

CONTINUITY PLAN SUMMARY

DCHS - AGING, DISABILITY AND VETERANS SERVICES DIVISION (ADVSD)



DRAFT

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OVERVIEW

The purpose of this document is to provide a quick guide to implementing the Continuity Plan for the DCHS - Aging, Disability and Veterans Services Division (ADVSD). The Continuity Plan establishes policy and guidance to ensure the execution of essential functions in the event that an emergency threatens or incapacitates operations, and the relocation of selected personnel and functions of any essential facilities as required.

This Flash Report is composed of the following sections:

1. **Orders of Succession:** Lists alternates to assume key roles within the organization in case the contact with primary responsibility over that role is unavailable to perform its associated duties.
2. **Contacts:** Roster of Key Staff, Staff, Vendors, and other positions with roles in the organization related to continuity activities (Teams, Orders of Succession, etc.) showing contact details, team membership, and comments.
3. **Primary Facilities / Alternate Facilities:** "Primary Facilities" details all buildings used in normal operations, including street address, staff capacity, Facility Manager, resources housed there, and comments. "Alternate Facilities" lists similar details about substitute buildings used during a continuity event, along with resources detail (pre-positioned vs. transported items).
4. **Essential Functions:** Operational tasks which must be performed by the organization, regardless of disruptive circumstances, in order to fulfill its purpose. This list is sorted by "Tier," which is typically the length of a disruption (one day, one week, etc.) and then by the priority of the function relative to other functions within the same Tier.
5. **Vital Records / Resources:** Lists all critical resources required in order to carry out essential functions within the organization. This includes various forms of information technology, equipment, infrastructure, etc. and details their locations (including backups).
6. **Alert Notification Procedures:** This section lists the methods and processes for notifying operational staff of a continuity event and issuing instructions in response to such an event.

MISSION STATEMENT

The mission of Multnomah County's Department of Human Services is:

Work together with our community to provide people with resources that make a difference, increase health and safety, and promote dignity and respect.

Vision: Everyone lives in safe, healthy, caring and diverse communities where hope, independence, learning, and opportunity prevail for all.

Values:

Put People First

We show care and respect for others, always. We champion the voice and choice of our community. We express genuine appreciation and acknowledgement of our fellow employees.

Act With Integrity

We cultivate trust and build strong relationships through our commitment to ethical action, compassion, and transparency. We assume good intent, practice active listening, and use our words responsibly.

Promote Equity, Empowerment and Inclusion

We create an inclusive workforce through openness, collaborative learning, and intentionality. We are committed to identifying and eliminating ways our policies, programs and practices are structural barriers to achieving equity and racial justice. We value the strengths, perspectives and contributions of a diverse workforce and community.

Collaborate

We nurture our partnerships and encourage cooperation at every level, across boundaries. We create a mutually supportive environment, remove obstacles to success, and enable people to get involved in making decisions about their work.

Pursue Excellence

We demonstrate competence and hold high standards for our work, ensuring superior service to our community. We create a workplace where team members can flourish and achieve their greatest potential as service professionals.

Accept Personal Responsibility

We are accountable to each other and our community. We are approachable and receptive to constructive feedback or suggestions from all sources. We are stewards of public funds, and we take that responsibility very seriously.

Foster Creativity and Innovation

We encourage fresh ideas, unique experiences, and new perspectives. We support an environment of problem-solving and learning from mistakes.

Act as Change Agents

We are courageous in our conversations as we approach change and strive for continuous improvement.

We Bring Our Best Selves to Work

We maintain our emotional and physical health as individuals and as an organization, so that we can best care for others.

ORDERS OF SUCCESSION

The DCHS - Aging, Disability and Veterans Services Division (ADVSD) has developed an Orders of Succession for all key positions. Provided below is the title and name of each primary person currently holding each key position, followed by a list of designated successors. The successors are listed by title in order of precedence.

Division Director (Peggy Brey) - Order of Succession

Primary: Division Director - Peggy Brey - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD ADMINISTRATION

1. Manager Sr - Joseph (Joe) Easton - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD LTC Administration
2. Manager Sr - Lee Girard - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD COMMUNITY ACCESS
3. Program Manager 1 - Dana Lloyd - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD ADMINISTRATION

Relocation Team Chief - Order of Succession:

Primary: Division Director - Peggy Brey - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD ADMINISTRATION

1. Program Manager 1 - Dana Lloyd - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD ADMINISTRATION
2. Program Manager 1 - Paul Iarrobino - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD COMMUNITY ACCESS

Support Team Chief - Order of Succession:

Primary: Manager Sr - Lee Girard - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD COMMUNITY ACCESS

1. Program Manager 1 - Russell (RJ) Lawrence - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD LTC MID COUNTY
2. Manager Sr - Joseph (Joe) Easton - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD LTC Administration
3. Manager Sr - Wendy Hillman - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD ADULT PROTECTIVE SERVICES
4. Program Manager 1 - Tawnya Baer - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD LTC EAST DISTRICT
5. Manager 2 - Mark Sanford - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD PUBLIC GUARDIAN/CONSERVATOR
6. Program Manager 1 - Erin Grahek - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD LTC NORTH/NORTHEAST DISTRICT
7. Program Manager 1 - Irma Jimenez - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD LTC SOUTHEAST DISTRICT
8. Program Manager 1 - Martha Murray - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD LTC WEST DISTRICT
9. Program Manager 1 - Felicia Nelson - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD ADULT CARE HOME PROGRAM

Primary Continuity Planner - Order of Succession:

Primary: Division Director - Peggy Brey - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD ADMINISTRATION

1. Administrative Analyst - Lars Fujisato - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD ADMINISTRATION
 2. Manager Sr - Lee Girard - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD COMMUNITY ACCESS
 3. Program Manager 1 - Dana Lloyd - DCHS - Aging, Disability & Veterans Services - DCHS-ADVSD ADMINISTRATION
 4. Program Specialist/Sr - Jennifer Masotja - Emergency Management
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CONTACTS

The DCHS - Aging, Disability and Veterans Services Division (ADVSD) has identified Contacts that are critical to the continuity plan. Provided below is a list of Contacts and their contact information.

DCHS - Aging, Disability and Veterans Services Division (ADVSD) Contacts

STAFF	ADDRESS	TEAM ROLES / COMMENTS
Carl Adams Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC MID COUNTY	10615 SE Cherry Blossom Drive Portland, OR 97216	
Debra Ayo Finance Manager DCHS - Business Services DCHS-Finance & Operations	421 SW Oak Street Portland, OR 97204-0000	
Tawnya Baer Program Manager 1 DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC EAST DISTRICT	600 NE 8th St Gresham, OR 97030	Long Term Care Functional Team Support Team
Peggy Brey Division Director DCHS - Aging, Disability & Veterans Services DCHS-ADVSD ADMINISTRATION	421 SW Oak Street Portland, OR 97204-0000	Planning Team Relocation Team
Michelle Clifton Office Assistant Sr DCHS - Aging, Disability & Veterans Services DCHS-ADVSD ADULT PROTECTIVE SERVICES	4610 SE Belmont St Portland, OR 97215-1752	
Jowell Conway Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC MID COUNTY	10615 SE Cherry Blossom Drive Portland, OR 97216	
Rebecca (Beckie) Cornett Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC Transition & Diversion	10615 SE Cherry Blossom Drive Portland, OR 97216	
Karen Curry Case Manager 2 DCHS - Aging, Disability & Veterans Services DCHS-ADVSD COMMUNITY ACCESS	421 SW Oak Street Portland, OR 97204-0000	MPI
Joseph (Joe) Easton Manager Sr DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC Administration	421 SW Oak Street Portland, OR 97204-0000	Long Term Care Functional Team Relocation Team
Eric Ensley Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD COMMUNITY ACCESS	421 SW Oak Street Portland, OR 97204-0000	Community Services Functional Team

STAFF	ADDRESS	TEAM ROLES / COMMENTS
Solo Fatu Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC WEST DISTRICT	421 SW Oak Street Portland, OR 97204-0000	
Terry Ford Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC NORTH/NORTHEAST DISTRICT	5329 NE MLK Jr Blvd Portland, OR 97211-3237	
Lars Fujisato Administrative Analyst DCHS - Aging, Disability & Veterans Services DCHS-ADVSD ADMINISTRATION	421 SW Oak Street Portland, OR 97204-0000	Planning Team Division BOLD/COOP Maintainer
Tatyana Gannotskiy Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC SOUTHEAST DISTRICT	4610 SE Belmont St Portland, OR 97215-1752	
Lee Girard Manager Sr DCHS - Aging, Disability & Veterans Services DCHS-ADVSD COMMUNITY ACCESS	421 SW Oak Street Portland, OR 97204-0000	Community Services Functional Team Planning Team Support Team
Erin Grahek Program Manager 1 DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC NORTH/NORTHEAST DISTRICT	5329 NE MLK Jr Blvd Portland, OR 97211-3237	Long Term Care Functional Team Support Team
Melissa Greeney Case Manager Sr DCHS - Aging, Disability & Veterans Services DCHS-ADVSD COMMUNITY ACCESS	421 SW Oak Street Portland, OR 97204-0000	Safety Net Program
Scott Haas Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC MID COUNTY	10615 SE Cherry Blossom Drive Portland, OR 97216	
Allen Harris Program Specialist DCHS - Aging, Disability & Veterans Services DCHS-ADVSD ADULT CARE HOME PROGRAM	421 SW Oak Street Portland, OR 97204-0000	Adult Care Home Functional Team
Wendy Hillman Manager Sr DCHS - Aging, Disability & Veterans Services DCHS-ADVSD ADULT PROTECTIVE SERVICES	4610 SE Belmont St Portland, OR 97215-1752	Adult Protective Services Functional Team Support Team

STAFF	ADDRESS	TEAM ROLES / COMMENTS
Paul Iarrobino Program Manager 1 DCHS - Aging, Disability & Veterans Services DCHS-ADVSD COMMUNITY ACCESS	421 SW Oak Street Portland, OR 97204-0000	Community Services Functional Team Relocation Team
Irma Jimenez Program Manager 1 DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC SOUTHEAST DISTRICT	4610 SE Belmont St Portland, OR 97215-1752	Long Term Care Functional Team Support Team
Vinette Kennedy-Scott Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC NORTH/NORTHEAST DISTRICT	5329 NE MLK Jr Blvd Portland, OR 97211-3237	
Phoebe Klaer Administrative Analyst Sr DCHS - Aging, Disability & Veterans Services DCHS-ADVSD ADULT PROTECTIVE SERVICES	4610 SE Belmont St Portland, OR 97215-1752	
Russell (RJ) Lawrence Program Manager 1 DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC MID COUNTY	10615 SE Cherry Blossom Drive Portland, OR 97216	Long Term Care Functional Team Support Team
Christina (Tina) Lewis Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD ADULT PROTECTIVE SERVICES	4610 SE Belmont St Portland, OR 97215-1752	Adult Protective Services Functional Team
Dana Lloyd Program Manager 1 DCHS - Aging, Disability & Veterans Services DCHS-ADVSD ADMINISTRATION	421 SW Oak Street Portland, OR 97204-0000	Planning Team Relocation Team
Jennifer Masotja Program Specialist/Sr Emergency Management	421 SW Oak Street Ste: 240 Portland, OR 97204-0000	
Carolyn McGrath Program Specialist DCHS - Aging, Disability & Veterans Services DCHS-ADVSD ADULT CARE HOME PROGRAM	421 SW Oak Street Portland, OR 97204-0000	Placement Specialist
Jody Michaelson Program Manager 1 DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC Transition & Diversion	10615 SE Cherry Blossom Drive Portland, OR 97216	Long Term Care Functional Team Support Team
Amy Miller Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC Administration	421 SW Oak Street Portland, OR 97204-0000	Long Term Care Functional Team

STAFF	ADDRESS	TEAM ROLES / COMMENTS
Martha Murray Program Manager 1 DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC WEST DISTRICT	421 SW Oak Street Portland, OR 97204-0000	Long Term Care Functional Team Support Team
Felicia Nelson Program Manager 1 DCHS - Aging, Disability & Veterans Services DCHS-ADVSD ADULT CARE HOME PROGRAM	421 SW Oak Street Portland, OR 97204-0000	Adult Care Home Functional Team Support Team
Jennifer Nettles Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC EAST DISTRICT	600 NE 8th St Gresham, OR 97030	
Mark Nishi-Strattner Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD PUBLIC GUARDIAN/CONSERVATOR	421 SW Oak Street Portland, OR 97204-0000	Public Guardian Functional Team Available for client decision-making, intake decisions, information and consultation, coordinating staff
Kate Reinhart Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC EAST DISTRICT	600 NE 8th St Gresham, OR 97030	
Karen Rigmaiden-Ottem Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD ADULT PROTECTIVE SERVICES	4610 SE Belmont St Portland, OR 97215-1752	Adult Protective Services Functional Team
Jesse Rios Finance Specialist 2 DCHS - Business Services DCHS-Accounting	421 SW Oak Street Portland, OR 97204-0000	Receive and deposit income, process payments, provide client spending money, research financial information
Monica Ross Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC SOUTHEAST DISTRICT	4610 SE Belmont St Portland, OR 97215-1752	
Dorothy Sampson Office Assistant Sr DCHS - Aging, Disability & Veterans Services DCHS-ADVSD COMMUNITY ACCESS	421 SW Oak Street Portland, OR 97204-0000	
Mark Sanford Manager 2 DCHS - Aging, Disability & Veterans Services DCHS-ADVSD PUBLIC GUARDIAN/CONSERVATOR	421 SW Oak Street Portland, OR 97204-0000	Public Guardian Functional Team Support Team Available for client decision-making, program decisions, intake/information/consultation, coordination of staff

STAFF	ADDRESS	TEAM ROLES / COMMENTS
Lynn Schemmer-Valleau Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD COMMUNITY ACCESS	421 SW Oak Street Portland, OR 97204-0000	Community Services Functional Team
Kenneth Schultz Clerical Unit Coordinator DCHS - Aging, Disability & Veterans Services DCHS-ADVSD PUBLIC GUARDIAN/CONSERVATOR	421 SW Oak Street Portland, OR 97204-0000	Public Guardian Functional Team Available for clerical coordination/activities, drafting legal documents, computer/technical assistance, delegating to clerical support staff
Aaron Skelton Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD LTC EAST DISTRICT	600 NE 8th St Gresham, OR 97030	
Indirani Thirunamam Finance Specialist Sr DCHS - Business Services DCHS-Accounting	421 SW Oak Street Portland, OR 97204-0000	
Kimberly Welsh Program Supervisor DCHS - Aging, Disability & Veterans Services DCHS-ADVSD ADULT CARE HOME PROGRAM	421 SW Oak Street Portland, OR 97204-0000	Adult Care Home Functional Team
Christine Wilson Program Specialist DCHS - Aging, Disability & Veterans Services DCHS-ADVSD COMMUNITY ACCESS	421 SW Oak Street Portland, OR 97204-0000	

NON-STAFF	ADDRESS	PHONE NUMBERS / EMAIL	TEAM ROLES / COMMENTS
Dispatch Center Facilities	OR	Work: 503-988-3779	Relocation Team
IT Help Desk Information Technology		Work: 503-988-4357	Relocation Team
Duty Officer Emergency Management		Work: 503-988-6700 x 1	Relocation Team

PRIMARY FACILITIES

Name / Location (Physical Address)	Resources Located at Primary Facility
<p>Cherry Blossom Plaza 10615 SE Cherry Blossom Drive Portland, OR 97216 Number of Staff: 60 Consists of Long Term Care staff and 2-5 Adult Protective Services Staff.</p>	
<p>Lincoln Bldg 421 SW Oak Street Portland, OR 97204-0000 Number of Staff: 115 ADVSD - 55 staff on fifth floor and 25 staff on sixth floor. West Branch ADVS consists of Long Term Care staff and 2-5 Adult Protective Services Staff.</p>	
<p>Tabor Square Office Building 4610 SE Belmont St Portland, OR 97215-1752 Number of Staff: 65 Consists of Long Term Care staff and 2-5 Adult Protective Services Staff.</p>	
<p>Walnut Park Complex 5329 NE MLK Jr Blvd Portland, OR 97211-3237 Number of Staff: 46 Consists of Long Term Care staff and 2-5 Adult Protective Services Staff.</p>	
<p>Multnomah County East 600 NE 8th St Gresham, OR 97030 Number of Staff: 60 Consists of Long Term Care staff and 2-5 Adult Protective Services Staff. Periodic Veteran Services Support 1-2 weekly.</p>	

ALTERNATE FACILITIES

The DCHS - Aging, Disability and Veterans Services Division (ADVSD) has documented the Primary Facilities within their continuity plan, and identified Alternate Facility options and required resources to perform essential functions.

Name / Location (Physical Address)	Resources Required at Alternate Facility
<p>Alternate Facility (1st Choice) All ADVSD Primary Facilities at capacity (5/14/15) Alternate facilities are interchangeable Alternate selection based on MEF Priorities <u>Facility Manager:</u> Debra Ayo w: 503-988-7532 x 87532 In event of facility needs. Please consult with Division & Department Support Teams to coordinate with County Facilities for alternate locations.</p>	
<p>Alternate Facility (1st Choice) Cherry Blossom Plaza 10615 SE Cherry Blossom Drive Portland, OR 97216 Consists of Long Term Care staff and 2-5 Adult Protective Services Staff.</p>	
<p>Alternate Facility (1st Choice) Lincoln Bldg 421 SW Oak Street Portland, OR 97204-0000 <u>Facility Manager:</u> Debra Ayo w: 503-988-7532 x 87532 West Branch ADVS consists of Long Term Care staff and 2-5 Adult Protective Services Staff.</p>	
<p>Alternate Facility (1st Choice) Tabor Square Office Building 4610 SE Belmont St Portland, OR 97215-1752 Consists of Long Term Care staff and 2-5 Adult Protective Services Staff.</p>	
<p>Alternate Facility (1st Choice) Walnut Park Complex 5329 NE MLK Jr Blvd Portland, OR 97211-3237 Consists of Long Term Care staff and 2-5 Adult Protective Services Staff.</p>	
<p>Alternate Facility (1st Choice) Multnomah County East 600 NE 8th St Gresham, OR 97030 Consists of Long Term Care staff and 2-5 Adult Protective Services Staff. Periodic Veteran Services Support 1-2 weekly.</p>	

ESSENTIAL FUNCTIONS

The DCHS - Aging, Disability and Veterans Services Division (ADVSD) has identified the essential functions it must perform during continuity events and disruptions. Provided below is a list of essential functions in order by priority and the required personnel and resources to perform each function.

TIER: 1: Functions to be performed, given a 0 to 4 hour disruption. (Highest priority to lowest)

FUNCTION: PG & APS: Ensure 24-hour access for client-related calls (Direct and contracted service) - ensure 24-hour access for client related-calls

PRIORITY: # 1

PMEF: Yes

TIER: Functions to be performed, given a 0 to 4 hour disruption. (Highest priority to lowest)

DEPARTMENT: DCHS - Aging, Disability and Veterans Services Division (ADVSD)

PERSONNEL: Nishi-Strattner, Mark - Program Supervisor; Sanford, Mark - Manager 2; Schultz, Kenneth - Clerical Unit Coordinator; Hillman, Wendy - Manager Sr; Lewis, Christina (Tina) - Program Supervisor; Rigmaiden-Ottem, Karen - Program Supervisor; Clifton, Michelle - Office Assistant Sr; 2 Human Service Investigators

*need actual number/type of personnel

2 certified fiduciaries with decision-making authority

*confirm actual number of personnel needed

VITAL RECORDS: PGClientDB; PGFinance; PGReferral; PGTrack; Google Apps; Google SSO; Oregon Access; Oregon Access Archive; *add forms, records, equipment

FUNCTION: Serve as Public Guardian (Direct service) - triage response, determine care/safety plans, coordinate care, monitoring and court compliance

PRIORITY: # 2

PMEF: Yes

TIER: Functions to be performed, given a 0 to 4 hour disruption. (Highest priority to lowest)

DEPARTMENT: DCHS - Aging, Disability and Veterans Services Division (ADVSD)

PERSONNEL: Nishi-Strattner, Mark - Program Supervisor; Sanford, Mark - Manager 2; Schultz, Kenneth - Clerical Unit Coordinator; First 24-hour period: 2 certified fiduciaries with decision-making authority, 1 clerical unit coordinator.

On-going operations: Entire PGC staff consisting of: 1 Manager 2, 1 Program Supervisor, 1 Clerical Unit Coordinator, 1 OA Sr, 1 OA 2, 1 CM 1, 4 Deputy Public Guardian, 1 Finance Specialist 2

7 of these (11-12) staff can work remote and have VPN

5 of these (11-12) staff are in the field 50% of the time

*confirm actual number of staff needed

VITAL RECORDS: PGClientDB; PGFinance; PGReferral; PGTrack; Google SSO; *add forms, records, equipment, SAP Finance, VPN access

FUNCTION: Provide Protective Services to Aging and People with Disabilities (Direct service) - triage new referrals, provide individual case/client protective services, investigate suspected abuse and document, refer to Law Enforcement as appropriate

PRIORITY: # 3

PMEF: Yes

TIER: Functions to be performed, given a 0 to 4 hour disruption. (Highest priority to lowest)

DEPARTMENT: DCHS - Aging, Disability and Veterans Services Division (ADVSD)

PERSONNEL: Hillman, Wendy - Manager Sr; Lewis, Christina (Tina) - Program Supervisor; Rigmaiden-Ottem, Karen - Program Supervisor; 2 Human Service Investigators

27 staff members from **SE Branch** would have to work from alternate locations - 10 may be able to telecommute but only 35-40% of the time (they require a county work space for the remainder to meet duty responsibilities)

4 in **West Branch** (Lincoln Bldg) see above

6 in **NE Branch** (Walnut Park)

6 in **Mid County Branch**

4 in **East County** co-located with Portland Police Family Services Unit 1

VITAL RECORDS: Oregon Access; Oregon Access Archive; Google SSO; *add forms, records, equipment

TIER: 3: Functions to be performed, given a 25 to 72 hour disruption - 2-3 Days. (Highest priority to lowest)

FUNCTION: Operate Helpline/ADRC (Direct and Contracted Service)

- Triage incoming calls
- Provide direct assistance when appropriate
- Provide referrals
- Log I&A calls into call module
- Triage reports provided by after-hours contractor

PRIORITY: # 1

PMEF: Yes

TIER: Functions to be performed, given a 25 to 72 hour disruption - 2-3 Days. (Highest priority to lowest)

DEPARTMENT: DCHS - Aging, Disability and Veterans Services Division (ADVSD)

PERSONNEL: Girard, Lee - Manager Sr; Iarrobino, Paul - Program Manager 1; 2 - Community Information Specialists
1 - Program Specialist/Case Manager
1 - Program Supervisor
Contracted Vendor - Protocall to support Helpline after hours

VITAL RECORDS: Oregon Access; Oregon Access Archive; UCR; Google Apps; Google SSO; IRIS, ADRC Database
Contracted Vendor - Christine Newton (Protocall)
ADVSD After Hours Consultants - Laura Heller and Ann McMichael

FUNCTION: Act as Conservator (Direct Service)

- Receive income and issue necessary payments.
- Evaluate financial needs.
- Service and benefits coordination; including court compliance.

PRIORITY: # 2

PMEF: Yes

TIER: Functions to be performed, given a 25 to 72 hour disruption - 2-3 Days. (Highest priority to lowest)

DEPARTMENT: DCHS - Aging, Disability and Veterans Services Division (ADVSD)

PERSONNEL: Nishi-Strattner, Mark - Program Supervisor; Sanford, Mark - Manager 2; Schultz, Kenneth - Clerical Unit Coordinator; First 24-hrs: 1 Manager, 2 Deputy Public Guardian
Ongoing operations: Entire PGC staff consisting of: 1 Manager, 1 Program Supervisor, 1 Clerical Unit Coordinator, 1 OA Sr, 1 OA 2, 4 Deputy Public Guardian, 1 Finance Specialist 2
First 24-hour period: 2 certified fiduciaries with decision-making authority, 1 clerical unit coordinator. On-going operations: Entire PGC staff consisting of: 1 Manager 2, 1 Program Supervisor, 1 Clerical Unit Coordinator, 1 OA Sr, 1 OA 2, 1 CM 1, 4 Deputy Public Guardian, 1 Finance Specialist 2
7 of these (11-12) staff can work remote and have VPN
5 of these (11-12) staff are in the field 50% of the time

VITAL RECORDS: PGClientDB; PGFinance; PGReferral; PGTrack; Google Apps; Google SSO; SAP Finance, VPN access

FUNCTION: Community Services: Coordinate Services Mandated by "Older American's Act" (Direct & Contracted Services)

- Coordinate transportation for non-Medicaid clients receiving life-sustaining treatment
- Verify service capability
- Deliver meals to seniors & adults with disabilities

PRIORITY: # 1

PMEF: Yes

TIER: Functions to be performed, given a 4 to 7 day disruption. (Highest priority to lowest)

DEPARTMENT: DCHS - Aging, Disability and Veterans Services Division (ADVSD)

PERSONNEL: Girard, Lee - Manager Sr; Iarrobino, Paul - Program Manager 1; Schemmer-Valleau, Lynn - Program Supervisor; Protocol Clinicians

Meals on Wheels Drivers

Transportation Providers

ADVSD relies heavily on contracted partners for these services including but not limited to the Meals on Wheel People, Ride Connection and various community transportation.

VITAL RECORDS:

FUNCTION: LTC: Administer SNAP Program (Direct Service)

- Screen for eligibility
- Application process
- Issue benefits - EBT Cards
- Monitor SNAP recipient status
- Renewal

PRIORITY: # 2

PMEF: Yes

TIER: Functions to be performed, given a 4 to 7 day disruption. (Highest priority to lowest)

DEPARTMENT: DCHS - Aging, Disability and Veterans Services Division (ADVSD)

PERSONNEL: Murray, Martha - Program Manager 1; Baer, Tawnya - Program Manager 1; Jimenez, Irma - Program Manager 1; Lawrence, Russell (RJ) - Program Manager 1; Grahek, Erin - Program Manager 1; Kennedy-Scott, Vinette - Program Supervisor; Easton, Joseph (Joe) - Manager Sr; 5 business services staff (1 per branch office)

VITAL RECORDS: Oregon Access; Records needed for essential functions; State Mainframe (GCICS); EBT Cards; EBT logbook; EBT PIN machine with telephone line

FUNCTION: ACHP: Ensure resident safety through criminal background checks (Direct Service)

- Conduct background checks for new caregivers and other essential roles in Adult Care Homes.
- Confirm background checks for Adult Care Home operators, managers, caregivers, and other adults associated with licensed homes.

PRIORITY: # 3

PMEF: Yes

TIER: Functions to be performed, given a 4 to 7 day disruption. (Highest priority to lowest)

DEPARTMENT: DCHS - Aging, Disability and Veterans Services Division (ADVSD)

PERSONNEL: Nelson, Felicia - Program Manager 1; Harris, Allen - Program Specialist; McGrath, Carolyn - Program

Specialist; 2 - ACHP Licensors
2 - ACHP Monitors
1 - Manager (these staff members would require an alternate work location if their primary -Lincoln Bldg- is unavailable)
12 of 15 Staff members would be able to perform the majority of their work from home with access to a laptop, cell phone, printer/scanner, paper shredder, internet and VPN - as of June 2014, 7 of these staff members will be able to access needed databases without VPN
8 of 12 staff can work primarily in the field with laptop/telecom/internet connection - the remaining 4 would require county office space

VITAL RECORDS: ACHP Payment Tracking; Oregon Access; Records needed for essential functions; ACHP Paradox database; ACHP Payment Tracking; Oregon, CRIMs, LEDs (Internet) , Records needed for essential functions

FUNCTION: ACHP: Ensure Adult Care Homes are monitored and licensed (Direct Service)

- Perform inspections
- Accomplish license renewal applications
- Provide compliance training as needed
- Corrective actions

PRIORITY: # 4

PMEF: Yes

TIER: Functions to be performed, given a 4 to 7 day disruption. (Highest priority to lowest)

DEPARTMENT: DCHS - Aging, Disability and Veterans Services Division (ADVSD)

PERSONNEL: Nelson, Felicia - Program Manager 1; Harris, Allen - Program Specialist; McGrath, Carolyn - Program Specialist; 2 - ACHP Licensors
2 - ACHP Monitors
1 - Manager ACHP Paradox database; ACHP Payment Tracking; Oregon, CRIMs, LEDs (Internet) , Records needed for essential functions
2 - ACHP Licensors
2 - ACHP Monitors
1 - Manager (these staff members would require an alternate work location if their primary -Lincoln Bldg- is unavailable)
12 of 15 Staff members would be able to perform the majority of their work from home with access to a laptop, cell phone, printer/scanner, paper shredder, internet and VPN - as of June 2014, 7 of these staff members will be able to access needed databases without VPN
8 of 12 staff can work primarily in the field with laptop/telecom/internet connection - the remaining 4 would require county office space

VITAL RECORDS: ACHP Paradox database; ACHP Payment Tracking; Oregon, CRIMs, LEDs (Internet) , Records needed for essential functions

TIER: 5: Functions to be performed, given an 8 to 30 day disruption. (Highest priority to lowest)

FUNCTION: Community Services: Administer ADVSD Safety Net and MPI programs to "at risk" clients (Direct Service)

- Contract oversight
- Eligibility screening
- Prescription assistance
- Emergency housing assistance
- Medical special needs
- Transportation and meal delivery for MPI clients

PRIORITY: # 1

PMEF: Yes

TIER: Functions to be performed, given an 8 to 30 day disruption. (Highest priority to lowest)

DEPARTMENT: DCHS - Aging, Disability and Veterans Services Division (ADVSD)

PERSONNEL: Curry, Karen - Case Manager 2; Girard, Lee - Manager Sr; Greeney, Melissa - Case Manager Sr; Schemmer-Valleau, Lynn - Program Supervisor; Wilson, Christine - Program Specialist; ??? No record

VITAL RECORDS: ??? No record

FUNCTION: LTC: Administer medical programs -- QMB, OSIP-M, OHP, PMDDT, CAWEM (Direct Service)

- Screen for eligibility
- Application
- Issue benefits
- MMA problem solving
- Monitor/review for continuation (annually)

PRIORITY: # 2

PMEF: Yes

TIER: Functions to be performed, given an 8 to 30 day disruption. (Highest priority to lowest)

DEPARTMENT: DCHS - Aging, Disability and Veterans Services Division (ADVSD)

PERSONNEL: Murray, Martha - Program Manager 1; Baer, Tawnya - Program Manager 1; Lawrence, Russell (RJ) - Program Manager 1; Grahek, Erin - Program Manager 1; Easton, Joseph (Joe) - Manager Sr; Miller, Amy - Program Supervisor; Jimenez, Irma - Program Manager 1; 3 - MMA Specialists
10 - Eligibility CMs (2 per branch)
10 - Service Intake CMs (2 per branch)
5 - OA 2 (1 per branch)
2 - Supervisors

VITAL RECORDS: Oregon Access; Records needed for essential functions; Google Apps; Google SSO; State Mainframe

FUNCTION: LTC: Care services for elderly and/or disabled clients (Direct Service)

- Screen for eligibility
- Application
- CA/PS Assessment
- Care plan/assign provider
- Case management

PRIORITY: # 3

PMEF: Yes

TIER: Functions to be performed, given an 8 to 30 day disruption. (Highest priority to lowest)

DEPARTMENT: DCHS - Aging, Disability and Veterans Services Division (ADVSD)

PERSONNEL: Murray, Martha - Program Manager 1; Baer, Tawnya - Program Manager 1; Lawrence, Russell (RJ) - Program Manager 1; Grahek, Erin - Program Manager 1; Easton, Joseph (Joe) - Manager Sr; Jimenez, Irma - Program Manager 1; Michaelson, Jody - Program Manager 1; ??? Please ID

VITAL RECORDS: ??? Please ID

VITAL RECORDS / RESOURCES

The following table identifies Vital Records required by DCHS - ADVSD to complete mission-essential functions:

Vital Record: ACHP Payment Tracking

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: ACHP Web Application

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: Licensed Homes

Description:

We need to identify in this plan how to access the most up to date list of licensed homes

Plans for Protection, Duplication, and Movement of Records:

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Accuracy and Currency of Records

Vital Record: Oregon Access

Type: Enterprise System / Database

Description:

State database used to track and manage clients.

Plans for Protection, Duplication, and Movement of Records:

This is managed by the State and we have access rights.

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: Oregon Access (data pull v2008)

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: Oregon Access Archive

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: PGClientDB

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: PGFinance

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: PGReferral

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: PGTrack

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: UCR

Type: Enterprise System / Database

Description:

UCR is used to identify clients and tracks expenses for Older American's Act clients. Currently, it is in an old platform and is being updated to a web-based platform by County IT.

Plans for Protection, Duplication, and Movement of Records:

Margretta Hansen is key contact.

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: Records needed for essential functions

Type: Enterprise System / Database

Description:

This is the initial COOP plan - looking for subject matter expert for Adult Protective Services to identify vital records needed to perform essential functions

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: Google Apps

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: Google SSO

Location and Accessibility of Vital Records:

Primary Location: Other - Specify Location in Comments

Backup Location: Other - Specify Location in Comments

Remote Accessible: No

Vital Record: Find A Home

Type: Web Based

Description:

This will be changing soon - Carolyn McGrath is contact person in ACHP

Location and Accessibility of Vital Records:

Primary Location: To Be Provided

Format: Electronic - Other

Backup Location: Other - Specify Location in Comments

Remote Accessible: Yes

ALERT NOTIFICATION PROCEDURES

Alert Notification Procedures ensure the timely notification and warning of actual or potential threats or emergencies affecting the DCHS - Aging, Disability and Veterans Services Division (ADVSD). The following Alert Notification Procedures have been developed:

DCHS leadership and the DCHS Emergency Preparedness Coordinator will provide notification of a COOP event using the DCHS Alert Notification Procedure from Annex A of the DCHS Emergency Operations Plan (EOP). A copy of the Alert Notification Procedure is also viewable in the archive file by clicking the "File Archive" button here in BOLD.

Upon notification to activate the COOP Plan, the CRT Team Chief will perform the following duties:

1. Contact the key staff members identified within this annex, informing them of the current situation and that the COOP Plan is being activated.
 2. Notify the Facility Manager of the appropriate alternate facility regarding the activation of the COOP Plan.
 3. As needed, notify the local and/or state Emergency Operations Center that an emergency activation or anticipated activation of the COOP Plan is expected or in progress.
 4. Notify the appropriate Emergency Support Function Emergency Coordinating Officer that an emergency relocation of the primary facility is anticipated or is in progress.
 5. Report the progress of the notification process to the Department Head.
- [Coordinate with Alice/April on what we want this to be]
-

Once the COOP is activated, the key staff members will contact their staffs (CRT and non-CRT members) using the following procedures:

1. Attempt to call each person in his or her chain-of-command and relay the information and guidance provided by the CRT Team Chief.
2. Make a second attempt to contact those individuals who were not initially available. If this attempt is unsuccessful, the key staff members will leave a message, send a page, or use any other method of communications available to make contact.
3. Report status of cascade, including names of personnel not contacted, to the CRT Team Chief.