Oregon Child Abuse Hotline (ORCAH) Continuity of Operations Plan (COOP)

12/11/2020

Occupational Health, Safety & Emergency Management

Revision History

Program	Date Created	Date Revised	COOP Coordinator	What was updated?
ORCAH		03/10/2020	Brandy Koll	MEF's
ORCAH		12/11/2020	Brandy Koll	ODHS; Ed Info; Remote Access; VPN; Communication Capabilities; added Sarah Walker

Distribution List

Name	Program	Title	Date

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Introduction

Thank you for your attention to ODHS|OHA Continuity of Operations Planning. I believe it is important that everyone in the Oregon Department of Human Services | Oregon Health Authority 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 Administrator.

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

Ed Flick
Administrator
Occupational Health, Safety and Emergency Management
ODHS | OHA Shared Services

Fariborz Pakseresht
Director
Oregon Department of Human Services

Purpose

This plan is to prepare ODHS|OHA OHSE 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 ODHS|OHA 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 ODHS|OHA 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 ODHS|OHA management team, ODHS|OHA program executive management or the respective Director.

3. **ODHS|OHA Statewide Activation:** The respective Director will activate the Continuity of Operations Plan when an emergency, disaster, or unforeseen event impacts ODHS|OHA programs at the enterprise level.

4. **County Declared Emergencies:** When a city/county file an Emergency Declaration with the Office of Emergency Management, ODHS|OHA programs operating in the area may activate Continuity of Operations Plans if:
   a. ODHS|OHA personnel are also affected by the Emergency Declaration
   b. ODHS|OHA 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 ODHS shall activate enterprise wide Continuity of Operations Plans

When a Continuity of Operations event coincides with an activation of the Oregon Emergency Coordination Center the distribution of operations are as follows:

- o ODHS Director's Team will report to the Governor's Disaster Cabinet and Economic Recovery Council
- o ODHS Deputy Director's Team will assume ODHS Continuity of Operations
- o OHSE will deploy personnel to the Emergency Coordination Center and control the Agency Operations Center (AOC)

When a continuity of operations event only impacts ODHS, OHSE will facilitate and coordination response and recovery operations through the OHSE AOC.

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 Oregon 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 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 Oregon 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. Contact information for the ODHS Continuity of Operations Team can be found highlighted in the contact section of this document.

ODHS Continuity of Operations Team
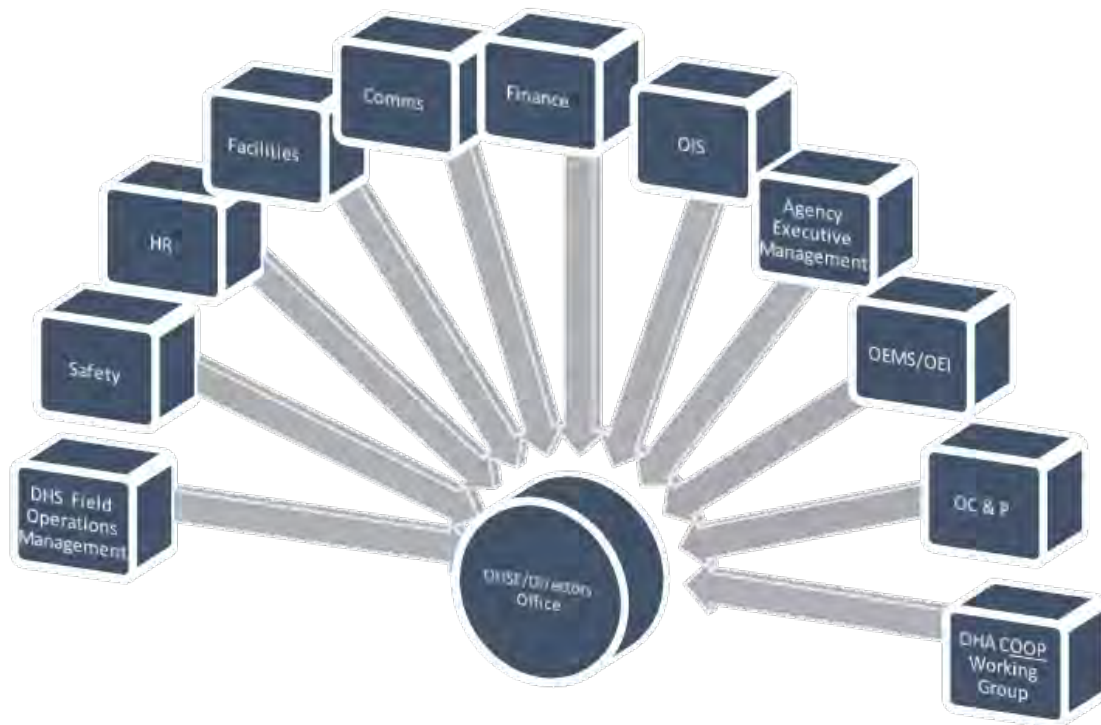
Critical Contact Information

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)	Ed Flick	503-307-6038 – Work cell 808-551-1501 – Personal cell	Edwin.Flick@dhsoha.state.or.us
Emergency Services Coordinator	Michelle Patton	503-508-6669– Work cell 503-949-2399 – Personal cell	michelle.k.patton@dhsoha.state.or.us
Emergency Services Coordinator	Anna Feigum	503-510-9361 – Work cell 701-367-4910 – Personal cell	anna.feigum@dhsoha.state.or.us

ODHS 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.PAKSERESHT@dhsoha.state.or.us
Deputy Director	Liesl Wendt	503-934-5202 – Work cell 503-891-2607 – Personal cell	LIESL.M.WENDT@dhsoha.state.or.us
Chief Administrative Officer	Don Erickson	503-884-8774- Cell	donald.erickson@dhsoha.state.or.us
Chief of Staff	Randy Blackburn	503-881-2191- Cell	Randy.BLACKBURN@dhsoha.state.or.us
Human Resources Director	(retired)	Work Cell Personal Cell	
Director's Office	Debbie Deherrera	503-945-7001	debbie.a.deherrera@dhsoha.state.or.us

Communications, ODHS

Position	Name	Phone	E-mail
Public Affairs Director	Lisa Morawski	503-871-4828 – Work Cell	Lisa.morawski@dhsoha.state.or.us
Public Affairs	Christine Stone	503-602-8027 – Work Cell 503-807-1491 – Personal Cell	christine.l.stone@dhsoha.state.or.us

Program Directors

Aging and People with Disabilities (APD)			
Position	Name	Phone	E-mail
Director	VACANT	503-947-1100- Desk 503-779-8806 – Cell	ashley.b.carson-cottingham@dhsoha.state.or.us
Deputy Director	Mike McCormick	503-945-6229 – Desk 503-551-5339 – Cell	mike.r.mccormick@dhsoha.state.or.us
Deputy Operations Director	Nate Singer	503-269-8913 – Cell	nathan.m.singer@dhsoha.state.or.us
Intellectual and Developmental Disabilities (I/DD)			
Position	Name	Phone	E-mail
Director	Lilia Teninty	503-945-6918- Desk 503-990-3347- Cell	lilia.teninty@dhsoha.state.or.us
Deputy Director	Anna Lansky	503-945-5830- Desk 503-757-6962- Cell	anna.s.lansky@dhsoha.state.or.us
Chief Operations Officer	Lea Ann Stutheit	503-945-9783 – Desk	Leaann.stutheit@dhsoha.state.or.us

Child Welfare (CW)			
Position	Name	Phone	E-mail
Director	Rebecca Jones Gaston	971-332-0799 Cell	Rebecca.JonesGaston@dhsoha.state.or.us
Deputy Director	Lacey Andresen	503-945-8864 - Desk (971) 304-4149 - Cell	LACEY.L.ANDRESEN@dhsoha.state.or.us
Deputy Director	Aprille Flint-Gerner	503-945-5600 Cell	Aprille.Flint-Gerner@dhsoha.state.or.us

Self Sufficiency Program (SSP)			
Position	Name	Phone	E-mail
Director	Dan Haun	503-945-6260- Desk 971-352-1446- Cell	daniel.r.haun@dhsoha.state.or.us
Deputy Director	Ivonne Lopez	- Desk - 541-969-2738 Cell	Ivonne.LOPEZ@dhsoha.state.or.us

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

District Managers

ODHS 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@dhsoha.state.or.us
OHSE Program Manager	Ed Flick	503-307-6038 – Work cell 808-551-1501 – Personal cell	stanton.e.thomas@dhsoha.state.or.us
Emergency Services Coordinator	Michelle Patton	503-508-6669 – Work cell	michelle.k.patton@dhsoha.state.or.us

Human Resources (Shared Services)

Position	Name	Phone	E-mail
Human Resources Director (Interim)		– Work cell – Personal cell	
Senior HR Manager	Glenn Smith	503-378-3724 – Work cell xxx-xxx-xxxx – Personal cell	Glenn.l.smith@dhsoha.state.or.us
Senior HR Manager	Cindy Hoffman	503-947-5292 – Work cell 503-569-1812 – Personal cell	cindy.l.hoffman@dhsoha.state.or.us

Finance (Shared Services)

Position	Name	Phone	E-mail
ODHS|OHA Controller	Shawn Jacobsen	503-385-7154 – Work Cell	shawn.jacobsen@dhsoha.state.or.us

ODHS Office of Facilities Management

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

Telecommunications			
Position	Name	Phone	E-mail
Administrator	Craig Scharer	503-945-6787 – Work cell	craig.scharer@dhsoha.state.or.us

Office of Information Services

Position	Name	Phone	E-mail
	Kristen Duus	503-947-2594 – Work cell	kristen.duus@dhsoha.state.or.us
	Mark Freed	971-600-4820 – Work cell	mark.a.freed@dhsoha.state.or.us
	James Foster	503-269-5859 – Work cell	james.foster@dhsoha.state.or.us

OIS Service Desk

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

ODHS Office of Equity & Multicultural Services (OEMS)

Position	Name	Phone	E-mail
Director	Dion Jordan	- 503-400-4780 Work cell	Dion.C.Jordan@dhsoha.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@dhsoha.state.or.us
Facilities	Jeremy Miller	503-378-4847 - Desk	Jeremy.W.Miller@dhsoha.state.or.us

Office Closures

- 503-378-3104

- Building.closures@oregon.gov

Portland Local Services

Police Department			
Position	Name	Phone	E-mail
	Portland Police- Non- Emergency	503-823-3333	
	Port of Portland Police- Non- Emergency	503-460-4221	
	Multnomah county Sheriff- Non- Emergency	503-988-4300	

Fire Department			
Position	Name	Phone	E-mail
	Portland Fire and Rescue- Non- Emergency	503-823-3700	

Utility Companies			
Position	Name	Phone	E-mail
	Portland General Electric	800-542-8818 To Report Outage: 800-544-1795	
	NW Natural Gas	800-422-4012 To Report Gas Odor: 8000-882-3377	

Phone Companies			
Position	Name	Phone	E-mail
	Unify/IBM Services	Monday- Friday 6pm-Midnight 503-932-1751 Monday- Friday Midnight-6am 866-384-8604	Monday- Sunday 24hrs http://unifysupport Monday- Friday 6am- 6pm http://unifysupport

Position	Name	Phone	E-mail
		Saturday & Sunday/Holidays 8am- Midnight 503-932-1751 Saturday & Sunday/Holidays Midnight- 8am 866-384-8604	
		Internet Companies	
Position	**Name**	**Phone**	**E-mail**
	Century Link	Monday- Friday 6am- 6pm 503-945-5623 6pm-6am 503-991-8725 Leave a message and they will call back within 10 minutes *Worst case call Statewide Data Center 503-373-1000	
	Zayo	Monday- Friday 6am- 6pm 503-945-5623 6pm-6am 503-991-8725 Leave a message and they will call back within 10 minutes *Worst case call Statewide Data Center 503-373-1000	

Other Partners			
Oregon Emergency Management			
Oregon Emergency Response System o 800-452-0311			
Multnomah County			
Position	Name	Phone	E-mail
Multnomah County Emergency Manager	Amy Rasmussen	503-988-6041 desk 971-288-6513 cell	Amy.rasmussen@multco.us
Multnomah County Health Department		503-988-3674	healthdept@multco.us
City of Portland			
Position	Name	Phone	E-mail
City Emergency Director- Portland Bureau of Emergency Management	Mike Myers-Director	503-823-4375	pbemdirector@portlandoregon.gov
Regional Disaster Preparedness Manager- Portland Bureau of Emergency Management	Denise Barrett	503-823-5386	Denise.barrett@portlandoregon.gov

Essential Functions

In order to ensure programs can continue to serve Oregonians during a continuity of operations event the Oregon 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 ODHS Enterprise Continuity of Operations Plan. ODHS Enterprise Mission Essential Functions are:

ORCAH Mission Essential Functions

Tier	Mission Essential Function	Primary Contact	Description
1	Receive/Screen calls	Jennifer Sorenson/Kirby Crawford/Sarah Walker	Provide guidance and subject matter expertise to ensure employee and building occupant safety during an event.
1	Assign reports	Jennifer Sorenson/Kirby Crawford/Sarah Walker	Reports assigned for CPS assessment of allegations of Abuse & Ensuring Child Safety
1	Facilities	Brandy Koll/Carla Simmons/Elizabeth Richard	Oversight of 24 Operation of building: access to building

ODHS Mission Essential Functions

Program	Primary Program Contact	Mission Essential Function	Description
Aging and People with Disabilities (APD)	Ashley Carson-Cottingham	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 to ensure their safe placement	Children in need of placement, foster care services and permanency to protect against abuse
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)	Trina Lee	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

Occupational Health Safety and Emergency Services (OHSE)	Ed Flick	Oregon Emergency Response and Recovery Emergency Support Functions (ESF) 6 (Mass Care) and 11 (Food and Water), and Governor's Disaster Cabinet (GDC)	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. 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.

Appendix A: OHSE Program Mission Essential Functions

Succession Planning

Orders of succession should be established for all key positions prior to a COOP event to ensure duties are able to be continued if leaders are incapacitated or unavailable.

OHSE orders of succession are as follow:

	Signature Authority $	Signature Authority Labor (assign work)	Receive/Screen calls	Assign reports
Khamnohack, Kristen	1	1	2	2
Sorenson, Jennifer	2	2	1	1
Crawford, Kirby	2	2	1	1
Walker, Sarah	2	2	1	1
Koll, Brandy	3	3	3	3
Simmons, Brandy	3	3	3	3
Richard, Elizabeth	3	3	3	3

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.

Delegation of Authority

Delegation Order	Name	Title/Position	Cell Phone	Email
1	Kristen Khamnohack	District Manager	503-720-2294-personal 503-269-4961-work	Kristen.n.khamnohack@dhsoha.state.or.us
2	Jennifer Sorenson	Program Manager	541-729-4040-personal 971-719-0512-work	Jennifer.sorenson@dhsoha.state.or.us
2	Kirby Crawford	Program Manager	360-903-5092-personal 503-754-2869-work	Kirby.l.crawford@dhsoha.state.or.us
2	Sarah Walker	Program Manager	503-936-4251-personal 971-813-3161-work	Sarah.walker@dhsoha.state.or.us

3	Brandy Koll	Office Manager	971-506-1862-personal 971-813-3047-work	Brandy.j.koll@dhsoha.state.or.us
3	Carla Simmons	Office Manager	503-957-6579-personal 541-731-1164-work	Carla.simmons@state.or.us
3	Elizabeth Richard	Office Manager	971-570-9178-personal 971-255-9357-work	Elizabeth.richard@state.or.us

Appendix B: Delegation of Authority

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. Community Partners/Contractors
6. General Public/Clients & Volunteers

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; ODHS|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. ODHS 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.

ODHS 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, ODHS			
Position	Name	Phone	E-mail
Public Affairs Director	Lisa Morawski	503-871-4828 – Work Cell	Lisa.Morawski@dhsoha.state.or.us
Public Affairs	Christine Stone	503-602-8027 – Work Cell 503-807-1491 – Personal Cell	christine.l.stone@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 ODHS Communications team for coordination and response.

2. ODHS Communications will consult with the director/deputy director, the ODHS Executive Team, and/or OHSE to determine an appropriate response.

3. ODHS 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

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

Oregonians served by ODHS

If a continuity event results in disruptions or changes to services or programs, ODHS 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 ODHS Web site

Programs and business support units should not create their own statements; contact ODHS 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 ODHS services or programs, other stakeholder groups, such as community partners and contractors may need to be notified. OHSE and ODHS 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 ODHS 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 Oregon Child Abuse Hotline. 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 Oregon Child Abuse Hotline, Oregon 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

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

- Voice over internet protocol phones (VOIP)
- Cell Phones
    - Verizon
    - Sprint
    - AT&T
    - First Net
- 2-way radio
    - Motorola CP200D
- Email
    - Outlook
- Skype for Business
- Microsoft Teams
- 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) SKYPE
2) TEAMS

3) Zoom
4) Facetime/IPhone

Appendix C: Voicemail set up, Teleconference Information and Point of Contact

Facilities

The ODHS 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 ODHS 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
Oregon Child Abuse Hotline	6035 NE 78th Court, Suite 200 Portland OR 97218	**Local Facilities** Rod Waldner 503-856-6512- cell Rodney.a.waldner@dhsoha.state.or.us Property Manager Inter Urban Real Estate 309 SW Sixth Ave #210 Portland OR 97204 Shellie Miller 503-719-6950 Desk 360-690-6710 Cell smiller@interurbanre.com
COOP Operations Location ODHS|OHA Agency Operation Center (AOC) HSB 452 & 453, Salem		

Alternate Location

Building	Address	Point of Contact
Remote Work	Varying, based on firewall and communications structures in place	See communication plan for procedures to gauge workers

Emergency Locations

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

Building	Address	Point of Contact
Oregon Convention Center	777 NE Martin Luther King Jr. Blvd Portland OR 97232	503-235-7575
Memorial Coliseum	300 N Winning Way Portland OR 97227	503-797-9705 503-736-2184- Fax
Portland Expo Center	2060 N. Marine Drive Portland OR 97217	503-736-5200
Double Tree	1000 NE Multnomah Street Portland OR 97232	503-281-6111 503-284-8553- fax

ODHS Office of Facilities Management

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

- **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 or through VPN to virtually use their desktop.

    - Remote Desktop
    - Published Desktop
    - VPN

During a continuity event, IT can allow an employee to temporarily access Citrix/VPN 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 ODHS|OHA service desk should be utilized.

Appendix D: OIS Incident Response Quick Reference Guide

Human Resources

Employee Resources

People accomplish the mission of the ODHS 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.

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 ODHS 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 *(bereavement, personal business)*	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.

Transferrable Skills

In the event that program staffing declines to the point service delivery is affected, program managers will work with ODHS 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.

OHSE Transferrable Skills

	Receive/Screen calls	Assign Reports
Khamnohack, Kristen		
Sorenson, Jennifer	X	X
Crawford, Kirby	X	X
Walker, Sarah	X	X
Koll, Brandy		
Simmons, Carla		
Richard, Elizabeth		

Vital Records

ODHS Vital records refers to critical information systems technology, applications and electronic and hard copy documents. These vital records need to be protected and readily available at the onset of a continuity of operations event. Vital Records are identified into two categories:

- Emergency Operating Records which include the records and databases essential to achieving the mission essential functions.
- Rights and Interests Records which include legal and financial documents critical to ODHS activities.

ODHS Vital Records are maintained by the Program or Business Support Unit in which they reside. These records are maintained and carried by essential personnel both on and off duty. Vital Records should be updated quarterly.

Vital record examples refer to:
- Information systems technology
- Applications
- Infrastructure
- Electronic and hardcopy documents
- References
- Records needed to support the continued performance of essential functions during a continuity activation

Enterprise Vital Records are maintained on encrypted thumb drives that are updated regularly by OHSE. These thumb drives are updated and distributed quarterly to ODHS Executive Leadership.

OHSE Vital Records Catalog

	Receive/Screen calls	Assign Reports
Branch emergency contacts	X	x
local law enforcement	X	x
internal emergency contacts	X	x
notification/reporting contacts	X	x
screening rule	X	x
Communication plan for remote work	X	x

Situational Status Report (SitStat)

During a COOP event, the ODHS 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
- ODHS Local Contacts
- Program status reports
- Address of affected DHS facilities

Appendix E: SitStat Example

Appendix F: SitStat Template

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@dhsoha.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

ODHS|OHA Occupational Health, Safety & Emergency Services: provides information to ODHS | 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:

- o   safety.healthwellness@dhsoha.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 Oregon Department of Human Services Emergency Preparedness & Continuity of operations Manager or online at the Red Cross Website listed below.

- o   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.

- o   www.ready.gov

FEMA Continuity of Operations Planning (COOP)

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

ODHS/FEMA Independent Study Program (ISP): ODHS/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 ODHS/FEMAs Independent Study Program Website.

- o https://training.fema.gov/is/crslist.aspx

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

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

The Oregon Department of Human Services (ODHS) 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 Oregon 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. ODHS 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. ODHS Reconstitution planning and efforts specific to the event will be led by the ODHS Operations Unit, Chief Administrative Officer.

The ODHS 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.

ODHS Chief Administrations Officer
- o Don Erickson
    - o 503-884-4774 Work Cell
    - o donald.a.erickson@dhsoha.state.or.us

OHSE Emergency Services Coordinator
- o Michelle Patton
    - o 503-508-6669
    - o michelle.k.patton@dhsoha.state.or.us

Alternate: OHSE Program Manager
- o Ed Flick
    - o 503-307-6038- work cell
    - o 808-551-1501- personal cell
    - o edwin.flick@dhsoha.state.or.us

ORCAH Locally:

- o Brandy Koll
    - o 971-506-1862- personal cell
    - o 971-813-3047- work cell
    - o brandy.j.koll@dhsoha.state.or.us

Reconstitution Planning must include:

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

Appendix A: ORCAH Mission Essential Functions

Tier 1 Mission Essential Functions

MEF #1

Name of Mission Essential Function:	Receiving and Screening calls of abuse
Criticality:	■ Tier 1 ☐ Tier 2 ☐ Tier 3
Recovery Time:	Immediate
# of Personnel & Positions to Continue Minimal Operations:	**Screeners (by shift)** M-F (7am-4pm) = 2 screeners M-F (8am-5pm) = 8 screeners M-F (9am-6pm) = 4 screeners Sun-W (8am-7pm) = 2 screeners Sun-W (10am-9pm) = 2 screeners W-Sat (10am-9pm) = 2 screeners W-Sat (8am-7pm) = 2 screeners M,T,TH,F (10am-9pm) = 2 screeners M,T,TH,F (11am-10pm) = 2 screeners M-F (3pm-12am) = 2 screeners Sun-Th (11pm-8am) = 2 screeners Sat-W (12am-9am) = 2 screeners F-M (1pm-12am) = 2 screeners **Supervisors (by shift)** M-F (7am-4pm) = 1 supervisor M-F (8am-5pm) = 1 supervisor M-F (9am-6pm) = 1 supervisor Sun-W (8am-7pm) = 1 supervisor

	Sun-W (10am-9pm) = 1 supervisor
	W-Sat (10am-9pm) = 1 supervisor
	W-Sat (8am-7pm) = 1 supervisor
	M,T,TH,F (10am-9pm) = 1 supervisor
	M,T,TH,F (11am-10pm) = 1 supervisor
	M-F (3pm-12am) = 1 supervisor
	Sun-Th (11pm-8am) = 1 supervisor
	Sat-W (12am-9am) = 1 supervisor
	F-M (1pm-12am) = 1 supervisor
	Business Staff (by shift)
	Sun-Th (7am-4pm) = 1 OS2
	Sun-W (9am-8pm) = 1 OS2
	Sun-Th (3pm-12am) = 1 OS2
	Sun-Th (11pm-8am) = 1 OS2
	M-F (7am-4pm) = 1 OS2
	M-F (8am-5pm) = 2 OS2
	M-F (9am-6pm) = 1 OS2
	Tu-Th (1pm-10pm) = 1 OS2
	Tu-Sat (7am-4pm) = 1 OS2
	Tu-Sat (9am-6pm) = 1 OS2
	Tu-Sat (5pm-2am) = 1 OS2
	Wed- Sat (9am-8pm) = 1 OS2
	F-M (8pm-7am) = 1 OS2
	M,T,TH,F (8am-7pm) = 1 OS2
	M,T,TH,F (7pm-6am) = 1 OS2
	Tu- Sat (7pm-6am) = 1 OS2
	Office Managers
	M-F = 1 OM
Who's Responsible for Restoration/ Assessment of this MEF?	**Primary**: Jennifer Sorenson Jennifer.sorenson@dhsoha.state.or.us 541-729-4040- personal 971-719-0512- work cell **Secondary**: Kirby Crawford Kirby.l.crawford@dhsoha.state.or.us 360-903-5092- personal 503-754-2869- work cell **Tertiary**: Kristen Khamnohack Kristen.n.khamnohack@dhsoha.state.or.us 503-720-2294- personal 503-269-4961- work cell

Brief Description of MEF:	Continue to serve the Children & Families of Oregon by being able to receive and screen calls of Abuse & Neglect in a timely manner, which includes assessing call and assigning to the field.
Impacts If Not Conducted:	Disruption of operations; Life/safety issues for Oregon's Children

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		
Network/Software	Citrix/VPN	Access home system		
	Internet			
	ORKids			
	Outlook	Communication resource		
	BOLD	Contains ODHS|OHA COOP elements		
	Workday	To obtain employee information (wage, date of hire, etc.)		
Office Equipment	Jump drive	Contains programmatic vital records		
	Emergency "go kit"	Case with: • laptop (Citrix and Outlook capabilities) • wireless printer • back-up power source • charging cords • speaker • Misc. Office Supplies		

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)
Branch emergency contacts	
local law enforcement	
internal emergency contacts	
notification/reporting contacts	
screening rule	

Partners/Interdependencies:	Executive Leadership, District Management, Communications, First Responders, Facilities, OIS

MEF #2

Name of Mission Essential Function:	Assign Reports to the field & Cross Report
Criticality:	■Tier 1 ☐ Tier 2 ☐ Tier 3
Recovery Time:	Immediately
# of Personnel & Positions to Continue Minimal Operations:	**Screeners (by shift)** M-F (7am-4pm) = 2 screeners M-F (8am-5pm) = 8 screeners M-F (9am-6pm) = 4 screeners Sun-W (8am-7pm) = 2 screeners Sun-W (10am-9pm) = 2 screeners W-Sat (10am-9pm) = 2 screeners W-Sat (8am-7pm) = 2 screeners M,T,TH,F (10am-9pm) = 2 screeners M,T,TH,F (11am-10pm) = 2 screeners M-F (3pm-12am) = 2 screeners Sun-Th (11pm-8am) = 2 screeners Sat-W (12am-9am) = 2 screeners F-M (1pm-12am) = 2 screeners **Supervisors (by shift)** M-F (7am-4pm) = 1 supervisor M-F (8am-5pm) = 1 supervisor M-F (9am-6pm) = 1 supervisor Sun-W (8am-7pm) = 1 supervisor Sun-W (10am-9pm) = 1 supervisor W-Sat (10am-9pm) = 1 supervisor W-Sat (8am-7pm) = 1 supervisor M,T,TH,F (10am-9pm) = 1 supervisor M,T,TH,F (11am-10pm) = 1 supervisor M-F (3pm-12am) = 1 supervisor Sun-Th (11pm-8am) = 1 supervisor Sat-W (12am-9am) = 1 supervisor F-M (1pm-12am) = 1 supervisor **Business Staff (by shift)** Sun-Th (7am-4pm) = 1 OS2

	Sun-W (9am-8pm) = 1 OS2
	Sun-Th (3pm-12am) = 1 OS2
	Sun-Th (11pm-8am) = 1 OS2
	M-F (7am-4pm) = 1 OS2
	M-F (8am-5pm) = 2 OS2
	M-F (9am-6pm) = 1 OS2
	Tu-Th (1pm-10pm) = 1 OS2
	Tu-Sat (7am-4pm) = 1 OS2
	Tu-Sat (9am-6pm) = 1 OS2
	Tu-Sat (5pm-2am) = 1 OS2
	Wed- Sat (9am-8pm) = 1 OS2
	F-M (8pm-7am) = 1 OS2
	M,T,TH,F (8am-7pm) = 1 OS2
	M,T,TH,F (7pm-6am) = 1 OS2
	Tu- Sat (7pm-6am) = 1 OS2
	Office Managers
	M-F = 1 OM

Who's Responsible for Restoration/ Assessment of this MEF?	**Primary**: Jennifer Sorenson
	          Jennifer.sorenson@dhsoha.state.or.us
	     541-729-4040- personal 971-719-0512- work cell
	
	Secondary: Kirby Crawford
	          Kirby.l.crawford@dhsoha.state.or.us
	     360-903-5092- personal 503-754-2869- work cell

Brief Description of MEF:	Reports assigned for CPS assessment of allegations of Abuse & Ensuring Child Safety
Impacts If Not Conducted:	Disruption of operations; life safety issue for Oregon's children

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 internet & Outlook access		
Network/Software	Citrix/VPN	Access home system for vital records & workday		
	Internet	Access to Outlook		
	ORkids			
	Outlook	Communication resource & necessarily documents/emails in Achieve		
	Workday	To obtain employee information (wage, date of hire, etc.)		
Office Equipment	Jump Drive	Contains programmatic vital records		
	Emergency "go kit"	Case with: • laptop (Citrix/VPN and Outlook capabilities) • wireless printer • back-up power source • charging cords • speaker • Misc. Office Supplies		

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)
Branch emergency contacts	S:\Offices\Salem(500 Summer St)\ADA
local law enforcement	
internal emergency contacts	
notification/reporting contacts	
screening rule	

Branch emergency contacts	
Partners/Interdependencies:	District Management, Facilities, Human Resource Assistants, Union, OIS; Field Offices

Appendix B: Delegation of Authority

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.

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.

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."

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

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

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

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#

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

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

ZOOM

1. Host inform all participants of the ZOOM appointment meeting which would include a link to join or a conference number to call into
2. Host will start the meeting and accept people into the call/meeting.

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
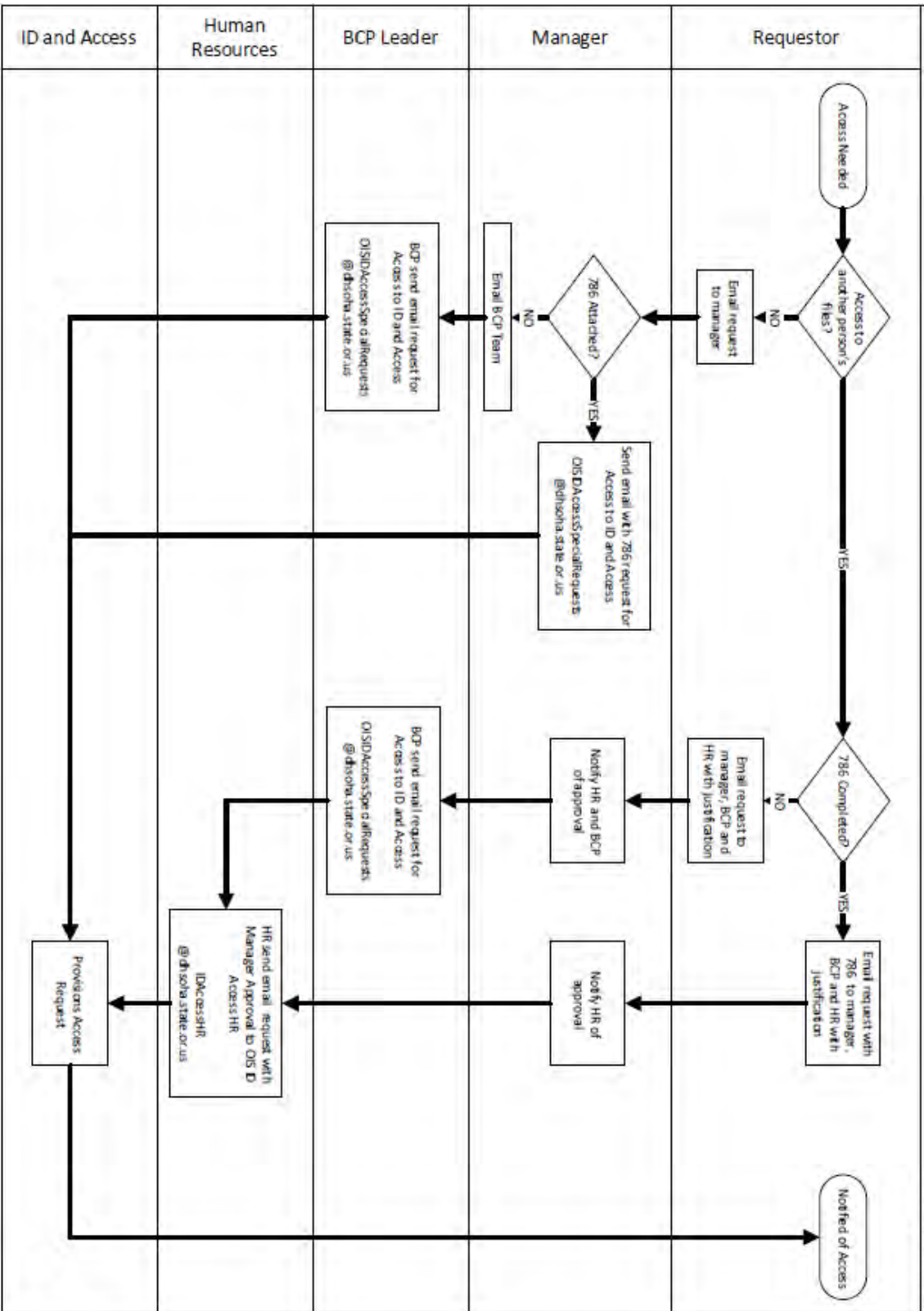3. Click Scheduling Assistant
   a. Click Add Rooms to add the SMART Room system to the meeting
   b. Click Add Attendees and invite participants
4. Click Send

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
   c. Press Start Meeting

MICROSOFT TEAMS

Scheduling a meeting:

1. Open your Microsoft Teams calendar and click New Meeting (top right)
2. In the appointment window enter subject, start and end times, and any other pertinent information
3. Click Save

Starting a meeting:

1. Open your Microsoft Teams calendar; on the appointment click the JOIN button
2. Choose your sound/video options

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

STEP 1: DETERMINE IF YOU HAVE AN INCIDENT

1. Is something that worked yesterday, not working today? If YES—this is an incident
   - 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.

2. Do I need something new like equipment, software or access? If YES—this is NOT an incident.

STEP 2: DETERMINE IF A MINOR OR MAJOR INCIDENT

There are two categories of incidents
   - Major Incidents
   - Minor Incident

Here is a simple chart to determine which type of incident you have.

Minor	Major
☐ Impacting only you ☐ Impacting < 20 people	☐ Impacting everyone in your work unit or location or more than 100 people
☐ The problem has a work around	☐ There is no way to work around the problem
☐ Some rework needed	☐ Will create a large volume of rework
☐ Does not impact disbursements to clients	☐ Will disburse incorrect amount of funds
☐ No immediate impact to Health or Safety	☐ Immediate threat to Health or Safety

STEP 3: REPORTING AN INCIDENT

If a Minor Incident
   - Notify the Service Desk
   - Call, email or self-service

If a Major Incident
   Use the information to Call Incident Management as per information below. Have information ready to assist.
   - What are your trying to do?
   - Where are you located?
   - Are you on your desktop, laptop, etc.?
   - Who else is effected?

CONTACTING INCIDENT MANAGEMENT

For Minor Incidents
   Monday—Friday   503-945-5623
   6 a.m.— 6 p.m.
      DHS.Servicedesk@dhsoha.state.or.us
      https://servicedesk.dhsoha.state.or.us

For Major Incidents

Normal Hours
   Monday—Friday
   6 a.m.—6 p.m.   CALL 503-345-5623
   OIS-CSSIncidents@dhsoha.state.or.us

After Hours
   Monday—Friday
   6 p.m. — Midnight
   Saturday & Sunday
   8 a.m. —Midnight   CALL 503-932-1751

Off-line Hours
   Midnight—Start the next day
   OIS-CSSIncidents@dhsoha.state.or.us
   No response until next day

Reporting an IT Incident Quick Reference Guide Page 1

Emergency ID and Access during Business Continuity Activities

January 10, 2018

| ID and Access | Human Resources | BCP Leader | Manager | Requestor |

Appendix E: SitStat Example

DHS Continuity Of Operations Activity

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/OHA Shared Services Emergency Preparedness Business Continuity Program Manager 503-990-0528 stanton.e.thomas@state.or.us

DHS 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@dhsoha.state.or.us Lisa Viles

DHS Continuity Of Operations Activity

		541-391-3337 (w) LISA.M.VILES@dhsoha.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@dhsoha.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@dhsoha.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.

DHS Continuity Of Operations Activity

Appendix F: SitStat Template

DATE

Event: EVENT NAME

Description: LOCATION.

- Enter critical information of situation

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)