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DEVELOPMENTAL SERVICES, INC.

Agency Continuity and Emergency Preparedness Plan

Document Name	Agency Continuity and Emergency Preparedness Plan
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Effective Date	May 1, 2021
Next Review Date	April 1, 2022

Table of Contents

1	Purpose of the DSI Agency Continuity and Emergency Preparedness Plan.....	1
2	Agency Function Recovery Priorities	3
	2.1..... Client Services Operations	3
	2.2..... IT Operations	3
	2.3..... Fiscal Operations	3
	2.4..... Administrative Operations	3
3	Relocation Strategy.....	4
4	Recovery Plan and Phases	5
	4.1..... Disaster Occurrence	5
	4.2..... Plan Activation	5
	4.3..... Alternate Site and Function Operations Restored	5
	4.4..... Transition to Permanent Site	5
5	Emergency and Recovery Teams.....	6
	5.1..... Leadership Team	6
	5.2..... IT Team	6
	5.3..... Client Services Team	6
	5.4..... Fiscal Team	6
	5.5..... Administrative Team	7
6	Recovery Procedures.....	8
	6.1..... Recovery Procedure Action Items	8
7	Appendix A - Employee Contact List.....	10
8	Appendix B – List of DSI Facilities and Locations.....	12
9	Appendix C - Vital Records and Outside Contacts	14
10	Agency Impact Analysis.....	15

1 Purpose of the DSI Agency Continuity and Emergency Preparedness Plan

The purpose of the DSI Agency Continuity and Emergency Preparedness Plan is to coordinate and document the recovery of agency processes in the even of a short or long-term disruption. The plan is to include all the necessary information and steps needed to recover agency business functions should a disruption occur.

The plan should also ensure the safety of DSI consumers, staff and visitors and mitigate (if not eliminate) any damages that disruptions can cause.

Standard procedures should be used throughout the plan so that the plan can consistently and easily be implemented in many different disruption events.

Each county facility should be documented individually as to any specific client needs and any possible relocation of the facility.

Each department should have documented any specifics to their areas that may differ from the standard agency procedures and needs.

It is always important to practice and have this plan available, so staff and management are prepared if or when any threat does emerge.

The DSI Agency Continuity and Emergency Preparedness Plan flows as described in the next paragraph.

First is describe the key agency functions that need to be restored, their priority and in general who will lead the restoration of these services. Next is described what relocation of lost facilities is and a basic approach to relocation. Following this described are recovery phases and restoration plans. These give us basic definitions and procedures in restoration of any lost agency function. These are meant to give definition and an overall strategy for DSI.

Each location and County should have their own individual Emergency Plan. The next parts of the DSI Continuity and Emergency Preparedness Plan will include directions, key players and processes for each individual service and location.

The last part of the plan includes appendices with key information to be use as reference when implementing the plan.

Each facility, location and group home of the agency should have a specific Emergency or Disaster preparedness plan that could supersede this plan. If this is the case, a hard copy should be stored with this plan to enhance organization and preparedness.

While Supported Living homes are not DSI owned and DSI does not have total control over these locations, a few things should take place in any disaster or event.

- 1. Clients and Staff safety should be obtained.***
- 2. The Leadership Team should be notified of any event.***
- 3. Guardians, Landlords or Location owners should be notified of any event.***
- 4. Plans should be defined to continuity of services for the clients.***

2 Agency Function Recovery Priorities

This section defines the priorities of business functions as they are critical to the agency. This is to be used to prioritize what is to be restore in a case of loss of business functions.

2.1 Client Services Operations

We must remember why DSI does what it does as an agency. Restoring any lost client services should be our primary and number one priority is an emergency or disaster situation.

Restoring client services must also consider the safety of both clients and staff.

Client Services restoration should be managed by the County Managers, Regional Managers of any or all facilities that lost these key services.

2.2 IT Operations

IT Operations as we all feel are key to DSI Operations. These services are centered in Columbus and is the hub for IT operations throughout DSI. Each individual location is securely tied through VPN Tunnels back to Columbus and can be restored independently of other facilities and locations. Restoring services of any or all locations will be led by the IT Director in conjunction with the Regional and County Managers.

2.3 Fiscal Operations

Fiscal Operations includes Accounts Payable, Accounts Receivables, Client Finances and Payroll. All these functions rely on Restoration of IT Services. Most of these services will continue if Columbus is not one of the disrupted facilities or locations. With that being said, each County and facility needs to communicate and work closely with the Fiscal Department with any needs of their individual facilities or locations. Fiscal Operations restoration will be led by the Fiscal Director in conjunction with the Regional and County Managers.

2.4 Administrative Operations

Administrative Operations are key to an efficient running agency and are meant to include HR and Program Administration. Human Resources restoration will be led by the HR Director in conjunction with the Regional and County Managers. All Program Administrative Operations Restorations will be led by the County and Regional Managers of each affected area.

3 Relocation Strategy

In the event of a disaster that include loss of a facility or location, there should be an agreed upon location for facility or location.

Appendix C lists those locations for each facility and location.

Relocations involves more then just infrastructure. This move could be short-term, long-term or even permanent.

When relocating, the Function Recovery Priorities in Section 2 of this plan should be followed. Each defined team and leader will enact their assigned roles to ensure restoration at the new alternate location.

Things to remember when relocating services:

1. Space for Client services.
2. Space for staff to work. This may include working remote if need be and can be done efficiently.
3. Internet and Phone capabilities.

How each of these will be implemented will be affected by whether the relocation is short-term or long-term. This may not be known immediately, and flexibility should be given consideration.

4 Recovery Plan and Phases

The primary goal of a Continuity and Emergency Preparedness Plan is to give guidance to restoring services and agency functions in the event of a disaster or agency disruption of core business functions.

The phases of recover from loss of services and agency functions proceed as follows:

4.1 Disaster Occurrence

The recovery teams of the agency are notified that a disaster or emergency has happened. Analysis of the situation is made immediately, and an impact analysis should be done to define the impact on agency services and functions. Once the impact is defined and realized, decisions can be made as to what parts of the plan need to be implemented.

4.2 Plan Activation

After the decision has been made, the recovery teams work together with the appropriate County and Regional managers to ensure the plan is implemented and followed. This includes any and all Operations of the agency that were affected.

This phase continues until the agency secures the alternate location site and services and functions are restored to an operational level. Once restored a cyclical approach is taken to reevaluate and adjust any decisions made until a comfortable level of operations is obtained.

4.3 Alternate Site and Function Operations Restored

Once an alternate site and/or agency functions have been resumed, a cyclical approach is taken to reevaluate and adjust any decisions made until a comfortable level of operations is obtained.

At this point is when a decision is made whether this is to be a short-term or long-term implementation. Decisions moving forward will be based upon this decision.

4.4 Transition to Permanent Site

At some point a decision will be made as to whether the originally site can be used, or a new permanent site needs to be established. Once this determination is made, the Continuity and Emergency Preparedness Plan is then revisited and ran though again until the defined permanent site is back to 100% agency functionality.

5 Emergency and Recovery Teams

The company establishes recovery teams and divides the participants into appropriate groups based on job role and title. The organization designates a team leader for each team. It assigns a specific role or duty to each remaining member of the team.

5.1 Leadership Team

Leader: Chief Operating Officer

Co-Lead: Director of State Programs

Members: Director of Facilities, Fleet and Information Technology

Role: Decide if this plan is to be enacted and ensure the plan is followed as described.

Involved throughout the recovery process.

Contacts: All contacts are listed in Appendix A – Employee Contact List.

5.2 IT Team

Leader: Director of Information Technology

Co-Lead: Director of Facilities, Fleet and Information Technology

Members: IT manager

Role: Ensure the Information and Technology Disaster Plan is enacted and followed. Involved throughout the recovery process.

Contacts: All contacts are listed in Appendix A – Employee Contact List.

5.3 Client Services Team

Leader: Director of Programs Central and East

Co-Lead: Director of Programs West

Members: Director of Compliance

Role: Ensure the recovery of all Client Services. Involved throughout the recovery process.

Contacts: All contacts are listed in Appendix A – Employee Contact List.

5.4 Fiscal Team

Leader: Director of Finance

Members: Finance Manager

Role: Ensure the continuity of all Fiscal Functions.

Contacts: All contacts are listed in Appendix A – Employee Contact List.

5.5 Administrative Team

Leader: Director of Compliance

Co-Lead: Director of Human Resources

Role: Ensure the continuity of all Administrative Functions.

Contacts: All contacts are listed in Appendix A – Employee Contact List.

6 Recovery Procedures

The following are details of the specific activities or tasks needed to recover normal and critical business operations. It describes each strategy by enumerating the specific set of activities and tasks needed to recover appropriately.

6.1 Recovery Procedure Action Items

i. Define Disaster Occurrence

First step is to define the disaster or erupting event. This should include the event type such as Fire, Tornado, etc. It should include all locations affected.

ii. Notification of Management

Communication to the Leadership Team to the possible disaster or event needs to take place. See the defined Leadership Team and contact information to notify management, include county level and senior management that an event has occurred that interrupted agency operations.

iii. Preliminary Damage Assessment

An assessment should be made as to the extent of lost services and business functions and other teams defined in the plan are to be notified and sent this assessment. They then will assess what is needed to restore operations.

iv. Declaration of Disaster/Event and Activation of the Plan.

Once the assessment is complete, the actual declaration of the disaster or event is made by the leadership team and the plan is activated.

v. Relocation to Alternate Site

After the safety of clients and staff are ensured, the relocation to any defined alternate sites need to start. Once established all Teams should be notified that the temporary site is in place.

vi. Implementation of Temporary Procedure

Temporary plans and procedures to be put in place as defined in this plan or any other department plans that are activated. Communication should take place of and procedures put into place. This includes any Information Technology, Client Service or Location plans that exist.

vii. Establishment of Communication

Communication throughout and disaster and recovery process is key. All Teams should keep constant contact with each other to ensure a smooth transition from phase to phase of the plan.

viii. Transition Back to Primary Operations

Once operations are normalized at the alternate location(s), plans should be made to transition back to the primary locations once a timeline is established as to the availability.

ix. Cessation of Alternate Site Procedures

When the timeline is known for availability of the primary location, plans should be established for the cessation of the alternate site and any temporary procedures that were established.

x. Relocation of Resources to Primary Site

The final actions to be taken are the relocation of resources to the primary site. This include all physical property and restoration of services and agency functions.

7 Appendix A - Employee Contact List

Chief Executive Officer:	Shane Burton sburton@dsiservices.org 812-447-3132
Chief Operating Officer:	Mel Fields mfields@dsiservices.org 812-371-5517
Director of State Programs	Laura Leinenbach lleinenbach@dsiservices.org 812-827-3433
Director of Programs East and Central	Pam Pace ppace@dsiservices.org 812-390-6914
Director of Programs West	Chris Hardesty chardesty@dsiservices.org 812-798-1078
Director of Compliance	Teri Cutter tcutter@dsiservices.org 812-621-0451
Director of Information Technology	Charles Lacy clacy@dsiservices.org 812-657-2144
Director of Property, Fleet and IT	Brandon Shumaker bshumaker@dsiservices.org 812-343-7972
Director of Finance	Tom Franke tfranke@dsiservices.org 812-343-9496
Director of Human Resources	Jon Sharpe jsharp@dsiservices.org 812-390-6680
Director of Ride Solution	Becky Guthrie bguthrie@dsiservices.org 812-257-0118
IT Manager	Judy Brown jbrown@dsiservices.org 812-603-1986

Finance Manger

Judy Lee
jlee@dsiservices.org
812-371-0190

8 Appendix B – List of DSI Facilities and Locations

Facilities

Regional Office (Bartholomew)	2920 10 th Street Columbus, IN 47201	800-7457686 812-376-9404
Daviess County	2212 East National Highway Washington, IN 47501	812-254-4471
Decatur County	1015 N Michigan Avenue Greensburg, IN 47240	866-663-4690 812-663-4690
Greene County	P.O. Box 141, 175 South Wine St Lyons, IN 47443	812-659-2197
Henry County	1510 Washington Street New Castle, IN 47362	800-213-2384 765-529-3331
Jackson County	Freeman Field 1820 First Avenue Seymour, IN 47274	866-522-7649 812-522-7676
Jefferson County	801 Green Road Madison, IN 47250	877-547-0440 812-265-6566
Jennings County	6780 N State Street Scipio, IN 47273	812-392-2380
Martin County	500 North Oak Street Loogootee, IN 47553	812-295-4494
Ride Solution	P.O. Box 367, 1001 Main Street Washington, IN 47501	812-257-0118
Sullivan County	424 East Hartley Sullivan, IN 47882	812-298-4371
Vigo County	1625 Eagle Street Terre Haute, IN 47807	812-238-1500

Group Homes

Camelot	812-372-7204
Elm Street	812-523-3940
Evergreen	812-522-2787
Jennings	812-346-2880

Joseph	812-663-6190
Lancelot	812-522-9231
Montgomery	812-663-3880
Plainville	
River Road	812-346-5546
Rolling Hills	812-346-5546

9 Appendix C - Vital Records and Outside Contacts

Accel Consulting	675 Patrick Place Suite A Brownsburg, IN 46112 Holly Berg holly.berg@accelcon.com Matt Turpin matt.turpin@accelcon.com	317-536-2756
First Insurance Group	1405 N College Avenue Bloomington, IN 47404	812-331-3230
Saggio Technology	203 N. State Street North Vernon, IN 47265 Quinn Ford qford@saggiotech.com	812-346-7767 812-767-0147
Oasis Solutions (Sage)	Louisville, KY 40222	502-429-6902

10 Agency Impact Analysis

Define what location(s) were affected:

Define what agency functions were affected:

Define what client services were affected:

Define the potential Fiscal Impact: