

DEPARTMENT OF HUMAN SERVICES POLICY AND PROCEDURES		
Reference: 01-09	Effective Date: July 12, 1999 Revision Date: June 10, 2010	Page 1 of 4
SUBJECT: EMERGENCY MANAGEMENT/BUSINESS CONTINUITY POLICY		

RATIONALE: It is the policy of the Department of Human Services that all Divisions, Offices, and Institutions must develop, maintain and exercise plans for the continuity of business operations in the event of a crisis. Whatever the situation, the Department's agencies must be able to carry out their responsibilities to employees, clients, customers, vendors and the public of the State of Utah. Plans must address a range of resources including personnel, workspace, vehicles, telecommunications and data processing.

A security/safety crisis is the most common event for the Department but other emergencies may arise as the result of earthquake, fire, flood, or some other human-caused event such as a power outage. The level of service to be provided in an emergency event must be determined based on the resources available and the mission of the affected agencies.

SCOPE: This policy applies to all Divisions, Offices and Institutions within the Department of Human Services. Agency management will assess the preparedness of all organizational groups and report annually to the Executive Director. The assessment will include the quantification and qualification of continued service delivery of critical business processes, life/safety controls, and other areas deemed appropriate by agency management.

PURPOSE: The purpose of this policy is to formalize the Business Continuity/Crisis Management Program of the Department of Human Services and provide guidelines for the development, maintenance, and exercising of Business Continuity/Crisis Management Plans. More importantly, the policy seeks to provide for the continuation and resumption of time sensitive business operations in accordance with pre-established time frames; recovery of less time sensitive business operations as required; and, ultimately the restoration of a permanent operating environment.

CONTINUITY PLANNING PROGRAM

The leadership team of the Department of Human Services has recognized the potential exposures associated with service interruptions and the importance of maintaining viable Emergency Response, Resumption, Recovery, and Restoration Strategies.

The Business Continuity/Crisis Management Planning Program is intended to provide a framework for constructing plans to ensure the safety of clients and employees with the continuation and resumption of time sensitive operations and services in the event of an emergency such as a fire, flood, power or telecommunications blackout, earthquake, civil disturbance, etc. The plans resulting from this Program will include detailed descriptions of when they are to be implemented, who is responsible for their execution, and where their secondary or back-up operations will be located in an effort to maintain business continuity.

Although the Program provides guidance and documentation on which to base emergency response, business resumption, recovery, and restoration efforts, it is not intended to substitute for informed decision making. Division/Office/Institution Directors and Managers must identify and prioritize functions and services, for which a disruption will result in scaling back or curtailing less critical business functions. Plans must detail responsibilities and tasks for use in responding to emergencies and resuming operations based upon pre-defined time frames.

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RESPONSIBILITY

1. Crisis Management Team - The Crisis Management Team will provide management direction for Business Continuation, Resumption and Recovery in the event of an emergency, such as a security threat, fire, earthquake, flood, power outage, hazardous materials spill or other event that causes a disruption of normal business operations. Individuals comprised of the Crisis Management Team will have the necessary emergency training as required by the State EOC (i.e. National Incident Management System (NIMS), at a minimum the 100 and 200 series upon appointment) in order to provide proper direction and guidance. The Crisis Management Team will be assembled upon the direction of the Executive Director's Office depending upon the type, size and scope of the event and the Division/Office/Institution programs affected. The Crisis Management Team will be co-located in the MASGOB building. The Crisis Management Team will, in turn, activate the relevant Division/Office/Institution's Business Continuity/Crisis Management Plans.

2. Office of Administrative Support - The Bureau of Administrative Support will establish the organization and methodology for developing, maintaining, and exercising Department-wide Business Continuity/Crisis Management Plans that support the continuity of Department of Human Services operations and ensure compliance with this policy.

a. The Bureau of Administrative Support's responsibilities include:

- (1) Develop a methodology and framework that will guide all areas of the Department in the development of specific agency continuity plans.
- (2) Provide a comprehensive Business Continuity/Crisis Management Strategy to ensure proper coordination of all continuity plans and coordination of response, resumption, recovery, and restoration efforts under one Business Continuity/Crisis Management Program.
- (3) Maintain a web-based inventory of all Agency plans to ensure that the relationship among plans is workable.
- (4) Ensure that an annual exercise plan is conducted that will examine the basic functions and responsibilities of all Agency plans and participants.
- (5) Report annually on the effectiveness of the Department's preparedness to the Executive Director and Leadership Team.
- (6) Provide a methodology to follow in the event of a loss of property or personnel for recording, tracking, accountability and the necessary reporting to the Crisis Management Team and to the Division of Risk Management in accordance to their policy and procedures.
- (7) Coordinate with the State's Continuity Planning entities to ensure that the Department's plans support the overall efforts of the State.

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(8) Coordinate with other Departments with whom Human Services has a working relationship to ensure that continuity plans do not conflict.

(9) Coordinate with the Department's contract providers and vendors to ensure that continuity plans do not conflict and can be supported.

(10) Document and report the effectiveness of plan and preparedness after service interruptions, drills and exercises.

3. Division/Office/Institution Directors - Division/Office/Institution Directors will assure overall compliance with the Department's Business Continuity/Crisis Management Program's guidelines.

a. The Division/Office/Institution Director will:

(1) Identify and prioritize business critical processes and services.

(2) Designate an Office Emergency Coordinator at each location to coordinate the continuity planning for that location.

(3) Review and approve Business Continuity Plans at each location and notify the appropriate BAS Regional Manager when staff changes are made.

b. The Office Emergency Coordinator will:

(1) Coordinate the continuity planning efforts for the Office.

(2) Document and present plan status to Division/Office/Institution Director.

(3) Activate plans and then promptly notify the Crisis Management Team.

(4) Report the effectiveness of the plans to the BAS Regional Manager after any service interruption, drill or exercise.

(5) Identify emergency response/business continuity shortfalls and establish minimally acceptable levels of service for all critical Business Processes and Services.

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4. **Plan Maintenance** - As a minimum, each Division/Office/Institution will:
- a. Review all plans at least annually to ensure that they meet the needs of the Agency.
 - b. Document and submit all plan changes as they occur to the BAS Region Manager for inclusion in the Facility Information Tracking System (FiTS) database.
 - c. Conduct drills, tabletops or other exercises in lieu of an actual service disruption event at least annually.

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