communication and training of all agency personnel
- 3) Ensuring effective measures to lessen the impact of an emergency or disaster
- 4) Development of coordinated contingency plans throughout all divisions of our agency

Activating the plan

A Continuity of Operations Event is anything that negatively impacts our ability to provide services to our clients for more than 24 hours. There are five primary ways Continuity of Operations Plans can be activated depending on the severity of an emergency or disaster and how it affects our workforce.

With warning:

It is expected that in some cases, CHRO will receive a warning at least a few hours prior to an event. This will normally enable the plan to be enacted with an orderly notification and evacuation of personnel.

Without warning:

The ability to execute this plan following an event with little or no warning will depend on the severity of the emergency and the number of agency personnel who have been affected by the event.

1. **Local Activation:** Local activation can be accomplished by local management when a single facility or single geographical area is affected by an emergency, disaster or unforeseen event that results in a potential interruption of services for more than 24 hours. Local, or District Management, will immediately notify DHS Executive Program Management that the Continuity of Operations Plan has been activated.
2. **Multi-Region/County Wide Activation:** When an emergency, disaster or unforeseen event impacts DHS facilities or personnel for more than 24 hours **and** the event also significantly impacts the surrounding community the Continuity of Operations Plan will be activated. The activation can either be made by the affected DHS Management Team, DHS Program Executive Management or the Director.
3. **DHS Statewide Activation:** The Director will activate the Continuity of Operations Plan when an emergency, disaster, or unforeseen event impacts DHS programs at the enterprise level.
4. **County Declared Emergencies:** When a city, county file with the Office of Emergency Management an Emergency Declaration DHS Programs operating in the area may activate Continuity of Operations Plans if:
 - a. DHS personnel are also affected by the Emergency Declaration
 - b. DHS is anticipating a surge in the services provided to Oregonians living in the affected area
5. **Oregon Declared Emergencies:** When the State of Oregon files an Emergency Declaration with the Federal Government the Director of DHS shall activate enterprise wide Continuity of Operations Plans

Continuity of Operations Incident Reporting:

Local/Multi-Regional/County Activation: A continuity of operations event is one that will displace our employees from their normal work location and/or alter the ability to provide mission critical services for more than 24 hours. Critical information must be communicated throughout the Department of Human Services when there is a continuity of operations event.

General Information:

- Where is the location of the incident?
- Does the incident involve a single or multiple locations?
- What is the estimated overall impact to the community?
- What is the estimated timeframe the continuity of operations event might last?

Personnel:

- Has the continuity of operations event directly impacted employees outside of work?
- How many employees are able to report to work?
- Will there be an anticipated loss of personnel during the continuity of operations event?

Communication:

- What means of communication currently exist?
- If there are losses of communication, what types of communication is lost and is there an estimated time which those communication systems will be recovered?

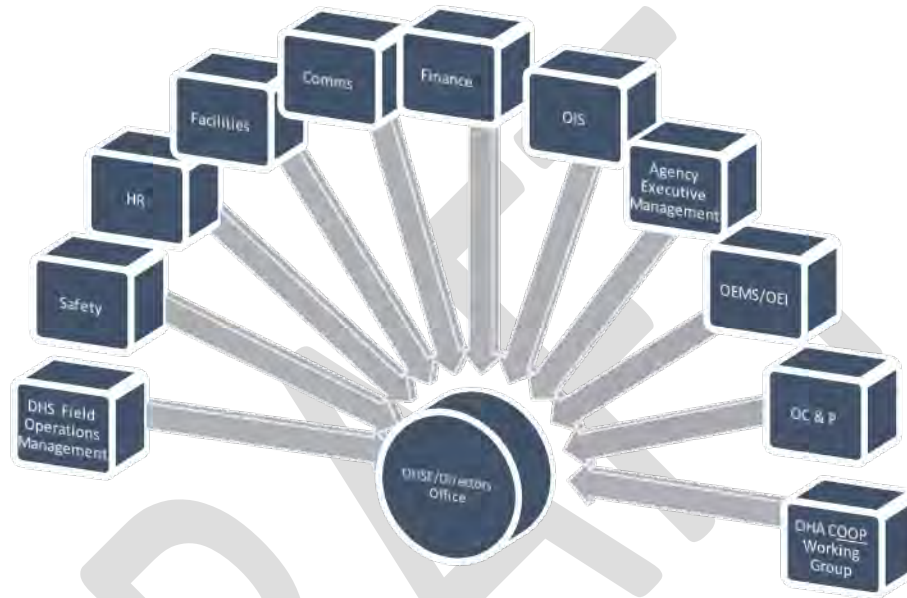
Facilities and Infrastructure:

- Identify the damage to your facilities and infrastructure
 - What is the observed damage to the building?
 - What is the observed damage to the surrounding area?
 - What is the observed or anticipated damage to the community?
 - Is access to your facilities blocked or restricted?
 - Are there going to be restrictions to travel throughout the community?

Concept of Operations

When a continuity of operations event is declared, the Department of Human Services will organize enterprise resources through the Occupational Health, Safety & Emergency Services Unit (OHSE). OHSE will stand up the agency operations center (AOC) and organize operations using the following structure.

DHS Continuity of Operations Team



Critical Contact Information

Continuity of Operations Primary Points of Contact

Occupational Health, Safety & Emergency Services (OHSE)			
Position	Name	Phone	E-mail
OHSE Program Manager (COOP Shared Services, Emergency Management)	Stan Thomas	503-990-0528 – Work cell 503-931-4056 – Personal cell	stanton.e.thomas@state.or.us
Emergency Services Coordinator	Michelle Patton	503-508-6669– Work cell 503-949-2399 – Personal cell	michelle.k.patton@state.or.us
Emergency Services Coordinator	Anna Feigum	503-510-9361 – Work cell 701-367-4910 – Personal cell	anna.feigum@state.or.us

DHS Directors Office			
Position	Name	Phone	E-mail
Director	Fariborz Pakseresht	503-945-7001 – Work cell 503-945-6997- Desk 503-932-9261 – Personal cell	fariborz.x.pakseresht@state.or.us
Deputy Director	Liesl Wendt	503-934-5202 – Work cell	liesl.m.wendt@state.or.us
Chief Administrative Officer	Don Erickson	503-884-8774- Cell	donald.erickson@state.or.us
Chief of Staff	Randy Blackburn	503-881-2191	Randy.BLACKBURN@dhsosha.state.or.us
Human Resources Director	Belinda Teague	503-931-8179 – Work Cell 503-910-1098 – Personal Cell	belinda.teague@state.or.us
Director's Office	Debbie Deherrera	503-945-7001	debbie.a.deherrera@state.or.us

Communications, DHS			
Position	Name	Phone	E-mail
Public Affairs Director	Lisa Morawski	503-871-4828– Work Cell	Lisa.Morawski@dhsoha.state.or.us
Public Affairs	Jake Sunderland(Primary) Sunny Petit	<u>Jake</u> : 503-877- 0170-Work Cell 775-336-9919- Personal Cell <u>Sunny</u> : 503-716- 2871-Work Cell 503-347-8754 Personal Cell	Jake.Sunderland@dhsoha.state.or.us SUNNY.PETIT@dhsoha.state.or.us

Program Directors			
<i>Aging and People with Disabilities (APD)</i>			
Position	Name	Phone	E-mail
Director	VACANT		
Interim Director Deputy Director	Mike McCormick	503-945-6229 – Desk 503-551-5339 – Cell	mike.r.mccormick@state.or.us
Deputy Operations Director	Nate Singer	503-269-8913 – Cell	nathan.m.singer@state.or.us

<i>Intellectual and Developmental Disabilities (I/DD)</i>			
Position	Name	Phone	E-mail
Director	Lilia Teninty	503-945-6918- Desk 503-990-3347- Cell	lilia.teninty@state.or.us
Deputy Director	Anna Lansky	503-945-5830- Desk 503-757-6962- Cell	anna.s.lansky@state.or.us
Chief Operations Officer	Lea Ann Stutheit	503-945-9783 – Desk	Leaann.stutheit@state.or.us
<i>Child Welfare (CW)</i>			
Position	Name	Phone	E-mail
Director	Rebecca Jones Gaston	971-332-0799- – Work cell 301-928-2833– Personal cell	Rebecca.JonesGaston@dhsosha.state.or.us
Deputy Director	Jana Mclellan	503-945-6953 – Desk 503-910-0318 – Cell	jana.e.mclellan@state.or.us
Deputy Director	Lacey Andresen	971-304-4149	LACEY.L.ANDRESEN@dhsosha.state.or.us
<i>Self Sufficiency Program (SSP)</i>			
Position	Name	Phone	E-mail
Director	Dan Haun	971-352-1446– Work cell	daniel.r.haun@state.or.us
Deputy Director	Ivonne Lopez		Ivonne.LOPEZ@dhsosha.state.or.us

<i>Vocational Rehabilitation (VR)</i>			
Position	Name	Phone	E-mail
Director	Keith Ozols	503-945-5679 – Work cell 503-602-4055 – Personal cell	KEITH.S.OZOLS@state.or.us
Deputy Director		503-945-6262-Desk 503-484-0976- Cell	pete.karpa@state.or.us

District Managers

DHS DM Emergency Contact Spreadsheet can be found in the Continuity of Operations Companion Files.

Health and Safety

Position	Name	Phone	E-mail
Workers Compensation & Safety Coordinator	Gayla Andresen	503-945-6382 – Work cell	gayla.l.andresen@state.or.us
OHSE Program Manager	Stan Thomas	503-990-0528 – Work cell 503-931-4056 – Personal cell	stanton.e.thomas@state.or.us
Emergency Services Coordinator	Michelle Patton	503-508-6669 – Work cell	michelle.k.patton@state.or.us

Human Resources (Shared Services)			
Position	Name	Phone	E-mail
Human Resources Director (Interim)	Belinda Teague	503-931-8179 – Work cell 503-910-1098 – Personal cell	belinda.teague@state.or.us
Deputy Director	Mark Rasmussen	971-273-6134 – Work cell	MARK.H.RASMUSSEN@dhsosha.state.or.us
Senior HR Manager		503-947-5292 – Work cell 503-569-1812 – Personal cell	cindy.l.hoffman@state.or.us

Finance (Shared Services)			
Position	Name	Phone	E-mail
DHS OHA Controller	Shawn Jacobsen	503-385-7154 – Work Cell	shawn.jacobsen@state.or.us

DHS Office of Facilities Management			
Position	Name	Phone	E-mail
Administrator	Glen Bason	503-945-5817 – Work cell	glen.e.bason@state.or.us
Deputy Administrator	David Hawkins	503-932-0270 – Work cell	david.w.hawkins@state.or.us
Assistant Deputy Director	Don Erickson	503-884-8774 – Work cell	donald.erickson@state.or.us

<i>Telecommunications</i>			
Position	Name	Phone	E-mail
Administrator	Craig Scharer	503-945-6787 – Work cell	craig.scharer@state.or.us
VACANT	VACANT		

Office of Information Services			
Position	Name	Phone	E-mail
	Kristen Duus	503-947-2594 – Work cell	kristen.duus@state.or.us
	Mark Freed	971-600-4820 – Work cell	mark.a.freed@state.or.us
	James Foster	503-269-5859 – Work cell	james.foster@state.or.us
<p>OIS Service Desk</p> <ul style="list-style-type: none"> ○ 503-945-5623 – Office (6:00am to 6:00pm) ○ 503-932-1751 – On Call (6:00pm to Midnight M-F; 8:00 am – Midnight Weekends, excluding Holidays) <p>Note: OIS Service Desk Incident Management will manage OCIO, local field technician and OIS DR coordination work efforts until the incident or disaster is resolved.</p>			

DHS Office of Equity & Multicultural Services (OEMS)			
Position	Name	Phone	E-mail
Director	Alberto Moreno	503-945-5700- Work cell	alberto.moreno@state.or.us

Capitol Mall			
<i>Governor's Office</i>			
Position	Name	Phone	E-mail
Chief of Staff	Berri Leslie		Berri.Leslie@state.or.us
State Resiliency Officer	Mike Harryman	503-975-1911 – Work cell	Mike.K.Harryman@state.or.us
<i>State Police</i>			
Position	Name	Phone	E-mail
Chief of Staff	Lt. Steve Duvall	503-986-1120 – Work cell	Steve.Duvall@state.or.us
<i>Oregon Department of Transportation (ODOT)</i>			
Position	Name	Phone	E-mail
Capitol Mall Wireless Communications	Rob Reish	503-986-2896 – Work cell	Robert.L.Reish@ODOT.state.or.us

Department of Administrative Services (DAS)			
Position	Name	Phone	E-mail
COO & Director	Katy Coba	503-378-3104 – Desk 503-931-2421 – Cell	katy.coba@state.or.us
Chief Administrative Officer	Brian DeForest	503-378-5526 – Desk 503-983-4549 – Cell	brian.e.deforest@state.or.us
Chief HR Officer	Madilyn Zike	503-378-3020 – Desk 503-569-8283 – Cell	madilyn.zike@state.or.us
Office Closures			
<ul style="list-style-type: none"> ○ 503-378-3104 ○ Building.closures@oregon.gov 			

Other Partners			
<i>Oregon Emergency Management</i>			
Oregon Emergency Response System			
<ul style="list-style-type: none"> ○ 800-452-0311 			
<i>Marion County</i>			
Position	Name	Phone	E-mail
Marion County Emergency Manager	Kathleen Silva	503-365-3133 – Office phone	ksilva@co.marion.or.us
<i>City of Salem</i>			
Position	Name	Phone	E-mail
City Emergency Manager	Greg Walsh	503-589-2139	gwalsh@cityofsalem.net

Essential Functions

In order to ensure programs can continue to serve Oregonians during a continuity of operations event the Department of Human Services will focus on the enterprise Mission Essential Functions (MEF). The term “mission essential function” is commonly used in Continuity of Operations Planning to help organizations prepare for events that have the potential to disrupt normal activities. In this document, essential functions are those business operations that must be executed in a timely manner regardless of the circumstances.

Factors to determine essential functions are activities that are:

- Required by statute
- Time sensitive
- Provide vital services
- Exercise civil authority
- Maintain safety of the general public
- Sustain the industrial or economic base during an emergency

OHSE Continuity of Operations Plan supports DHS Enterprise Continuity of Operations Plan. DHS Enterprise Mission Essential Functions are:

DHS OCWP Mission Essential Functions

Tier	Mission Essential Function	Primary Contact	Description	Non-Essential/Essential Elements
1	Communication	Jake Sunderland (Primary) Sunny Petit	Provide direct assistance and consultation regarding statewide and central office communications	
2	Contracts	Lacey Andresen	Develop, amend and renew statewide contracts, communicate with contractors, monitor for timely/accurate payment	
3	Federal Resources	Sherril Kuhns	Ensure compliance with federal guidelines in order to preserve funding streams and related services; legislative affairs	

4	Financial & Business Operations	Jana Mclellan	Monitor and support appropriate expenditure of funds to maintain operations and services in alignment with statewide budget allocations. Facilities management, public records requests.	Essential and Critical
5	Health & Wellbeing	Heidi Beaubriand	Ensure the continuation of in-home nursing assessments; provide oversight and support for appropriate medical, dental and mental health service provision; and monitoring/evaluation of appropriate psychotropic medication; Federal compliance; rules and policy management; OR-Kids;	
6	Permanency	Jennifer Holman	Ongoing case and permanency planning, adoption and guardianship assistance, ongoing assessment of safety, face-to-face contact, ongoing parent and relative search; Federal compliance including ICWA; OR-Kids; attention to service equity; rules and policy management	
7	Placement	Lacey Andresen	Placement certification, face-to-face contact, continuity of education, mental health and healthcare services, provider payments, foster provider recruitment*, support and retention, background clearance; ICPC*, residential treatment services, culturally informed placement; Federal compliance including ICWA; OR-Kids; attention to service equity; rules and policy management	
8	Safety	Deena Loughary	Screening reports of abuse, CPS Assessments and ongoing safe environment assessment, safety planning, shelter hearings, services provision/referral, relative and absent parent search; staff training mandated by statute; OR-Kids; attention to service equity; Federal compliance; rules and policy management	

*Where the overall function may essential, these activities have been denoted as non-essential during COOP implementation.

DHS Mission Essential Functions

Program	Primary Program Contact	Mission Essential Function	Description
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Aging and People with Disabilities (APD)	Mike McCormick (Interim)	Access to critical long-term services and supports and consumer protection	Maintain access to Nutrition and Medication and protect against abuse and neglect
Child Welfare (CW)	Rebecca Jones Gaston	Protect children against abuse and neglect and to ensure their safe placement	Child protective services, temporary lodging, foster care and transition services, and permanency
Intellectual / Developmental Disabilities (I/DD)	Lilia Teninty	Maintain access to services for people with I/DD, ensure continuity of operations at SACU, protect against abuse and neglect	Provide case management and placement services
Self-Sufficiency Programs (SSP)	Dan Haun	Eligibility, Case Management and EBT Issuance for family support services	Eligibility and Case management for family support services
Vocational Rehabilitation (VR)	Keith Ozols	Assist Eligible Oregonians with disabilities to achieve, maintain or advance in employment	Provide and authorize rehabilitation services to Eligible Oregonians that address the impediments to employment caused by the person's disability

<p>Occupational Health Safety and Emergency Services (OHSE)</p>	<p>Stan Thomas</p>	<p>Oregon Emergency Response and Recovery Emergency Support Functions (ESF) 6 (Mass Care) and 11 (Food and Water), and Governor’s Disaster Cabinet (GDC)</p>	<p>ESF 6/11: Facilitation of shelter, feeding, and family reunification operations; as well as provision of emergency services for unaccompanied minors and individuals with access and functional needs.</p> <p>GDC: Comprised of the directors of each OERS Council agency and provides leadership and direction during and event, the GDC is an expanded version of the Executive Policy Group.</p>
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[Appendix A: OCWP Mission Essential Functions](#)

Heather C.	3							
Iris C.		3						
Sonya Olsen-Hasek			3					
Lee L.				3				
Shelly W					3			
Lorri H.						3		
Vera J.							3	
Chandra S.								3
District Mgr.	4	4	4	4	4	4	4	4
Field Prog. Mgr. Designee(s)	5	5	5	5	5	5	5	5

Delegation of Authority

Delegations of authority are a legal requirement and must be in place prior to a COOP Event. A delegation of authority transfers duties and powers to an alternate person when the primary person responsible for those duties and powers is unable to perform them.

Delegations of authority will consist of detailed descriptions of the duties and powers that are reassigned and under what conditions they are in effect. Having delegations of authority will ensure a rapid and effective response to any COOP Event.

DHS delegations of authority requirements are dictated by the succession plan. All Delegations of Authority should be written and signed at the appropriate level of management prior to a continuity of operations event. Persons accepting a delegation of authority must be trained and understand:

- The scope and limits of the delegation of authority
- The circumstance in which the delegation authority would take effect and would be terminated
- How to re-delegate as appropriate

Delegations of authority are a vital record and should be reviewed by legal counsel.

The Director and Deputy Director of Child Welfare delegate their authority as follows in the Mission Essential Functions grids below. However, their contact information appears here so it is accessible to others within the COOP.

Rebecca Jones Gaston	Director	971-332-0799 Work Cell 301-928-2833 Personal Cell	Rebecca.JonesGaston@dhsosha.state.or.us
Jana McLellan	Deputy Director	503-910-0318	JANA.E.MCLELLAN@dhsosha.state.or.us
Lacey Andresen	Deputy Director	971-304-4149	LACEY.L.ANDRESEN@dhsosha.state.or.us

Delegation of Authority MEF #1: Communications

Delegation Order	Name	Title/Position	Cell Phone	Email
1	Jake Sunderland	CW Comms Officer	503-877-0170-Work Cell 775-336-9919- Personal Cell	Jake.Sunderland@dhsoha.state.or.us
2	Sunny Petit	CW Comms Officer	503-716-2871-Work Cell 503-347-8754 Personal Cell	SUNNY.PETIT@dhsoha.state.or.us
3	Jana McLellan	CW Deputy Director	503-910-0318	JANA.E.MCLELLAN@dhsoha.state.or.us
4	District Manager	←	See District Manager Contact Information Grid	

Delegation of Authority MEF #2: Contracts

Delegation Order	Name	Title/Position	Cell Phone	Email
1	Lacey Andresen	Deputy Director	971-304-4149	LACEY.L.ANDRESEN@dhsoha.state.or.us
2	Christina Crabtree	Operations and Policy Analyst	541-667-7259	CHRISTINA.M.CRABTREE@dhsoha.state.or.us
3	Iris Cota	Operations and Policy Analyst	971-718-7612	Iris.S.Cota@dhsoha.state.or.us
4	District Mgr.	←	See District Manager Contact Information Grid	

Delegation of Authority

MEF #3: Federal Resources

Delegation Order	Name	Title/Position	Cell Phone	Email
1	Sherril Kuhns	Program Mgr.	503-569-6148	Sherril.KUHNS@dhsoha.state.or.us
2	Tamara Hammack	Operations and Policy Analyst	971-707-2506	Tamara.HAMMACK@dhsoha.state.or.us
3	Sonya Olsen-Hasek	Operations and Policy Analyst	No Cell	Sonya.K.Olsen-Hasek@dhsoha.state.or.us
4	District Mgr.	←	See District Manager Contact Information Grid	

Delegation of Authority

MEF #4: Financial & Business Operations

Delegation Order	Name	Title/Position	Cell Phone	Email
1	Jana Mclellan	Deputy Director	503-910-0318 – Cell	JANA.E.MCLELLAN@dhsoha.state.or.us
2	Alicia Livingstone	Business Operations Coordinator	503-753-2034	Alicia.Livingstone@dhsoha.state.or.us
3	Lee Lower	Operations & Policy Analyst	503-990-0432	Lee.LOWER@dhsoha.state.or.us
4	District Mgr.	←	See District Manager Contact Information Grid	

Delegation of Authority

MEF #5: Health & Wellbeing

Delegation Order	Name	Title/Position	Cell Phone	Email
1	Heidi Beaubriand	Nurse Manager	503-871-6662	HEIDI.BEAUBRIAND@dhsoba.state.or.us
2	Rebecca "Becky" Long	Nurse Consultant	503-979-9789	REBECCA.E.LONG@dhsoba.state.or.us
3	Shelly Watts	Medical Assistance Resource Coordinator	503-991-8469	Shelly.Watts@dhsoba.state.or.us
4	District Mgr.	←	See District Manager Contact Information Grid	

 Delegation of Authority
 MEF #6: Permanency

Delegation Order	Name	Title/Position	Cell Phone	Email
1	Jennifer Holman	Interim Program Mgr.	503-931-3616	Jennifer.HOLMAN@dhsoba.state.or.us
2	Gail Schelle	Assist. Prog. Mgr.	503-449-4186	GAIL.A.SHELLE@dhsoba.state.or.us
3	Lorri Harris	Assist. Prog. Mgr.	503-551-3758	LORRI.L.HARRIS@dhsoba.state.or.us
4	District Mgr.	←	See District Manager Contact Information Grid	

 Delegation of Authority
 MEF #7: Placement

Delegation Order	Name	Title/Position	Cell Phone	Email
1	Lacey Andresen	Deputy Director	971-304-4149	LACEY.L.ANDRESEN@dhsaha.state.or.us
2	Sara Fox	Program Mgr.	503-400-5575	SARA.B.FOX@dhsaha.state.or.us
3	Vera James	Program Mgr.	971-701-0772	Vera.JAMES@dhsaha.state.or.us
4	District Mgr.	←	See District Manager Contact Information Grid	

Delegation of Authority MEF #8: Safety

Delegation Order	Name	Title/Position	Cell Phone	Email
1	Deena Loughary	Program Mgr.	541-368-6777	DEENA.K.LOUGHARY@dhsaha.state.or.us
2	Tami Kane-Suleiman	Program Mgr.	503-931-6153	TAMI.J.KANE-SULEIMAN@dhsaha.state.or.us
3	Chandra Snyder	Assist Prog. Mgr.	541-280-0753	Chandra.SNYDER@dhsaha.state.or.us
4	District Mgr.	←	See District Manager Contact Information Grid	

District Manager Contact Information

District	Name	Cell Phone	Email
1	Amy Youngflesh	971-203-4650	amy.youngflesh@dhsaha.state.or.us
2	Sherrelle Jackson	503-459-6655	SHERRELLE.O.JACKSON@dhsaha.state.or.us
3	Stacy Lake	503-945-5915	STACY.L.LAKE@dhsaha.state.or.us
4	Sandy Chase	541-981-0892	Sandy.CHASE@dhsaha.state.or.us
5	John Radich	541-912-3482	john.radich@dhsaha.state.or.us
6	Desta Walsh	541-778-8702	desta.m.walsh@dhsaha.state.or.us

7	Mike Marchant	541-297-2271	MICHAEL.M.MARCHANT@dhsoba.state.or.us
8	Kim Whitney	541-816-6243	KimberLee.Whitney@dhsoba.state.or.us
9	Stacey Ayers	503-449-3505	Stacey.Ayers@dhsoba.state.or.us
10	April Munks	541-280-2706	April.MUNKS@dhsoba.state.or.us
11	Maurita Johnson (Interim)	503-704-6937	Maurita.JOHNSON@dhsoba.state.or.us
12	Lidwinner Machado	541-561-4791	lidwinner.machado@dhsoba.state.or.us
13	Chris Black	541-805-1291	chris.m.black@dhsoba.state.or.us
14	Wendy Hill	541-805-9673	wendy.hill@dhsoba.state.or.us
15	Seth Lyon	971-444-0144	seth.lyon@dhsoba.state.or.us
16	Rolanda Garcia	541-912-0164	rolanda.garcia@dhsoba.state.or.us
ORCAH	Kristen Khamnohack	503-269-4961	kristen.N.Khamnohack@dhsoba.state.or.us

[Appendix B: Delegation of Authority](#)

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COOP Event Notifications

Clear communication is essential during a continuity of operations event. Notification plans will include targeted messaging to the following populations:

1. Executive management
2. District/Field management
3. Affected employees
4. Program level
5. Clients and volunteers
6. Community Partners/Contractors
7. General Public

The information below will be necessary to have on hand to expedite any notification plan and may be distributed through one or more of the following:

- Executive Staff Roster
- Online resources (DAS office closure webpage; DHS/OHA Intranet, etc.)
- E-mail
- Cell phone

This information is located on the Emergency Management Thumb Drive under the Continuity of Operations Companion folder.

Communications Plan Internal

During a continuity event communication to employees will be managed through call rosters maintained at each level of management. DHS Managers are expected to maintain updated call rosters of all direct reporting employees. An Executive level call roster is maintained by the Occupational health, Safety and emergency Management Program. Call rosters are considered confidential information. Call rosters should contain the minimum information:

- Name of employee
- City in which they work
- City in which they reside
- Work phone number
- Alternate phone number
- Work e-mail address.

DHS employees designated as essential personnel may include:

- Physical home address
- Personal phone numbers cell/land line
- Personal or private e-mail contact.

Communications Plan External

During a continuity of operations event the information provided to all audiences must be timely and accurate. It is important for enterprise operations to speak in one voice, with a message consistent with the Governor and other state agencies.

All communication will be coordinated through the Director's Office by the Public Affairs Director.

This plan provides protocol for communicating with staff, customers, the media, and other stakeholders during a continuity event. If you have any questions about this plan, please contact a member of the communications staff:

Communications, DHS			
Position	Name	Phone	E-mail
Public Affairs Director	Lisa Morawski	503-871-4828— Work Cell	Lisa.Morawski@dhsoha.state.or.us
Public Affairs	Jake Sunderland (Primary)	Jake: 503-877- 0170-Work Cell 775-336-9919- Personal Cell	Jake.Sunderland@dhsoha.state.or.us
	Sunny Petit	Sunny: 503-716- 2871-Work Cell 503-347-8754 Personal Cell	SUNNY.PETIT@dhsoha.state.or.us

In the event that all members of the communications staff are unavailable, a list of backups is available in the DHS Executive Emergency Contact List under the Communications (COMMS) tab in the Continuity of Operations Companion folder.

Media inquiries

If anyone receives a call from a member of the news media regarding a continuity event, they should take the following steps:

1. Refer the call to a member of the DHS Communications team for coordination and response.
2. DHS Communications will consult with the director/deputy director, the DHS Executive Team, and/or OHSE to determine an appropriate response.
3. DHS Communications may arrange to provide a spokesperson (e.g., administrator or deputy, section manager) to speak on behalf of the department and will provide talking points, lists of potential questions, and other resources.

News releases

DHS Communications is responsible for developing news releases, when appropriate.

Oregonians served by DHS

If a continuity event results in disruptions or changes to services or programs, DHS Communications will develop an official statement for customers. The statement may be issued in the following ways:

- Through local media

- E-mail or Web updates
- Phone
- Notice posted at the affected facility
- Notice posted on the DHS Web site

Programs and business support units should not create their own statements; contact DHS Communications for guidance.

Legislators

All legislative contacts will be managed through the Directors Office.

Other stakeholders

If a continuity event results in disruption or changes in DHS services or programs, other stakeholder groups, such as community partners and contractors may need to be notified. OHSE and DHS Communications will coordinate with programs and business support units on identifying stakeholder groups and messaging.

Alternate Communication Formats

The Office of Equity and Multicultural Services will work with DHS Communications in providing alternate communication formats when appropriate.

Voice mail and e-mail messages

It is important that employees' voice mail greetings and e-mail auto replies are updated when they are going to be out of the office, and it's important that the messages are consistent department wide. Below are instructions for updating voice mail and e-mail messages.

Phone message

Each manager will be responsible for ensuring their employees' voice mail greetings are updated when they are out.

- Employees should update greetings themselves if they have the ability to do so. See appendix C for further instructions
- If the employee is unable to access the phone system, managers may send in a ticket to <http://unifysupport>
 - Include specific instructions to create a new password
 - Include who to send the new password to so that the manager may update the greeting
 - A request should be limited to no more than five employees numbers at one time if at all possible. Requests for more than 5 employees create additional costs to the agency.

The voice mail message should be similar to the following and appropriate for local circumstances:

“Thank you for calling the DHS. Like many employers throughout the state, we have been significantly affected by [EVENT CAUSING DISRUPTION], so we may not be able to respond to you as quickly as usual. Please leave a detailed message and we will get back to you as soon as possible. If you need immediate assistance, press 0 to redirect your call. We will do our best to assist you, and we apologize for any inconvenience this may cause.”

E-mail auto reply example

Each manager will also be responsible for ensuring e-mail auto replies are updated when employees are out. To create an auto reply for one of their employees, managers should contact the help desk. The system will create an auto reply with the following message:

“Thank you for contacting the Department of Human Services. Like many employers throughout the state, we have been significantly affected by [EVENT CAUSING DISRUPTION], so we may not be able to respond to you as quickly as usual. For assistance, please call [FORWARDING PHONE NUMBER]. We will do our best to help you as soon as possible, and we apologize for any inconvenience this may cause.”

Communication Capabilities

Department of Human Services uses a range of communication tools that includes:

- Voice over internet protocol phones (VOIP)
- Cell Phones
 - Verizon
 - Sprint
 - AT&T
- 2-way radio
 - Motorola CP200D
- Email
 - Outlook
- Skype for Business
- Smart Boards
- Teleconferencing

Teleconferencing resources

Teleconferencing may become necessary if travel restrictions are imposed or divisions choose to reduce the number of employees that gather for meetings. The following tools are available for teleconferencing for all programs and business support units.

- 1) AT&T Teleconferencing

2) SKYPE

[Appendix C: Voicemail set up, Teleconference Information and Point of Contact](#)

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Facilities

The DHS Continuity of Operations Team will operate from conference rooms 260 and 452 in the Human Services Building (HSB). In the event that the Human Services Building requires evacuation DHS Programs will work with local field offices and teleworking options to maintain delivery of mission essential functions. Should relocation of the AOC be necessary, operations will be relocated as designated below:

Current Location		
Building	Address	Point of Contact
Human Services Building (HSB)	500 Summer Street NE, Salem, OR 97301	HSB Building Manager Becky James 503-945-6658- Desk 503-569-9472- Cell rebecca.creighton@state.or.us Central Services Manager Shannon Dixon 503-932-9255- Desk shannon.e.dixon@state.or.us
COOP Operation Locations OHSE – Room 452 OHA – Room 460 & 453 DHS – Room 260 & 415 JOC (Joint Operations Center) – Room 166		

Alternate Location		
Building	Address	Point of Contact
Cherry Avenue Training Center	3420 Cherry Avenue NE, Keizer, OR 97303	Steve Hastings 503-269-6642 – Cell steve.hastings@state.or.us Mike Kryskalla 503-373-1296 – Desk 503-269-8742 – Cell michael.kryskalla@state.or.us

Emergency Locations

Use of these locations would require an Emergency Contract Agreement developed by DHS Facilities.

Building	Address	Point of Contact
State Fairgrounds	2330 17 th St NE, Salem, OR 97301	971-701-6573
Salem Convention Center	200 Commercial Street SE, Salem, OR 97301	866-614-1900
Red Lion	3301 Market Street NE, Salem, OR 97301	503-370-7888
Mill Creek Inn	3125 Ryan Dr SE, Salem, OR 97301	503-585-3332
OIS Fairview		Mark Freed 503-947-5610 – Cell mark.freed@state.or.us

DHS Office of Facilities Management

Position	Name	Phone	E-mail
Administrator	Glen Bason	503-945-5817 – Work cell	glen.e.bason@state.or.us
Deputy Administrator	David Hawkins	503-932-0270 – Work cell	david.w.hawkins@state.or.us
Assistant Deputy Director	Don Erickson	503-884-8774 – Work cell	donald.erickson@state.or.us

Office of Information Services

During any continuity of operations event it is important that OIS is contacted as soon as possible. Below is the contact information to for DHS | OHA Shared Services Office of Information Systems.

OIS Service Desk

503-945-5623 – Office (6:00am to 6:00pm)

503-932-1751 – On Call (6:00pm to Midnight M-F; 8:00 am – Midnight Weekends, excluding Holidays)

Note: OIS Service Desk Incident Management will manage OCIO, local field technician and OIS DR coordination work efforts until the incident or disaster is resolved. If Service Desk Operators are unavailable refer to the critical contacts in this document for OIS Executive Leadership.

Technology

During a continuity event, it is important that staff have the technology tools they need to provide services to Oregonians.

Additional staff may need to access their e-mail and other systems from their home, and some employees may need to be granted special access rights to fill in for an absent co-worker.

Below are the two key ways we can meet those needs during the event.

- **Outlook Web access.** This allows staff to access their e-mail from their home using just a Web browser.
- **Citrix remote access.** This allows staff to use a Web browser at home to access the same files and services that they have, via Citrix, at their work desktop systems. There are two ways Citrix can allow staff to work remotely:
 - Remote Desktop
 - Published Desktop

During a continuity event, IT can allow an employee to temporarily access Citrix services remotely.

Increased access rights

During a continuity event, some staff members may be asked to fill in for another worker to handle critical program functions. However, they may not have access to the same computer systems. If requested, it is possible to increase an employee's access rights to enable him or her to use the files and applications that the person he or she is filling in for uses.

To ensure these processes work smoothly during the event, the DHS|OHA service desk should be utilized.

[Appendix D: OIS Incident Response Quick Reference Guide](#)

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Human Resources

Employee Resources

People accomplish the mission of the DHS and a potential disaster or widespread epidemic may compromise the ability of the agency to accomplish the mission. If an unplanned event occurs that severely limits employees from reporting to work the Agency's mission will be jeopardized from a loss of personnel.

Health and Safety		
Name	Phone	E-mail
Gayla Andresen	503-945-6382 – Work cell	gayla.l.andresen@state.or.us
Stan Thomas	503-990-0528 – Work cell 503-931-4056 – Personal cell	stanton.e.thomas@state.or.us
Michelle Patton	503-508-6669 – Work cell	michelle.k.patton@state.or.us

Employees and supervisors will have questions about their rights, entitlements, alternative work arrangements, benefits, leave and pay flexibilities, and hiring flexibilities available during a disaster. **Always contact DHS Human Resources when addressing these issues.**

Policies			
Sick leave with pay	DAS	60.000.01	04/09/10
Family Medical Leave Absence	DAS	60.000.15	01/01/14
Special Leaves with pay (<i>bereavement, personal business</i>)	DAS	60.000.10	02/24/15
Vacation Leave	DAS	60.000.05	04/01/15
Leave without Pay	DAS	60.000.11	08/29/08
Donated Leave	DAS	60.025.01	06/07/10
Military Leave	DAS	60.000.25	02/20/15
Statutorily Required Leave	DAS	60.000.12	04/22/15
Temporary Interruption of Employment	DAS	60.015.01	02/24/15

Alternative work arrangements			
ADA and Reasonable Accommodations in Employment	DAS	50.020.10	06/07/10
Injured Worker Preference for light duty assignment	DAS	105.050.0025	01/01/10
Injured Worker Preference for entry-level positions	DAS	105.050.0030	01/01/10
Telecommuting/Tele-working	DAS	50.50.01	11/09/09
Alternative Work Schedules Flexible Work Schedules	DAS	10.030.01	11/12/15

Pay flexibilities		
Emergency or critical situations may require the agency to ask employees to work overtime to meet needs. Employees may need access to payroll funds in advance of the first of the month to meet family and/or medical requirements.		
Overtime	OAR	839.020 Varies by contract
Payroll Advance	Oregon Accounting Manual	45.25.00 PO.103

Hiring flexibilities		
Filling of Vacancies	OAR	105-040-001
Temporary Appointments	DAS 40.025.01	02/18/11

Employee Assistance Program (EAP)

A voluntary, work-based program that provides confidential assessment, short-term counseling, referral, and follow-up services at no cost to employees who have personal and work-related problems that may affect attendance, work performance, and conduct. Call **1-800-433-2320** or go to <http://www.cascadecenter.com> for information about this program.

Travel Procedures

Travel restrictions may be necessary during a continuity of operations event. Programs may want to consider rescheduling or cancelling nonessential travel and conferences. When feasible,

programs are encouraged to use phone or video conferencing for meetings to limit travel into impacted areas.

When traveling out of state on state business, employees should be aware of any advisories and concerns at your final destination and plan accordingly. Should an employee become stranded during travel, they should contact their supervisor. Employees should take precautions to protect their health while in travel status and call their supervisor if they become ill.

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Transferrable Skills

In the event that program staffing declines to the point service delivery is affected, program managers will work with DHS Human Resources and existing personnel to identify transferrable skills. Management may temporarily reassign staff as necessary to complete DHS mission essential functions.

Employees may be eligible for Work Out of Class differential during reassignment which will be paid by the Program or Business Support Unit receiving assistance.

To assist in the development and redeployment of personnel a Skills Versatility Matrix can also be found in the Continuity of Operations Companion folder.

OCWP Transferrable Skills (Central Office)

	Communications	Contracts	Federal Resources	Financial	Health & Wellbeing	Permanency	Placement	Safety
Jake Sunderland	X							
Sunny Petit	X							
Jana Mclellan	X			X				
Sherril Kuhns		X	X	X			X	
Heidi Beaubriand					X			
Jennifer Holman	X					X	X	X
Tami Kane-Suleiman	X					X	X	X
Lacey Andresen	X	X		X		X	X	X
Christina Crabtree		X		X				
Tamara Hammack		X	X	X			X	
Nurse Consultant					X			

Rebecca "Becky" Long								
Gail Schelle						X	X	X
Sara Fox		X					X	
Deena Loughary	X					X	X	X
Heather Collee	X	X						
Iris Cota		X		X				
Sonya Olsen-Hasek			X	X				
Alicia Livingstone		X		X				
Shelly Watts		X		X				
Lorri Harris						X	X	
Donna Haney							X	
Chandra Snyder						X	X	X
Vera James		X				X	X	

Procedure Manual			X		X	X	X	X
Child Welfare COOP	X	X	X	X	X	X	X	X
Field Business Procedure Manual				X				
Emergency Preparedness Child Contact List	X						X	
Statewide Protocols	X	X	X	X	X	X	X	X
DHS Forms Site	X	X	X	X	X	X	X	X

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Situational Status Report (SitStat)

During a COOP event, the DHS Continuity of Operation Team will produce and distribute daily SitStats. These reports will include the following:

- Description of the COOP Event
- Geographical area effected by zip code
- Mass care resource information
- OHSE Duty Officer assigned
- DHS Local Contacts
- Program status reports
- Address of affected DHS facilities

[Example and a template of a SitStat is located in Appendix E](#)

[Template of a SitStat is located in Appendix F](#)

Training

Emergency Preparedness and Continuity of operations training can be developed for any Program or individual work unit by contacting the Occupational Health, Safety & Emergency Services Team via email at DHSOHA.BCP@state.or.us.

The resources listed below are available at no cost to you and will help you prepare for a response to an event.

Family Preparedness Training

DHS|OHA Occupational Health, Safety & Emergency Services: provides information to DHS | OHA employees about hazards that exist in Oregon and how to prepare themselves and their loved ones at home, work, and other frequented locations.

The classroom training and guide primarily focuses on preparing for and responding to naturally-occurring hazards present in Oregon. Creating thorough plans for natural events will allow for effective response during human-caused catastrophic events – e.g. transportation accidents, oil spills, civil unrest, mass casualty incidents, and terrorism.

Any OHA Manager can request this training for their employees by contacting:

- safety.healthwellness@state.or.us

American Red Cross: Provides in person training for Family Preparedness. Any DHS Manager can request this training for their employees by contacting your local Red Cross Office, contacting the Department of Human Services Emergency Preparedness & Continuity of operations Manager or online at the Red Cross Website listed below.

- <http://www.redcross.org/or/portland/preparedness/schedule-a-red-cross-presentation>

Ready.gov: The Federal Emergency Management Agency (FEMA) hosts maintains the website Ready.gov which provides information for family preparedness, building an emergency preparedness kit and how to get involved in your local community.

- www.ready.gov

FEMA Continuity of Operations Planning (COOP)

Department of Homeland Security/ Federal Emergency Management Agency (DHS/FEMA):

DHS/FEMA Independent Study Program (ISP): DHS/FEMA offers a multitude of self-directed emergency preparedness classes online. Suggested class for management personnel are listed below:

- IS – 100b: Introduction to the Incident Command System (ICS 100)
- IS – 200b: ICS for Single Resource and Initial Action Incidents
- IS – 546a: Continuity of Operations Awareness Course
- IS – 547a: Introduction to Continuity of Operations
- IS – 548: Continuity of Operations Program Manager

These classes can be accessed through DHS/FEMAs Independent Study Program Website.

- <https://training.fema.gov/is/crslist.aspx>

You will need to request a FEMA Student Identification Card. This is easily accomplished by following the directions on the website. Some professional certifications accept these courses for Continuing Education Units (CEU).

Multi-year Training and Exercise Plan (TT&E)

The Department of Human Services (DHS) Multi-year Training and Exercise Plan (TT&E) is the roadmap that will ensure agency success in training and development of employees and exercising agency emergency preparedness and business continuity plans. The goal of TT&E is to ensure that agency maintains the capabilities and competencies necessary to respond to a disaster or unplanned interruption of service. TT&E:

1. Ensures that the continuity of operations plan is periodically tested to provide an avenue for continuous improvement;
2. Provides necessary training to critical personnel who execute Continuity of Operations Plans; and
3. Provides an environment to test the ability of an organization to execute Continuity of Operations Plans.

Without good Emergency Preparedness and Business Continuity Plans, Oregonians relying on agency services may be exposed to unacceptable hazards and reduced standards of living.

You can find the full Training and Exercise Plan in the Continuity of Operations Companion folder. **(Under development)**

Devolution

The Department of Human Services is separated into 16 planning districts as defined below. In a COOP Event, programs may temporarily transfer responsibilities for selected essential functions to unaffected districts. DHS may also choose to relocate personnel from unaffected districts to impacted areas.

[Appendix G: District Map for Devolution](#)

Reconstitution

Reconstitution requirements address the need for the organization to identify, develop and coordinate a plan to return to normal operations. DHS Reconstitution planning and efforts specific to the event will be led by the DHS Operations Unit, Chief Administrative Officer.

The DHS Chief Administrations Officer and the OHSE Duty Officer or Program Manager of the Occupational Health Safety and Emergency Services Unit will ensure that continuity of operations activities and reconstitution planning is coordinated to provide a seamless transition back to normal operations.

DHS Chief Administrations Officer

- Don Erickson
 - 503-884-4774 Work Cell
 - donald.a.erickson@state.or.us

OHSE Emergency Services Coordinator

- Michelle Patton
 - 503-508-6669
 - michelle.k.patton@state.or.us

Alternate: OHSE Administrator

- Stan Thomas
 - 503-990-0528
 - 503-931-4056
 - stanton.e.thomas@state.or.us

Reconstitution Planning must include:

- Organizational assessments of reconstitution resources
- Redeployment plans for demobilizing continuity facility operations
- Necessary procedures for a smooth transition to normal operations
- Communication strategies to alert stakeholder and the general public
- Testing and verification procedures to demonstrate recovered capabilities
- Recovery and reinstatement of records affected by the COOP event that were not identified as vital records

Appendix A: OCWP Mission Essential Functions



MEF #1

Name of Mission Essential Function:	Communications
Criticality:	<input checked="" type="checkbox"/> Tier 1 <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 3
Recovery Time:	2-4 Hours
# of Personnel & Positions to Continue Minimal Operations:	Manager - 1 Non-management personnel - 2
Who's Responsible for Restoration/ Assessment of this MEF?	<p>Primary: Jake Sunderland 503-877-0170-Work Cell 775-336-9919- Personal Cell Jake.Sunderland@dhsoha.state.or.us</p> <p>Secondary: Sunny Petit 503-716-2871-Work Cell 503-347-8754 Personal Cell SUNNY.PETIT@dhsoha.state.or.us</p> <p>Tertiary: Jana McLellan 503-910-0318 JANA.E.MCLELLAN@dhsoha.state.or.us</p>
Brief Description of MEF:	Includes activities related to: <ul style="list-style-type: none"> ○ Staff ○ Hotline- public/internal gov't and partners ○ Comms w/ contract providers ○ Local community partners ○ ICPC- out of state child contacts ○ Legislative Unit ○ Foster parents and caregivers
Impacts If Not Conducted:	Lack of communication leads to no clear direction regarding actions needed to ensure business continuity and safety for children, youth and families.

Resources, Equipment, Systems and Vital Records: What resources do you need in order to complete this process, (i.e. people, supplies and equipment, etc.)?

Resource Type	Item	Specifications (description or requirements of item)	Normal Quantity	Minimum Quantity
Communication Equipment	Cell Phone	3G or 4G Smartphone with Outlook access	2	3
	Laptop	Citrix connection	2	3
Network/Software	Citrix	Access system remotely	2	3
	Internet	OR-Kids, CW Staff Tools	2	3
	Outlook	Communication resource	2	3
	BOLD	Contains DHS OHA COOP elements	2	3
Office Equipment	Jump drive	Contains programmatic vital records	2	3
	Standard Office Supplies	Pens, paper, etc.	2	3

Documents: List any documents you'd like to have handy to facilitate the implementation of this process in a crisis. Examples are desk manuals, samples, agency lists, etc. Note that computers used during an emergency may not have all software loaded; therefore, files should be converted to .pdf format for viewing purposes.

File Description	File Location (File Path)
Emergency Phone/Email Contact Lists (Internal, External Partners and Children/Youth/Families)	 WHO DOES WHAT AT CENTRAL OFFICE.x
Desk manual	 Distribution Group Cheat Sheet.docx
Emergency Preparedness Child Contact List	OR-Kids Operation:Program:Foster Care:FC-1001
CW Policy Index	http://www.dhs.state.or.us/policy/childwelfare/cross_index.htm
DHS Forms Site	https://aix-xweb1p.state.or.us/es_xweb/FORMS/

Partners/Interdependencies:	Executive Leadership, District Management, Communications, Facilities, OIS, Region X
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MEF #2


Name of Mission Essential Function:	Contracts
Criticality:	<input type="checkbox"/> Tier 1 <input type="checkbox"/> Tier 2 <input checked="" type="checkbox"/> Tier 3
Recovery Time:	One month
# of Personnel & Positions to Continue Minimal Operations:	Manager - 1 Non-management personnel - 2
Who's Responsible for Restoration/ Assessment of this MEF?	<p>Primary: Lacey Andresen 971-304-4149 LACEY.L.ANDRESEN@dhsaha.state.or.us</p> <p>Secondary: Jana Mclellan503-910-0318 JANA.E.MCLELLAN@dhsaha.state.or.us</p> <p>Tertiary: Christina Crabtree 541-667-7259 CHRISTINA.M.CRABTREE@dhsaha.state.or.us</p>
Brief Description of MEF:	Includes activities related to: <ul style="list-style-type: none"> ○ Provider Payments ○ Communication with contract providers ○ Development and renewal of contracts as needed on emergency basis
Impacts If Not Conducted:	Lack of certain services initially those provided via short-term contracts then those provided by long-term contracts. Providers not receiving payments.

Resources, Equipment, Systems and Vital Records: What resources do you need in order to complete this process, (i.e. people, supplies and equipment, etc.)?

Resource Type	Item	Specifications (description or requirements of item)	Normal Quantity	Minimum Quantity
Communication Equipment	Cell Phone	3G or 4G Smartphone with Outlook access	5	3

	Laptop	Citrix connection	5	3
Network/Software	Citrix	Access system remotely	5	3
	Internet	OR-Kids, CW Staff Tools	5	3
	Outlook	Communication resource	5	3
	BOLD	Contains DHS OHA COOP elements	5	3
Office Equipment	Jump drive	Contains programmatic vital records	5	3
	Standard Office Supplies	Pens, paper, etc.	5	3

Documents: List any documents you'd like to have handy to facilitate the implementation of this process in a crisis. Examples are desk manuals, samples, agency lists, etc. Note that computers used during an emergency may not have all software loaded; therefore, files should be converted to .pdf format for viewing purposes.

File Description	File Location (File Path)
Emergency Contact Lists (Internal and External)	 WHO DOES WHAT AT CENTRAL OFFICE.x
List of Active Contracts Statewide	https://dhssoha.sharepoint.com/:x:/r/teams/Hub-SS-OCP/_layouts/15/Doc.aspx?sourcedoc=%7B89401C80-A446-4673-B5A8-7129FD3A46C4%7D&file=active-contracts.xlsx&action=default&mobileredirect=true
CW Policy Index	http://www.dhs.state.or.us/policy/childwelfare/cross_index.htm
DHS Forms Site	https://aix-xweb1p.state.or.us/es_xweb/FORMS/

Partners/Interdependencies:

Executive Leadership, District Management, Communications, Facilities, OIS, Contractors, OC&P, Region X

MEF #3

Name of Mission Essential Function:	Federal Resources
Criticality:	<input checked="" type="checkbox"/> Tier 1 <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 3
Recovery Time:	72 hours
# of Personnel & Positions to Continue Minimal Operations:	Manager - 1 Non-management personnel - 6
Who's Responsible for Restoration/ Assessment of this MEF?	<p>Primary: Sherril Kuhns 503-569-6148 Sherril.KUHNS@dhsoha.state.or.us</p> <p>Secondary: Tamara Hammack 971-707-2506 Tamara.HAMMACK@dhsoha.state.or.us</p> <p>Tertiary: Sonya Olsen-Hayek Sonya.K.Olsen-Hasek@dhsoha.state.or.us</p>
Brief Description of MEF:	Includes activities related to: <ul style="list-style-type: none"> ○ Drawing down federal resources ○ Obtain/maintain insurance- access to care, appeal assistance ○ Determine eligibility ○ Random Moments/TCM ○ CFSR ○ APSR ○ Federal Reporting ○ Fed grants ○ Audits ○ Other Federal eligibility determination/redetermination
Impacts If Not Conducted:	Reduced federal funding, loss of services, possible federal sanctions.

Resources, Equipment, Systems and Vital Records: What resources do you need in order to complete this process, (i.e. people, supplies and equipment, etc.)?

Resource Type	Item	Specifications (description or requirements of item)	Normal Quantity	Minimum Quantity
Communication Equipment	Cell Phone	3G or 4G Smartphone with Outlook access	23	7
	Laptop	Citrix connection	23	7
Network/Software	Citrix	Access system remotely	23	7
	Internet	OR-Kids, CW Staff Tools	23	7
	Outlook	Communication resource	23	7
	BOLD	Contains DHS OHA COOP elements	23	7
Office Equipment	Jump drive	Contains programmatic vital records	23	7
	Standard Office Supplies	Pens, paper, etc.	23	7

Documents: List any documents you'd like to have handy to facilitate the implementation of this process in a crisis. Examples are desk manuals, samples, agency lists, etc. Note that computers used during an emergency may not have all software loaded; therefore, files should be converted to .pdf format for viewing purposes.

File Description	File Location (File Path)
Emergency Contacts List (Internal, External, Children/Youth/Families)	 WHO DOES WHAT AT CENTRAL OFFICE.X
Procedure Manual	https://dhssoha.sharepoint.com/teams/Hub-DHS-CW/Shared%20Documents/Oregon-DHS-Child-Welfare-Procedure-Manual.pdf
CW Policy Index	http://www.dhs.state.or.us/policy/childwelfare/cross_index.htm
DHS Forms Site	https://aix-xweb1p.state.or.us/es_xweb/FORMS/

Partners/Interdependencies:

Executive Leadership, District Management, Communications, Facilities, OIS, Region X

MEF #4

Name of Mission Essential Function:	Financial and Business Operations
Criticality:	<input checked="" type="checkbox"/> Tier 1 <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 3
Recovery Time:	24 hours
# of Personnel & Positions to Continue Minimal Operations:	Manager - 1 Non-management personnel - 3
Who's Responsible for Restoration/ Assessment of this MEF?	<p>Primary: Jana Mclellan 503-910-0318 JANA.E.MCLELLAN@dhsaha.state.or.us</p> <p>Secondary: Lacey Andresen 971-304-4149 LACEY.L.ANDRESEN@dhsaha.state.or.us</p> <p>Tertiary: Rebecca Jones Gaston 971-332-0799 Rebecca.JonesGaston@dhsaha.state.or.us</p>
Brief Description of MEF:	Includes activities related to: <ul style="list-style-type: none"> ○ Obtain/maintain insurance- access to care, appeal assistance ○ Payment for child placement ○ SPOTS limits- tracking and increases ○ Payment for child services array ○ Payment for parent services array ○ Allocation and distribution of funds to the field (Budget) ○ Facilities management ○ Public records
Impacts If Not Conducted:	Loss of services and needed supplies, no reimbursement of foster parents, possible loss of placements

Resources, Equipment, Systems and Vital Records: What resources do you need in order to complete this process, (i.e. people, supplies and equipment, etc.)?

Resource Type	Item	Specifications (description or requirements of item)	Normal Quantity	Minimum Quantity
Communication Equipment	Cell Phone	3G or 4G Smartphone with Outlook access	2	3
	Laptop	Citrix connection	2	3
Network/Software	Citrix	Access system remotely	2	3
	Internet	OR-Kids, CW Staff Tools	2	3
	Outlook	Communication resource	2	3
	BOLD	Contains DHS OHA COOP elements	2	3
Office Equipment	Jump drive	Contains programmatic vital records	2	3
	Standard Office Supplies	Pens, paper, etc.	2	3

Documents: List any documents you'd like to have handy to facilitate the implementation of this process in a crisis. Examples are desk manuals, samples, agency lists, etc. Note that computers used during an emergency may not have all software loaded; therefore, files should be converted to .pdf format for viewing purposes.

File Description	File Location (File Path)
Emergency Contacts List (Internal & External)	 WHO DOES WHAT AT CENTRAL OFFICE.x
Field Business Procedure Manual	http://insidextra.dhsoha.state.or.us/caf/FieldBusinessProcedures/
CW Policy Index	http://www.dhs.state.or.us/policy/childwelfare/cross_index.htm
DHS Forms Site	https://aix-xweb1p.state.or.us/es_xweb/FORMS/

Partners/Interdependencies:

Executive Leadership, District Management, Communications, Facilities, OIS, Region X


MEF #5

Name of Mission Essential Function:	Health and Wellbeing
Criticality:	<input checked="" type="checkbox"/> Tier 1 <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 3
Recovery Time:	24 hours
# of Personnel & Positions to Continue Minimal Operations:	Manager - 1 Non-management personnel – 5 Field nurses - 13
Who's Responsible for Restoration/ Assessment of this MEF?	Primary: Heidi Beaubriand 503-871-6662 HEIDI.BEAUBRIAND@dhsoha.state.or.us Secondary: Becky Long 503-979-9789 REBECCA.E.LONG@dhsoha.state.or.us Tertiary: Shelley Watts 503-991-8469 Shelly.Watts@dhsoha.state.or.us
Brief Description of MEF:	Includes activities related to: <ul style="list-style-type: none"> ○ Medical case management and consultation ○ Obtain/maintain insurance- access to care, appeal assistance ○ CANS ○ Coordinate in-home health services ○ In-home nursing assessments and delegation ○ Payment for child services, CANS and Personal Care ○ Psychotropic medication authorization
Impacts If Not Conducted:	Loss or delay of health services, risk to medically fragile children/youth

Resources, Equipment, Systems and Vital Records: What resources do you need in order to complete this process, (i.e. people, supplies and equipment, etc.)?

Resource Type	Item	Specifications (description or requirements of item)	Normal Quantity	Minimum Quantity
Communication Equipment	Cell Phone	3G or 4G Smartphone with Outlook access	23	19
	Laptop	Citrix connection	23	19
Network/Software	Citrix	Access home system	23	19
	Internet	OR-Kids, CW Staff Tools	23	19
	Outlook	Communication resource	23	19
	BOLD	Contains DHS OHA COOP elements	23	19
Office Equipment	Jump drive	Contains programmatic vital records	23	19
	Standard Office Supplies	Pens, paper, etc.	23	19

Documents: List any documents you'd like to have handy to facilitate the implementation of this process in a crisis. Examples are desk manuals, samples, agency lists, etc. Note that computers used during an emergency may not have all software loaded; therefore, files should be converted to .pdf format for viewing purposes.

File Description	File Location (File Path)
Emergency Contacts List (Internal, External, Child/Youth/Families)	 WHO DOES WHAT AT CENTRAL OFFICE.X
Procedure Manual	https://dhs.oha.sharepoint.com/teams/Hub-DHS-CW/Shared%20Documents/Oregon-DHS-Child-Welfare-Procedure-Manual.pdf
CW Policy Index	http://www.dhs.state.or.us/policy/childwelfare/cross_index.htm
DHS Forms Site	https://aix-xweb1p.state.or.us/es_xweb/FORMS/

Partners/Interdependencies:

Executive Leadership, District Management, Communications, Facilities, OIS, Region X, OHA


MEF #6

Name of Mission Essential Function:	Permanency
Criticality:	<input checked="" type="checkbox"/> Tier 1 <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 3
Recovery Time:	24 hours
# of Personnel & Positions to Continue Minimal Operations:	Manager - 2 Non-management personnel – 12 See District-level personnel management plans
Who's Responsible for Restoration/ Assessment of this MEF?	Primary: Jennifer Holman 503-931-3616 Jennifer.HOLMAN@dhsola.state.or.us Secondary: Gail Schelle 503-449-4186 GAIL.A.SCHELLE@dhsola.state.or.us Tertiary: Lorri Harris 503-551-3758 LORRI.L.HARRIS@dhsola.state.or.us
Brief Description of MEF:	Includes activities related to: <ul style="list-style-type: none"> ○ F2F contact (confirm a safe environment) ○ Manage ongoing safety ○ Case Planning- develop conditions for return, conduct PCA, develop expected outcomes ○ ICAMA (Interstate Compact on Adoption and Medical Assistance) ○ Develop permanency plans/placements ○ Assess parental capacities ○ Assess child needs ○ Service Provision and Referral ○ Reunification when possible ○ Visitation ○ CRB and Court (per OJD requirements)
Impacts If Not Conducted:	Unsafe children, delayed permanency

Resources, Equipment, Systems and Vital Records: What resources do you need in order to complete this process, (i.e. people, supplies and equipment, etc.)?

Resource Type	Item	Specifications (description or requirements of item)	Normal Quantity	Minimum Quantity
Communication Equipment	Cell Phone	3G or 4G Smartphone with Outlook access	25	14
	Laptop	Citrix connection	25	14
Network/Software	Citrix	Access home system	25	14
	Internet	Or-Kids, CW Staff Tools	25	14
	Outlook	Communication resource	25	14
	BOLD	Contains DHS OHA COOP elements	25	14
Office Equipment	Jump drive	Contains programmatic vital records	25	14
	Standard Office Supplies	Pens, paper, etc.	25	14

Documents: List any documents you'd like to have handy to facilitate the implementation of this process in a crisis. Examples are desk manuals, samples, agency lists, etc. Note that computers used during an emergency may not have all software loaded; therefore, files should be converted to .pdf format for viewing purposes.

File Description	File Location (File Path)
Emergency Contacts List (Internal, External, Children/Youth/Families)	 WHO DOES WHAT AT CENTRAL OFFICE.x
Procedure Manual	https://dhsola.sharepoint.com/teams/Hub-DHS-CW/Shared%20Documents/Oregon-DHS-Child-Welfare-Procedure-Manual.pdf
CW Policy Index	http://www.dhs.state.or.us/policy/childwelfare/cross_index.htm
DHS Forms Site	https://aix-xweb1p.state.or.us/es_xweb/FORMS/

Partners/Interdependencies:

Executive Leadership, District Management, Communications, Facilities, OIS, Region X, DOJ


MEF #7

Name of Mission Essential Function:	Placement
Criticality:	<input checked="" type="checkbox"/> Tier 1 <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 3
Recovery Time:	6 hours
# of Personnel & Positions to Continue Minimal Operations:	Manager - 3 Non-management personnel – 29 See District-level personnel management plans
Who's Responsible for Restoration/ Assessment of this MEF?	<p>Primary: Lacey Andresen 971-304-4149 LACEY.L.ANDRESEN@dhsaha.state.or.us</p> <p>Secondary: Sara Fox 503-400-5575 SARA.B.FOX@dhsaha.state.or.us</p> <p>Tertiary: Vera James 971-701-0772 Vera.JAMES@dhsaha.state.or.us</p>
Brief Description of MEF:	Includes activities related to: <ul style="list-style-type: none"> ○ Emergency certification, Placements with relatives and Placements at appropriate level of care ○ Respite as needed on emergency basis ○ Temp Lodging ○ F2F contact (confirm a safe environment) ○ Provider payments ○ ICWA ○ Continuity of education, mental health and healthcare ○ ICPC ○ Maintain language and culture
Impacts If Not Conducted:	Lack of immediate and long-term placement options, increase in temporary lodging, lack of or delay in services, unsafe children/youth

Resources, Equipment, Systems and Vital Records: What resources do you need in order to complete this process, (i.e. people, supplies and equipment, etc.)?

Resource Type	Item	Specifications (description or requirements of item)	Normal Quantity	Minimum Quantity
Communication Equipment	Cell Phone	3G or 4G Smartphone with Outlook access	50	32
	Laptop	Citrix connection	50	32
Network/Software	Citrix	Access home system	50	32
	Internet	OR-Kids, CW Staff Tools	50	32
	Outlook	Communication resource	50	32
	BOLD	Contains DHS OHA COOP elements	50	32
Office Equipment	Jump drive	Contains programmatic vital records	50	32
	Standard Office Supplies	Pens, paper, etc.	50	32

Documents: List any documents you'd like to have handy to facilitate the implementation of this process in a crisis. Examples are desk manuals, samples, agency lists, etc. Note that computers used during an emergency may not have all software loaded; therefore, files should be converted to .pdf format for viewing purposes.

File Description	File Location (File Path)
Emergency Contacts List (Internal & External)	 WHO DOES WHAT AT CENTRAL OFFICE.x
Certification rules	http://www.dhs.state.or.us/policy/childwelfare/manual_1/division_200.pdf
Procedure Manual	https://dhs.oha.sharepoint.com/teams/Hub-DHS-CW/Shared%20Documents/Oregon-DHS-Child-Welfare-Procedure-Manual.pdf
CW Policy Index	http://www.dhs.state.or.us/policy/childwelfare/cross_index.htm
Emergency Preparedness Child Contact List	OR-Kids Operation:Program:Foster Care:FC-1001
DHS Forms Site	https://aix-xweb1p.state.or.us/es_xweb/FORMS/

Partners/Interdependencies:	Executive Leadership, District Management, Communications, Facilities, OIS, Region X, DOJ
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MEF #8

Name of Mission Essential Function:	Safety
Criticality:	<input checked="" type="checkbox"/> Tier 1 <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 3
Recovery Time:	1 hour
# of Personnel & Positions to Continue Minimal Operations:	Manager - 2 Non-management personnel – 16 See District-level personnel management plans
Who's Responsible for Restoration/ Assessment of this MEF?	Primary: _Deena Loughary 541-368-6777 DEENA.K.LOUGHARY@dhsoha.state.or.us Secondary: Tami Kane-Suleiman 503-931-6153 TAMI.J.KANE-SULEIMAN@dhsoha.state.or.us Tertiary: _Chandra Snyder 541-280-0753 Chandra.SNYDER@dhsoha.state.or.us
Brief Description of MEF:	Includes activities related to: <ul style="list-style-type: none"> ○ Assessment of reports of abuse ○ Safety Planning ○ F2F contact (confirm a safe environment) ○ ICWA ○ Service provision and referral ○ ICPC ○ Shelter hearings ○ Relative/absent parent search ○ Visitation
Impacts If Not Conducted:	Delay in screening decisions and assignment/completion of assessments, unsafe children/youth

Resources, Equipment, Systems and Vital Records: What resources do you need in order to complete this process, (i.e. people, supplies and equipment, etc.)?

Resource Type	Item	Specifications (description or requirements of item)	Normal Quantity	Minimum Quantity
Communication Equipment	Cell Phone	3G or 4G Smartphone with Outlook access	30	18
	Laptop	Citrix connection	30	18
Network/Software	Citrix	Access home system	30	18
	Internet	OR-Kids, CW Staff Tools	30	18
	Outlook	Communication resource	30	18
	BOLD	Contains DHS OHA COOP elements	30	18
Office Equipment	Jump drive	Contains programmatic vital records	30	18
	Standard Office Supplies	Pens, paper, etc.	30	18

Documents: List any documents you'd like to have handy to facilitate the implementation of this process in a crisis. Examples are desk manuals, samples, agency lists, etc. Note that computers used during an emergency may not have all software loaded; therefore, files should be converted to .pdf format for viewing purposes.

File Description	File Location (File Path)
Emergency Contact Lists (Internal, External, Children/Youth/Families)	 WHO DOES WHAT AT CENTRAL OFFICE.X
Procedure Manual	https://dhs.ohs.sharepoint.com/teams/Hub-DHS-CW/Shared%20Documents/Oregon-DHS-Child-Welfare-Procedure-Manual.pdf
CW Policy Index	http://www.dhs.state.or.us/policy/childwelfare/cross_index.htm
DHS Forms Site	https://aix-xweb1p.state.or.us/es_xweb/FORMS/

Partners/Interdependencies:

Executive Leadership, District Management, Communications, Facilities, OIS, Region X, DOJ

Appendix B: Delegation of Authorities

TO: CAF-SDA CW/All Staff

FROM: Rebecca Jones Gaston

DATE: TBD

SUBJECT: Delegation of Authority

ALL AUTHORITY HEREBY DELEGATED SHALL BE EXERCISED IN ACCORDANCE WITH APPLICABLE LAWS, RULES, BUDGE ALLOCATIONS AND ADMINISTRATIVE DIRECTIVES. THIS AUTHORITY CANNOT BE RE-DELEGATED.

To ensure continuity of operations for XXXXXXXXXXXX – Contracts/Procurement during continuity events, the following personnel are hereby delegated the authority to conduct the following assignments provided below.

Execution of Contractual Agreements

Contact 1; Lacey Andresen/Deputy Director

Contact 2; Christina Crabtree Operations and Policy Analyst

Contact 3; Iris Cota/Operations and Policy Analyst

Leave Authorization

Contact 1; Lacey Andresen/Deputy Director

Contact 2; Jana Mclellan/Deputy Director

Contact 3; Joel Metlen/Strategic Initiatives Director Child Welfare

Travel Authorization

Contact 1; Alicia Livingstone/Business Operations Coordinator

Contact 2; Amy Hinkle/Operations and Policy Analyst

Contact 3; Lee Lower/Operations and Policy Analyst

Authorized Signature; Title of delegator

Appendix C: Voicemail Setup & Teleconference Information

Xpressions Voicemail User Guide

FIRST TIME SETUP

The first time your mailbox is accessed, you will be required to change your password and record your name.

1. Access your mailbox
 - From desk phone, lift receiver and press the MESSAGES button
 - From any phone, dial 1-503-947-9895, enter your 11 digit telephone number and press #
2. Enter default password 147258 and press #
3. Enter your NEW password and press #
(password will replay)
4. At the prompt, record your NAME then press *# to return to the main menu and set up your greeting.

PASSWORDS:

- May NOT contain: your extension #, more than three sequential numbers (ex: 1234), more than two consecutive, identical numbers (ex: 1112)
- Minimum 4 digits - Maximum 24 digits

GREETING MODES

There are four greeting modes available to choose from. Only one may be selected at a time and most will need to be deactivated before you can activate a different greeting.

ALTERNATE: One greeting plays for all callers 24/7

REGULAR: Each of four greetings play - Busy, Internal, External, After Hours

TODAY'S: One greeting daily, deleted at midnight each night (temporary)

OUT OF OFFICE: One greeting plays during vacation hours set by user (temporary)

ALTERNATE

QUICK KEYS 8 1 3

8 for Answering Options
1 for Personal Greetings
3 Activate / Deactivate or 1 - Change Alternate Greeting
1 to record your greeting, * # to finish and replay
NOTE: This is what most staff are familiar with using. It is also the greeting in the first-time setup steps.

TODAY'S

QUICK KEYS 8 8 1

8 for Answering Options
8 for Temporary Greeting
1 for Today's Greeting
1 to record your greeting, * # to finish and replay
NOTE: System Greeting plays "The party you have called, 'YOUR NAME' cannot be reached. Please leave a message after the tone."

REGULAR

QUICK KEYS 8 1 2

8 for Answering Options
1 for Personal Greetings
2 Activate
2 for Busy - plays for all callers when you are on the phone
3 for Internal - plays for internal callers
4 for External - plays for external callers
5 for After Hours - plays after business hours
1 to record your greeting, * # to finish and replay
NOTE: Business hours are set as M-F, 8 am - 5 pm.

OUT OF OFFICE

QUICK KEYS 8 8 2

8 for Answering Options
8 for Temporary Greeting
2 for OUT of OFFICE
1 to record your greeting, * # to finish and replay
NOTE: The System will guide the user to enter the year, month and day of when this greeting should expire. Once a date has been entered, this greeting will be active. When active, this greeting will play for the duration of the time set. Once time has expired, the system will revert to the previously set Personal Greeting (Regular or Alternate.)

COMMONLY USED VOICEMAIL STEPS

Setting Up a Greeting

Quick Keys: 8 1 3

1. Change Answering Options – Push 8
2. Change Personal Greetings – Push 1
3. Activate the Alternate Greeting – Push 3
4. Record your Greeting after the Prompt
5. When finished, press * #

Listening To Your Messages

Quick Keys: 3 3

1. Press 3 to listen to messages.
2. During playback press * to pause; *6 to delete, or *4 to save.

Changing Your Referral Extension (0 # transfer target)

Quick Keys: 8 3 1

1. Press 8 for Answering Options
2. Press 3 for Referral Extension
3. Press 1 to change your referral extension
4. Enter the referral extension (7 or 11 digits) followed by #
5. Push # to confirm

Changing Your Password (after first-time setup)

Quick Keys: 9 3

1. Push 9 for Mailbox Options
2. Push 3 to Change Password
3. Enter new password and press # (Xpressions will verify your new password)

Recording and Sending a Message

Quick Keys: 1

1. Push 1 to Record a Message (NOTE: THIS IS NOT YOUR GREETING)
2. Record your message and press * # when finished
3. Enter recipient's extension or Distribution List and press # (press * to search by name)
4. Enter additional extensions or Distribution Lists if sending to more than one person
5. Push # when finished entering all destinations
6. Push # for regular delivery or press 3 for special delivery options and follow the prompts

Special Delivery Options (If Mailbox Permissions Are Set)

- 1- Return Receipt (receive confirmation when message has been retrieved)
- 2- Private (prevents recipient from forwarding message to another user)
- 3- Urgent (Urgent messages will be heard first)
- 4- Future Delivery (specify date and time of delivery and recurring delivery options)

VOICEMAIL SYSTEM ACCESS NUMBERS

DIRECT 1-503-947-9895

Number to call from any line for direct voicemail access

You can access the voicemail system from anywhere by using the Direct Access number. Local numbers are provided for landline calls.

GUEST 1-503-947-9898

To leave a message directly in another user's voicemail box

FORWARD 1-503-947-9898

Target number to enter when you are forwarding your calls to voicemail

TRANSFER 1-503-947-9896

Target number when transferring a call directly to another user's voicemail

Local Direct Access Numbers:

Albany	1-541-967-2002
Bend.....	1-541-388-6027
Corvallis	1-541-757-4111
Eugene.....	1-541-684-2698
Grants Pass	1-541-471-2850
Medford	1-541-734-7503
Portland	1-971-673-9098
Roseburg	1-541-464-2148
Salem.....	1-503-947-9895
Portland	1-503-673-9098

VOICEMAIL MENU OPTIONS

3 – To Listen (Play Messages)

WHILE listening to a message:

Interrupt *
 Save *4 [Delete](#) *6
 Interrupt * Continue *3
 Next *2 Previous *72
 Replay *73 Skip To End #
 Rewind *78 Fast Forward *98
 Slower 7 [Faster](#) 9

Volume

[Increase](#) 5

Decrease 8

Main Menu *7#

Message Details *71

Replay Header *77

Options After Playback Ends:

[Replay](#) 7

Save - 4

Delete - 6

Next - 2

Reply - 1

Forward - 9

Call Sender 70

Reply #

Main Menu7#

Referral Extension 3

Change 1

Keep 4

Record Your [Name](#) 4, 1

Mobility Number 5

Change 1

Activate 2

Deactivate 3

Mailbox Stand-In 6

Change 1

Activate 2

Deactivate 3

9 – Mailbox Options

Distribution Lists 1

Create 1

Modify 3

Delete 6

Review 9

Prompts 2

Standard 1

Abbreviated 2

Change Password (Pin) 3

Set Notifications 4

Activate 1

Deactivate 2

Create 3

Review 9

Playback Options 5

Message Order 3

Continuous Playback 7

1 – Record a Message

To send a voice message to another Unify user

- similar to 'voice notes'

8 – Answering Options

Change Temporary Greetings 8

Change Personal Greetings 1

Busy [Greeting](#) 2, 2, 1

No Answer Internal [Greeting](#) 2, 3, 1

No Answer External [Greeting](#) 2, 4, 1

After Hours Greeting 2, 5, 1

Alternate Greeting 1

If Alternate Is OFF 3, 1,1

If Alternate Is ON 1, 1

Deactivate Alternate Greeting 3

Today's Greeting

Activate 1, [1*](#), #

Deactivate 1, 3

Answering Mode

Allows Messages 2, 4

Prevents [Messages](#) 2, 6

AT&T

Each office may have slight variations in how to use the AT&T teleconference system. These are basic steps for utilizing this resource, please document office specific procedures for use in emergency situations

1. Host inform all participants of the conference number to call into, as well as the “participant code” needed to access the call. This is typically a six-digit number and is different than the “host code”.
2. Host calls the conference call number at the designated time and enters the “host code” when prompted. This will open the line for participants to join the call

SKYPE

Scheduling a meeting:

1. Open your Outlook calendar and click New Skype or Lync Meeting
2. In the appointment window enter subject, start and end times, and any other pertinent information
3. Click Scheduling Assistant
 - a. Click Add Rooms to add the SMART Room system to the meeting
 - b. Click Add Attendees and invite participants
4. Click Send

Starting a meeting:

1. Scheduled: In the SMART Room press the scheduled meeting on the console or interactive flat panel
2. Unscheduled:
 - a. Press Meet Now on the console
 - b. Add participants to the meeting by searching for and selecting their names on the console

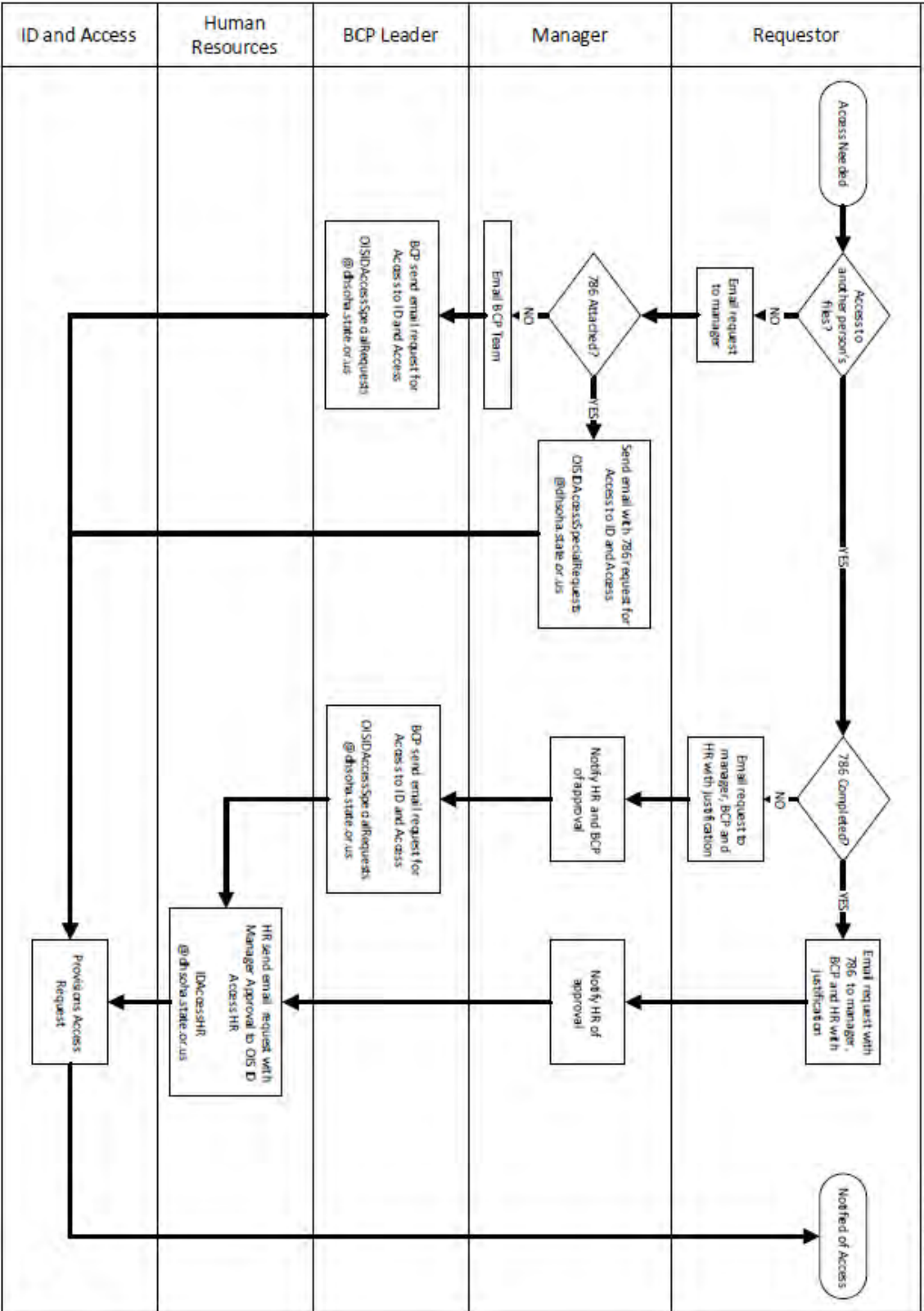
[Press Start Meeting](#)

Appendix D: OIS Incident Response and Access Requests

Incident Process Quick Reference Guide		Department of Human Services Oregon Health Authority Office of Information Services															
		January 2018															
<p>STEP 1: DETERMINE IF YOU HAVE AN INCIDENT</p> <ol style="list-style-type: none"> Is something that worked yesterday, not working today? If YES—this is an incident <ul style="list-style-type: none"> If others around you are not experiencing the same problem—assume that it is a Sev-3 or Sev 4 incident. If everyone around you is experiencing the same issue, assume that it is a Sev-1 or Sev-2 incident. Do I need something new like equipment, software or access? If YES—this is NOT an incident. 	<p>STEP 3: REPORTING AN INCIDENT</p> <p>If a Minor Incident</p> <ul style="list-style-type: none"> Notify the Service Desk Call, email or self-service <p>If a Major Incident</p> <p>Use the information to Call Incident Management as per information below. Have information ready to assist.</p> <ul style="list-style-type: none"> What are you trying to do? Where are you located? Are you on your desktop, laptop, etc.? Who else is effected? 																
<p>STEP 2: DETERMINE IF A MINOR OR MAJOR INCIDENT</p> <p>There are two categories of incidents</p> <ul style="list-style-type: none"> Major Incidents Minor Incident <p>Here is a simple chart to determine which type of incident you have.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">Minor</th> <th style="width: 50%; text-align: center;">Major</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Impacting only you</td> <td><input type="checkbox"/> Impacting everyone in your work unit or location or more than 100 people</td> </tr> <tr> <td><input type="checkbox"/> Impacting < 20 people</td> <td></td> </tr> <tr> <td><input type="checkbox"/> The problem has a work around</td> <td><input type="checkbox"/> There is no way to work around the problem</td> </tr> <tr> <td><input type="checkbox"/> Some rework needed</td> <td><input type="checkbox"/> Will create a large volume of rework</td> </tr> <tr> <td><input type="checkbox"/> Does not impact disbursements to clients</td> <td><input type="checkbox"/> Will disburse incorrect amount of funds</td> </tr> <tr> <td><input type="checkbox"/> No immediate impact to Health or Safety</td> <td><input type="checkbox"/> Immediate threat to Health or Safety</td> </tr> </tbody> </table>	Minor	Major	<input type="checkbox"/> Impacting only you	<input type="checkbox"/> Impacting everyone in your work unit or location or more than 100 people	<input type="checkbox"/> Impacting < 20 people		<input type="checkbox"/> The problem has a work around	<input type="checkbox"/> There is no way to work around the problem	<input type="checkbox"/> Some rework needed	<input type="checkbox"/> Will create a large volume of rework	<input type="checkbox"/> Does not impact disbursements to clients	<input type="checkbox"/> Will disburse incorrect amount of funds	<input type="checkbox"/> No immediate impact to Health or Safety	<input type="checkbox"/> Immediate threat to Health or Safety	<p>CONTACTING INCIDENT MANAGEMENT</p> <p>For Minor Incidents</p> <p>Monday—Friday 503-945-5623 6 a.m.— 6 p.m. DHS.ServiceDesk@dhsosha.state.or.us https://servicedesk.dhsosha.state.or.us</p> <p>For Major Incidents</p> <p>Normal Hours</p> <p>Monday—Friday 6 a.m.—6 p.m. CALL 503-345-5623 OIS-CSSIncidents@dhsosha.state.or.us</p> <p>After Hours</p> <p>Monday—Friday 6 p.m. — Midnight Saturday & Sunday 8 a.m. —Midnight CALL 503-932-1751</p> <p>Off-line Hours</p> <p>Midnight—Start the next day OIS-CSSIncidents@dhsosha.state.or.us No response until next day</p>		
Minor	Major																
<input type="checkbox"/> Impacting only you	<input type="checkbox"/> Impacting everyone in your work unit or location or more than 100 people																
<input type="checkbox"/> Impacting < 20 people																	
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Emergency ID and Access during Business Continuity Activities

January 10, 2018



Appendix E: SitStat Example



09/15/17

Event: Eagle Creek

Description: Cascade Locks, Ore. –

- Started 9/2/17
- 43,996 Acres
- 28% Contained
- Estimated Containment Date 2017-09-30
- 967 personnel assigned
- 4 residences destroyed
- All lanes of Interstate 84 closed from Troutdale (Exit 17) to 2 miles west of Hood River (MP 62).
- **Level 3 evacuations:** Hood River County; I-84 corridor, east of Exit 47 and west of Exit 56 is being elevated to Level Three evacuation notice, "Go". This evacuation generally covers the Wyeth/Herman Creek Rd. area including the tribal fishing in-lieu site. Multnomah county: Warrendale to Bridal Veil, Dodson.
- **Level 2:** Hood River County Cascade Locks, all residences west of Country Club Rd. beginning at Frankton Rd. and ending at York Hill Rd. and all residences on the North and west side of York Hill Rd. All residences west from Mile Post 61 on I-84 to mile post 57, including Morton Rd. and Mitchell Point Rd. Multnomah county: Latourell, Larch Mountain Road: West of Brower Road, addresses in the 45700 block and lower, including Salzman Road and Alder Meadows Road, E Haines Road: addresses in the 43700 block and lower (towards Larch Mountain Road), Corbett, Springdale, Troutdale: addresses East of the Sandy River
- **Level 1:** Hood River Co Public Land west of Highway 281(Lost Lake area) and north of Mt Hood, Collins Rd. in Dee at the south end to I-84 on the north end, and includes all areas west of the following lines: Country Club south to Reed Road, running due south to Hwy. 281, continuing along 281 to milepost 12.5, then following the Middle Fork of the Hood River until it comes parallel with the south end of Collins Road.
- The Red Cross Shelter at Rock Creek Community Center, 710 SW Rock Creek Drive, Stevenson, WA 98648 has been relocated to the River of Life Assembly, 979 Tucker Road, Hood River, OR 97031
- The Red Cross shelter has been established at Harvest Christian Church 624 SW Halsey, Troutdale, Or 97060
- The Hood River County Sheriff (<http://www.hoodriversheriff.com/news/breaking-news/>) and Multnomah County Sheriff (<https://flashalert.net/id/MCSO/107579?alert=1>) are the most reliable sources for evacuation updated information.

Affected area by zip code	Primary City/Township	County
97014	Cascade Locks	Hood River
97014	Wyeth	Hood River
97019	Corbett	Multnomah
97010	Bridal Veil	Multnomah
97031	Hood River	Hood River

Mass Care Information

For more information contact: Stan Thomas, DHS/IOHA Shared Services Emergency Preparedness Business Continuity Program Manager, 503-990-0528 stanton@thomas@state.or.us



Continuity Of Operations Activity


Resource	Organization	Location	Point of Contact
Shelter	Red Cross	Harvest Christian Church 624 SW Halsey, Troutdale, Or 97060	David Holton 503.302.6290 Emergency Duty Officer: 888 680 1455
Shelter	Red Cross	River of Life Assembly, 979 Tucker Road, Hood River, OR 97031	David Holton 503.302.6290 Emergency Duty Officer: 888 680 1455
Food & Water			
Donated Goods			
Housing Assistance			
Mental Health Resource			

DHS Emergency Management	
Ryan Schulze	503-602-9181 or 971-701-3120
Michelle Patton	503-508-6669 or 503-949-2399
Stan Thomas	503-990-0528 or 503-931-4056

DHS Local Office Hood River Co	Address	Point of Contact
District Manager	1610 9th Court Hood River, OR 97031	David Brehaut DM 541-310-7154 (w) 541-377-0858 (h) david.brehaut@state.or.us Linda Lawing The Dalles: 541 506 5202 Hood River: 541 386 2962 ext 238 Mobile: 541 490 3213
Child Welfare		Linda Lawing The Dalles: 541 506 5202 Hood River: 541 386 2962 ext 238 Mobile: 541 490 3213
Aging and People With Disabilities		Colleena Tenold-Sauter 541-965-1000 (w) Colleena.TENOLD- SAUTER@dhs.ohio.state.or.us Lisa Viles

For more information contact: Stan Thomas, DHS/DHA Shared Services Emergency Preparedness & Business Continuity Program Manager: 503-990-0528 stanton.s.thomas@state.or.us

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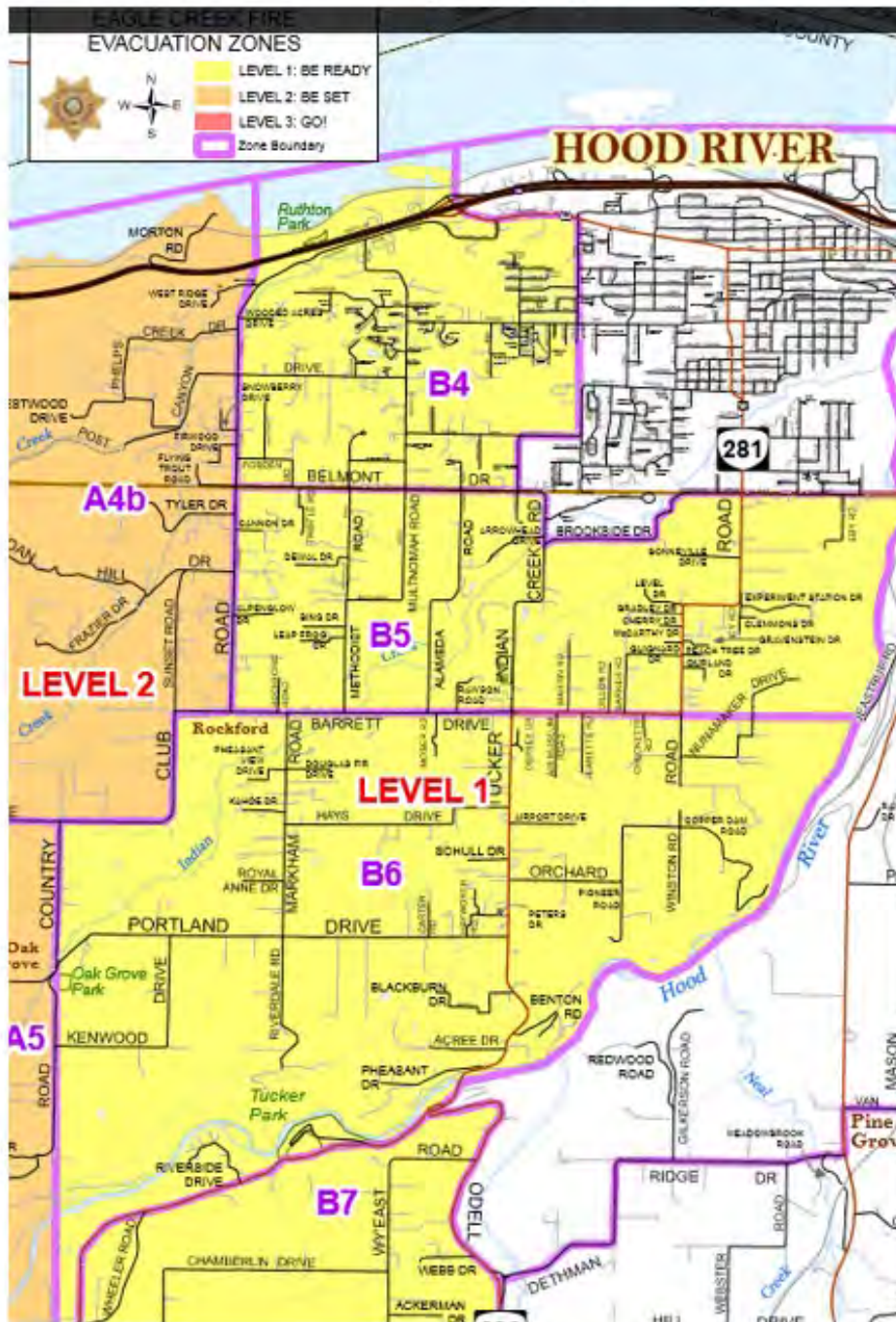
Continuity Of Operations Activity

		541-391-3337 (w) LISA.M.VILES@dhsosha.state.or.us
Self Sufficiency		
Vocational Rehabilitation	1619 9th Court, Suite 300 Hood River, OR 97031	Robert Costello 503-269-6517
Office of Developmentally Disabled		
DHS Local Office Multnomah Co	Address	Point of Contact
District Manager		
Child Welfare	2446 SE Ladd Ave, Portland OR 97214	Kellie Barber 503-757-8581 Kellie.BARBER@dhsosha.state.or.us
Aging and People With Disabilities		
Self Sufficiency	2446 SE Ladd Ave, Portland OR 97214	Tou Cha 971-255-6733 Tou.N.CHA@dhsosha.state.or.us
Vocational Rehabilitation	305 NE 102nd Avenue Suite 200 Portland, OR 97220-4173	Robert Costello 503-269-6517
Office of Developmentally Disabled		

Program	Actions
Child Welfare	Locate effected and potentially effected clients. Assure evacuation plans and locations are in place. Identify and respond to any unmet needs.
Aging and People With Disabilities	Locate effected and potentially effected clients. Assure evacuation plans and locations are in place. Identify and respond to any unmet needs.
Self Sufficiency	Locate effected and potentially effected clients. Assure evacuation plans and locations are in place. Identify and respond to any unmet needs.
Vocational Rehabilitation	Locate effected and potentially effected clients. Assure evacuation plans and locations are in place. Identify and respond to any unmet needs.
Office on Developmentally Disabled	Locate effected and potentially effected clients. Assure evacuation plans and locations are in place. Identify and respond to any unmet needs.

For more information contact: Stan Thomas, DHS/OHA Shared Services Emergency Preparedness Business Continuity Program Manager. 503-990-0528 stanthomas@state.or.us

DHS Continuity Of Operations Activity



For more information contact: Stan Thomas, DHS/OHA Shared Services Emergency Preparedness 7 Business Continuity Program Manager. 503-990-0528 stanton.e.thomas@state.or.us

Appendix F: SitStat Template

DATE

Event: EVENT NAME

Description: LOCATION.

- Enter critical information of situation

Situation Status Report (SitStat)
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Affected area by zip code	Primary City/Township	County

Mass Care Information			
Resource	Organization	Location	Point of Contact

DHS Emergency Management	
OHSE Duty Officer	
OHSE Duty Officer Backup 1	
OHSE Duty Officer Backup 2	

DHS Local Office	Address	Point of Contact
District Manager		
Child Welfare		
Aging and People With Disabilities		
Self Sufficiency		
Vocational Rehabilitation		
Office of Developmentally Disabled		

Program	Actions
Child Welfare	
Aging and People With Disabilities	
Self Sufficiency	
Vocational Rehabilitation	
Office on Developmentally Disabled	

Appendix G: Devolution (District Map)

