

# CONTINUITY OF OPERATIONS PLAN (COOP)

SOUTH DAKOTA DEPARTMENT OF SOCIAL SERVICES



**04/21/2020  
DRAFT**

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**NOTICE: This document contains information pertaining to the deployment, mobilization, and tactical operations of South Dakota Department of Social Services in response to emergencies. It is exempt from public disclosure under South Dakota state law.**

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**Plan Approval and Authorization**

The undersigned acknowledge they have reviewed South Dakota Department of Social Services and approve the contents and scope of the COOP.

\_\_\_\_\_  
Laurie Gill  
Cabinet Secretary, Social Services

\_\_\_\_\_  
Date

# I. INTRODUCTION

The mission statement as provided by the South Dakota Department of Social Services is as follows:

Strengthening and supporting individuals and families by promoting cost effective and comprehensive services in connection with our partners that foster independent and healthy families

## A. Purpose

This Continuity of Operations Plan (COOP) has been created for the South Dakota Department of Social Services. The Continuity of Operations Plan establishes policy and guidance to ensure the execution of the mission-essential functions for the South Dakota Department of Social Services in the event that an emergency threatens or incapacitates operations; and the relocation of selected personnel and functions of any essential facilities of the South Dakota Department of Social Services are required. Specifically, this COOP is designed to:

- Ensure that the South Dakota Department of Social Services is prepared to respond to emergencies, recover from them, and mitigate against their impacts.
- Ensure that the South Dakota Department of Social Services is prepared to provide critical services in an environment that is threatened, diminished, or incapacitated.
- Provide timely direction, control, and coordination to the South Dakota Department of Social Services leadership and other critical customers before, during, and after an event or upon notification of a credible threat.
- Establish and enact time-phased implementation procedures to activate various components of the "Plan".
- Facilitate the return to normal operating conditions as soon as practical, based on circumstances and the threat environment.
- Ensure that the South Dakota Department of Social Services COOP is viable and operational, and is compliant with all guidance documents.
- Ensure that the South Dakota Department of Social Services COOP is fully capable of addressing all types of emergencies, or "all hazards" and that mission-essential functions are able to continue with minimal or no disruption during all types of emergencies.

## B. Applicability and Scope

The provisions of this document apply to the South Dakota Department of Social Services and its offices. Support from other organizations as described herein will be coordinated with the Cabinet Secretary (Laurie Gill) as applicable. This document applies to situations that require relocation of mission-essential functions of the South Dakota Department of Social Services as determined by the Cabinet Secretary (Laurie Gill). The scope does not apply to temporary disruptions of service during short-term building evacuations or other situations where services are anticipated to be restored in the primary facility within a short period. The Cabinet Secretary (Laurie Gill) will determine situations that require implementation of the COOP.

### C. Supersession

This is the official Continuity of Operations Plan for the South Dakota - Department of Social Services.

### D. Authorities

- FEDERAL PREPAREDNESS CIRCULAR 65 (FPC 65) - Provides guidance to Federal Executive Branch departments and agencies for use in developing viable and executable contingency plans for the continuity of operations (COOP), July 26, 1999.
- HOMELAND SECURITY PRESIDENTIAL DIRECTIVE 5 (HSPD-5) - Issued on February 28, 2003 by President George W. Bush. The purpose of HSPD-5 is to "enhance the ability of the United States to manage domestic incidents by establishing a single, comprehensive national incident management system.
- HOMELAND SECURITY PRESIDENTIAL DIRECTIVE 8 (HSPD-8) - Issued on December 17, 2003 by President George W. Bush. The purpose of HSPD-8 is to "establish policies to strengthen the preparedness of the United States to prevent and respond to threatened or actual domestic terrorist attacks, major disasters, and other emergencies by requiring a national domestic all-hazards preparedness goal, establishing mechanisms for improved delivery of Federal preparedness assistance to State and local governments, and outlining actions to strengthen preparedness capabilities of Federal, State, and local entities."
- SOUTH DAKOTA CODIFIED LAW 34-48A-2 (SDCL 34-48A-2) - In order to ensure that preparation of this state will be adequate to deal with an emergency or disaster, and to provide for the common defense and to protect the public peace, health, and safety and to preserve the lives and property of the people of the state, it is hereby found and declared to be necessary: To create a Division of Emergency Management, and to authorize the creation of local organizations for emergency management in the political subdivisions of the state; To confer upon the Governor, the secretary and upon the executive heads or governing bodies of the political subdivision of the state the emergency powers provided by this chapter; To provide for the rendering of mutual aid among the political subdivisions of the state and with other states and to cooperate with the federal government for the carrying out of emergency management functions; and To cooperate with each association, authority, board, commission, committee, council, department, division, office officer, task force, or other agent of the state vested with the authority to exercise any portion of the state's sovereignty. This subdivision does not include the legislative or judicial branch of the state, of its units of local government, or of Indian tribes.
- SOUTH DAKOTA CODIFIED LAW 34-48-2 (SDCL 34-48-2) - Any public agency or covered entity may request assistance from any other public agency or covered entity in order to preserve and protect the public health, safety, and welfare. The requesting public agency and the deploying public agency shall utilize the Incident Command System of the National Incident Management System.
- EXECUTIVE ORDER 2006-6 - SDEOP
- Homeland Security Act of 2002, as amended (6 U.S.C. § 101 et seq.).
- Americans with Disabilities Act of 1990 (ADA), Title II and Title III, as amended (42 U.S.C. §§12131-12165, 12181-12189).

- Executive Order 13347, Individuals with Disabilities in Emergency Preparedness, July 22, 2004.
- Presidential Policy Directive 40, National Continuity Policy, July 15, 2016.
- Presidential Policy Directive 8, National Preparedness, March 30, 2011.
- Presidential Policy Directive 21, Critical Infrastructure Security and Resilience, February 12, 2013.

## E. References

- Comprehensive Preparedness Guidance (CPG) 101, Developing and Maintaining Emergency Operations Plans, Version 2, November 2010.
- Comprehensive Preparedness Guidance (CPG) 201, Threat and Hazard Identification and Risk Assessment (THIRA) and Stakeholder Preparedness Review (SPR) Guide, Third Edition, May 2018.
- Continuity Guidance Circular (CGC), February 2018.
- Federal Continuity Directive 1 (FCD-1), Federal Executive Branch National Continuity Program and Requirements, January 2017.
- Federal Continuity Directive 2 (FCD-2), Federal Executive Branch Mission Essential Functions and Candidate Primary Mission Essential Functions Identification and Submission Process, June 2017.
- National Disaster Recovery Framework (NDRF), Second Edition, June 2016.
- National Fire Protection Association (NFPA) 1600: Standard on Continuity, Emergency, and Crisis Management, 2019 Edition.
- National Incident Management System (NIMS), Third Edition, October 2017.
- National Planning System, February 2016.
- National Preparedness Goal, Second Edition, September 2015.
- National Response Framework (NRF), Third Edition, June 2016.
- South Dakota Emergency Operations Plan.
- South Dakota Emergency Operations Plan (EOP)

## F. Policy

The South Dakota Department of Social Services recognizes and acknowledges that the protection of its assets and business operations is a major responsibility to its employees and respective jurisdiction. Therefore, it is a policy of the South Dakota Department of Social Services that a viable COOP be established and maintained to ensure high levels of service quality and availability. It is also a policy of the South Dakota Department of Social Services to protect life, information, and property, in that order. To this end, procedures have been developed to support the resumption of time-sensitive business operations and functions in the event of their disruption at the facilities identified in this plan. The South Dakota Department of Social Services is committed to supporting service resumption and recovery efforts at alternate

facilities, if required. Likewise, the South Dakota Department of Social Services and its management are responsible for developing and maintaining a viable COOP that conforms to acceptable insurance, regulatory, and ethical practices and is consistent with the provisions and direction of other South Dakota Department of Social Services policy, plans, and procedures.

## **II. CONCEPT OF OPERATIONS (CONOP)**

### **A. Objectives**

The objective of this COOP is to ensure that a viable capability exists for South Dakota Department of Social Services to continue essential functions across a wide range of potential emergencies, specifically when the primary facility is either threatened or inaccessible. The objectives of this COOP include:

- To ensure the continuous performance of essential functions/operations during an emergency.
- To protect essential facilities, equipment, records, and other assets.
- To reduce or mitigate disruptions to operations.
- To reduce loss of life, minimize damage and losses.
- To identify and designate principals and support staff to be relocated.
- To facilitate decision-making for execution of the COOP and the subsequent conduct of operations.
- To achieve a timely and orderly recovery from the emergency and resumption of full service to all customers.

### **B. Planning Considerations and Assumptions**

In accordance with continuity guidelines and emergency management principles/best practices, a viable COOP capability:

- Must be maintained at a high-level of readiness.
- Must be capable of implementation, both with and without warning.
- Must be operational no later than 12 hours after activation.
- Must maintain sustained operations for up to 30 days.
- Should take maximum advantage of existing local, State or federal government infrastructures.

### **C. COOP Execution**

This section outlines situations that can potentially lead to activation of the COOP due to emergencies or potential emergencies that may affect the ability of the South Dakota Department of Social Services to perform its mission-essential functions from its primary and other essential facilities. This section also provides a general description of actions that will be taken by the South Dakota Department of Social Services to transition from normal operations to COOP activation.

## **COOP Activation Scenarios**

The following scenarios would likely require the activation of the South Dakota Department of Social Services COOP:

- The primary facility or any other essential facility of the South Dakota Department of Social Services is closed for normal business activities as a result of an event or credible threat of an event that would preclude access or use of the facility and the surrounding area.
- The area in which the primary facility or any other essential South Dakota Department of Social Services facility is located is closed for normal business activities as a result of a widespread utility failure, natural disaster, significant hazardous material incident, civil disturbance, or terrorist or military threat or attack. Under this scenario, there could be uncertainty regarding whether additional events such as secondary explosions or cascading utility failures could occur.

The following scenario would NOT require the activation of the South Dakota Department of Social Services COOP:

- The primary facility or any other essential facility is temporarily unavailable due to a sudden emergency such as a fire, bomb threat, or hazardous materials emergency that requires the evacuation of the facility, but only for a short duration that does not impact normal operations.

## **COOP Activation**

The following measures may be taken in an event that interrupts normal operations, or if such an incident appears imminent and it would be prudent to evacuate the primary facility or any other essential facility as a precaution:

- The Cabinet Secretary (Laurie Gill) may activate the COOP to include activation of the alternate facility.
- The Cabinet Secretary (Laurie Gill) will direct some or all of the COOP Teams to initiate the process of relocation to the alternate facility (see Sections II-D and II-F). The COOP Teams will be notified using the notification procedures outlined in Section IV of this document.
- The COOP Teams will initiate relocation to the alternate facility site and will ensure that the mission-essential functions of the closed primary or other impacted facility are maintained and capable of being performed using the alternate facility and available resources, until full operations are re-established at the primary/impacted facility.
- South Dakota Department of Social Services staff members who do not have specific COOP assignments may be called upon to supplement the COOP Team operations.
- Representatives from other government or private organizations may also be called upon to support COOP operations.
- The COOP Teams and their members will be responsible for ensuring the continuation of the mission-essential functions of the South Dakota Department of Social Services within 12 hours and for a period up to 30 days pending regaining access to the affected facility or the occupation of the alternate facility.



*\*\*\* Section IV of this document provides additional detail on the procedures that will be used for COOP activation and implementation.*

Incidents could occur with or without warning and during duty or non-duty hours. Whatever the incident or threat, the South Dakota Department of Social Services COOP will be executed in response to a full range of disasters and emergencies, to include natural disasters, terrorist threats and incidents, and technological disruptions and failures. In most cases, it is likely there will be a warning of at least a few hours prior to an incident. Under these circumstances, the process of activation would normally enable the partial, limited, or full activation of the COOP with a complete and orderly alert, notification of all personnel, and activation of the COOP Teams.

Without warning, the process becomes less routine and potentially more serious and difficult. The ability to execute the COOP following an incident that occurs with little or no warning will depend on the severity of the incident's impact on the physical facilities, and whether personnel are present in the affected facility or in the surrounding area. Positive personnel accountability throughout all phases of emergencies, including COOP activation, is of utmost concern, especially if the emergency occurs without warning, during duty hours.

*\*\*\* Section II-I of this document provides additional information on warning conditions and related procedures.*

#### D. Time-Phased Implementation

In order to maximize the preservation of life and property in the event of any natural or man-made disaster or threat, time-phased implementation may be applied. Time-phased implementation is used to prepare and respond to current threat levels, to anticipate escalation of those threat levels and, accordingly, plan for increased response efforts and ultimately full COOP activation and facility relocation. The extent to which time-phased implementation will be applied will depend upon the emergency, the amount of warning received, whether personnel are on duty or off-duty at home or elsewhere, and, possibly, the extent of damage to essential facilities and their occupants. The Disaster Magnitude Classification definitions may be used to determine the execution level of the COOP. These levels of disaster are defined as:

- **Minor Disaster** - Any disaster that is likely to be within the response capabilities of local government and results in only minimal need for state or federal assistance.
- **Major Disaster** - Any disaster that will likely exceed local capabilities and require a broad range of outside resource support including state or federal assistance. The State of South Dakota Emergency Management Agency and the Federal Emergency Management Agency (FEMA) will be notified and potential state and federal assistance will likely be predominantly recovery-oriented.
- **Catastrophic Disaster** - Any disaster that will require massive state and federal assistance. State and federal assistance will involve response and recovery needs.

As described in Section II-C of this document, COOP activation applies to events or incidents impacting a facility where mission-essential functions are performed to the point that the facility is unable to continue to perform those functions for a duration that will affect normal operations. Using the Disaster Magnitude Classification above, it is possible that a minor disaster would not render a facility unusable. However, minor disasters can escalate into major disasters, and even into catastrophic disasters. Conversely, events that are of short duration and do not impact normal operations (e.g., require a building evacuation only) must also be handled as though they could escalate into a more serious situation. Time-phased implementation of the COOP is a way to be prepared for all levels of emergency/potential emergency scenarios that may or may not require relocation of the primary or other essential facility. This implementation method

allows the individual(s) responsible for making decisions to be prepared to fully activate the COOP on very short notice, if necessary, but not prematurely activate the COOP for situations such as the building evacuation-only scenario described above. Listed below is a general summary of the sequence of events that can be followed using time-phased implementation of the COOP:

### **Phase I – Activation (0 to 12 hours)**

During this phase, alert and notification of all employees, COOP Teams, and other organizations identified as “critical customers” (e.g., vendors or public/private entities that may provide resource support) will take place. It is during this phase that the transition to alternate operations at the alternate facility begins. However, if events turn out to be less severe than initially anticipated, the time-phased COOP activation may terminate during this phase and a return to normal operations will take place.

### **Phase II – Alternate Operations (12 hours to Termination)**

During this phase, the transition to the alternate facility is complete and the performance of mission-essential functions should be underway. Also during this phase, plans should begin for transitioning back to normal operations at the primary facility or other designated facility.

### **Phase III – Reconstitution and Termination**

During this phase, all personnel, including those that are not involved in the COOP activation, will be informed that the threat or actual emergency no longer exists and instructions will be provided for resumption of normal operations.

*\*\*\* Section IV of this document covers more detailed, specific time-phased implementation procedures that will be followed during COOP activation and execution.*

## **E. Critical Service COOP Staff**

The South Dakota Department of Social Services management and staff that relocate to the alternate facility must be able to continue operations and perform mission-essential functions for up to 30 days with resource support. Specific South Dakota Department of Social Services management and staff will be appointed to serve on COOP Teams to support COOP activations and relocation. It is important that COOP Teams and corresponding responsibilities are established prior to COOP activations so team members can be trained on their team roles and responsibilities. Depending upon the nature and severity of the event requiring COOP activation, the roster and size of the COOP Teams may be adjusted by the Cabinet Secretary (Laurie Gill) as necessary.

*\*\*\* Annex A provides a description of each COOP Team developed for the South Dakota Department of Social Services COOP including each team member's role and contact information. Annex O provides a complete list of contact information of South Dakota Department of Social Services staff and vendors.*

Because alternate facility space and support capabilities may be limited, staff may need to be restricted to those specific personnel who possess the skills and experience needed for the execution of mission-essential functions. Staff may be directed to move to other facilities or duty stations, or may be advised to remain at or return home, pending further instructions. Individuals may be used to replace unavailable staff or to augment the overall COOP response. COOP activation will not, in most circumstances, affect the pay and benefits of the South Dakota Department of Social Services management and staff.

*\*\*\* Section IV of this document covers more detailed, specific time-phased implementation procedures that will be followed during COOP activation and execution.*

## F. Alternate Facility

The determination of 1) the appropriate alternate facility for relocation, and 2) whether to relocate the South Dakota Department of Social Services to the alternate facility will be made at the time of activation by the Cabinet Secretary (Laurie Gill); the decision will be based on the incident, threat, risk assessments, and execution timeframe. Arrangements should be made with the management of all pre-identified alternate facilities to appoint an Alternate Facility Manager who will be responsible for developing site support procedures that establish the requirements for receiving and supporting the staff of the South Dakota Department of Social Services.

To ensure the adequacy of assigned space and other resources, all locations currently identified as alternate facilities and those being considered for alternate facility locations should be reviewed by the South Dakota Department of Social Services management on an annual basis. The Cabinet Secretary (Laurie Gill) and associated COOP Team Chiefs will be advised of the findings of this review and made aware of any updates made to the alternate facility details.

In conducting a review of an existing alternate facility to determine its adequacy for supporting the operation of mission-essential functions, the following should be considered:

- Ensure that the facility has sufficient space to maintain and support the South Dakota Department of Social Services.
- Ensure that the facility, along with acquired resources, are capable of sustaining operations for performing mission-essential functions for up to 30 days.
- Ensure that the facility has reliable logistical support, services, and infrastructure systems (e.g., electrical power, heating/ventilation/air conditioning (HVAC), water/plumbing).
- Ensure that personal convenience and comfort considerations (including toilet facilities) are given to provide for the overall emotional well-being of staff.
- Ensure that adequate physical security and access controls are in place.
- Ensure that the alternate facility is not in the same immediate geographical area as the primary facility, thereby reducing the likelihood that the alternate facility could be impacted by the same incident that impacts the primary facility.
- Consider cooperative agreements such as Memoranda of Understanding (MOUs)/Mutual Aid Agreements with other agencies or contract agreements with vendors who provide services such as virtual office technologies.

*\*\*\* Annex B provides the location of the South Dakota Department of Social Services alternate facility sites and additional information on alternate facility requirements.*

## G. Mission-Essential Functions

In planning for COOP activation, it is important to establish operational priorities prior to an emergency to ensure that the South Dakota Department of Social Services can complete the mission-essential functions that are critical to its overall operation. The Cabinet Secretary (Laurie Gill) and associated COOP Teams shall ensure that mission-essential functions can continue or resume as rapidly and efficiently as possible during an emergency relocation. Any

task not deemed mission-essential must be deferred until additional personnel, time, or resources become available. South Dakota Department of Social Services has identified a comprehensive list of mission-essential functions.

*\*\*\* Annex C provides a complete list of prioritized mission-essential functions identified for South Dakota Department of Social Services.*

## H. Delineation of Mission-Essential Functions

To ensure that mission-essential functions referenced in Section II-G are effectively transferred to the alternate facility and continued with minimal interruption, it is imperative that each function have qualified staff and resources assigned to it. The South Dakota Department of Social Services COOP should be formed with mission-essential functions in mind. As the COOP is developed, specific staff should be matched up to each of the mission-essential function(s) within the plan. These staff will be assigned to perform these specific mission-essential functions at the alternate facility during COOP activations. The staff working at the alternate facility must be able to ensure that mission-essential functions are carried out. In some cases, the number of staff assigned to the alternate facility may be limited due to lack of facility resources and/or reduced capacity.

*\*\*\* Annex C provides a complete prioritized list of mission-essential functions for South Dakota Department of Social Services. Each mission-essential function includes a breakdown of estimated personnel requirements and estimated equipment requirements needed to ensure the continuation of that specific mission-essential function during COOP activations.*

## I. Warning Conditions

When planning and preparing for emergencies that may require activation of the COOP, a wide range of scenarios must be considered. Impending events such as hurricanes or winter storms may provide ample warning for notification of staff and identification and pre-positioning of resources in preparing for possible COOP activation; other types of events such as earthquakes or terrorist events, may provide no warning.

- **With Warning** - It is expected that, in most cases, the South Dakota Department of Social Services will receive a warning of at least a few hours prior to an event. This will normally enable the full execution of the COOP with a complete and orderly alert, notification, and/or deployment of the COOP Teams to an assembly site or the alternate facility.
- **Without Warning** - The ability to execute the COOP following an event that occurs with little or no warning will depend on the severity of the emergency and the number of personnel impacted. If the deployment of the COOP Teams is not feasible because of the unavailability or loss of personnel, including the Cabinet Secretary (Laurie Gill), temporary leadership of the South Dakota Department of Social Services will be passed to the Social Services Deputy Secretary, as identified in Section II-J of this document.
- **Duty Hours** - If an event or incident occurs during work hours, which requires relocation of the primary facility, the COOP will be activated and available members of the COOP Teams will be deployed as directed to support operations for the duration of the emergency. Those individuals who do not have assigned roles in the COOP, will either be sent home or possibly used to provide support to the COOP Teams, if additional assistance is required.
- **Non-Duty Hours** - The ability to contact members of the COOP Teams at all times during duty hours or non-duty hours is critical for ensuring that the COOP can be

activated quickly if needed. Procedures must be in place that account for notifying and mobilizing (if necessary) the COOP Teams on extremely short notice.

*\*\*\* Section II-L of this document provides additional information and procedures to be followed based on warning conditions. Section IV-C of this document provides staff activation procedures for duty hours and non-duty hours. Annex F provides detailed instructions regarding Alert Notification Procedures for the South Dakota Department of Social Services.*

## J. Direction and Control

Lines of succession should be maintained by all leadership elements contained within the South Dakota Department of Social Services to ensure continuity of mission-essential functions. Lines of succession are to be provided to a minimum depth of three positions at any point where policy and directional functions are carried out.

Authorized successors to the Cabinet Secretary (Laurie Gill) are specified as follows:

1. Deputy Secretary - Brenda Tidball-Zeltinger - Social Services - Office of the Secretary
2. Chief of Behavioral Health - - Social Services - Office of the Secretary
3. Chief Financial Officer - Laurie Mikkonen - Social Services - Division of Finance
4. Division Director - Virgena Wieseler - Social Services - Child Protection Services
5. Division Director - Carrie Johnson - Social Services - Economic Assistance
6. Division Director - Gail Stoltenburg - Social Services - Child Support
7. Division Director - Laura Ringling - Social Services - Legal Services
8. Division Director - William Snyder - Social Services - Medical Services
9. Division Director - - Social Services - Child Care Services
10. Division Director - Tiffany Wolfgang - Social Services - Behavioral Health

Each organizational element should pre-delegate authorities for making policy determinations and decisions. All such pre-delegations will specify what the authority covers, what limits may be placed upon exercising it, who (by title) will have the authority, and under what circumstances, if any, the authority may be delegated.

The Cabinet Secretary (Laurie Gill) and/or their designee are responsible for ordering activation of the COOP. Members of the COOP Teams may be requested by the Cabinet Secretary (Laurie Gill) to disseminate COOP guidance and direction during the activation and relocation phases. Pending the activation of the COOP, the COOP Teams Chiefs will monitor the situation and assist in the notification process, as necessary.

Once the COOP is activated, the appropriate officials should be notified and requested to provide any previously agreed upon assistance to the South Dakota Department of Social Services.

*\*\*\* Annex D provides information regarding Lines of Succession. Annex E provides information regarding Delegations of Authority.*

## K. Operational Hours

During COOP contingencies, the Cabinet Secretary (Laurie Gill) will determine the hours of operation for the COOP Teams and staff. Members of the COOP Teams must be prepared to support a 24-hour-per-day, 7-day-per-week operation, if needed.

## L. Alert Notification Procedures

If the situation allows for warning, staff may be alerted prior to activation of the COOP. In all situations allowing for an advanced alert, procedures should be in place and trained upon for effective notification to the South Dakota Department of Social Services key staff members and appropriate officials.

The COOP Teams should be prepared for rapid deployment upon activation via special prearranged notification procedures. These instructions will denote explicit actions to be taken, including the location of the assembly site and/or the designated alternate facility location.

The Cabinet Secretary (Laurie Gill) will direct the activation of the COOP. Upon activation or notification to activate the South Dakota Department of Social Services COOP, telephone, email, and other methods of communication designated by the South Dakota Department of Social Services may be used to notify its key staff and personnel.

*\*\*\* Annex F provides complete details for Alert Notification procedures for the South Dakota Department of Social Services.*

## **III. PROCEDURES**

### A. Personnel Coordination

Procedures should be in place to address any personnel issues that may arise among those individuals who will be responsible for implementing the COOP, as well as, those who do not have specific COOP roles; but may be called upon during COOP activation. Listed below are personnel resources and capabilities in place at the South Dakota Department of Social Services to ensure that emergency and non-emergency staffs are prepared when disasters strike, either with or without warning:

- Communications Plan for emergency and non-emergency staff
- Health, safety, and emotional well-being of all employees and their families
- Pay status and administrative leave issues
- Medical, special needs, and travel issues

Issues will be managed by the Cabinet Secretary (Laurie Gill) and based on the Policies and Procedures of the South Dakota Department of Social Services.

### B. Vital Records and Resources

Vital records and resources identified as critical to supporting mission-essential functions have been identified within the COOP and will be maintained, updated, and stored in secure offsite locations. In addition, procedures will be developed to ensure that records are maintained and updated regularly. Procedures will also identify how these vital records and resources will be made available to personnel for use in completing mission-essential functions. Identified below are different categories of vital records and resources.

Vital records essential to the continued operation or reconstitution of the South Dakota Department of Social Services during and after a continuity disruption may include:

- Emergency plans and directives
- Orders of succession (Annex D)
- Delegations of authority (Annex E)
- Staff roster (Annex O)
- Staffing assignments
- Records of a policy or procedural nature that provide staff with guidance and information or resources necessary for conducting operations during any emergency and for resuming formal operations at its conclusion

Vital records critical to carrying out the South Dakota Department of Social Services legal and/or financial mission-essential functions and activities may include:

- Accounts receivables / Accounts payable documentation
- Contracting and acquisition files
- Personnel files / Human Resource Records
- Payroll documentation / Social Security documentation
- Retirement records
- Insurance records
- Property management and inventory records

*\*\*\* Annex G provides additional information on vital records and provides identification, location, and backup capabilities of South Dakota Department of Social Services vital records necessary for performing mission-essential functions.*

### C. Pre-Positioned Resources

It is strongly encouraged that essential items, such as office supplies, equipment, data, vital records, and other critical resources be pre-positioned at the alternate facility or other off-site location to facilitate relocation during COOP events. The pre-positioned resources should be carefully inventoried and regularly maintained by the Alternate Facility Manager or his/her designee to ensure that there is a clear understanding of what resources are identified as pre-positioned at the alternate facility and what additional resources need to be acquired during COOP events.

### D. Drive-Away Kits

The Cabinet Secretary (Laurie Gill) is responsible for providing guidance to staff on the necessity of Drive-Away Kits and the contents of these kits. Drive-Away Kits may contain items such as software, databases, forms, publications, and other necessary resources that can be stored in a manageable manner. Checklists need to be developed for the various Drive-Away Kits developed for South Dakota Department of Social Services to help ensure the inclusion of

all necessary contents.

It is strongly encouraged that essential items and data be pre-positioned at the alternate facility or other off-site location instead of being carried within Drive-Away Kits, because COOP Team personnel and staff may be at home when the order to relocate is given. Access to the Drive-Away Kits may be difficult or impossible. Items to consider including in these kits:

- State/local regulations; statutes and administrative codes
- Emergency plans/procedures
- List of positions to be filled and procedures needed to continue mission-essential functions
- Laptop(s) with necessary forms/plans/procedures installed
- Office supplies to support operations for the initial period of relocation.

In addition to “official” items carried in the Drive-Away Kits, each staff member relocating to the alternate facility should consider bringing appropriate personal items and changes of clothing for situations of relocation of great distances. In addition, staff should relocate with their South Dakota Department of Social Services identification badge for entry into the alternate facility.

*\*\*\* Annex H provides additional information on specific Drive-Away Kits that have been developed for South Dakota Department of Social Services and their contents.*

#### E. Telecommunications and Information Systems Support

Interoperable communications or the ability for the South Dakota Department of Social Services staff to communicate with individuals internal and external to the organization is critical during COOP events. Internal and external communications that will be used within the South Dakota Department of Social Services and its alternate facilities to communicate with officials, emergency response organizations, the media, and/or the public are identified in detail in Annex I.

Access to critical information systems that are used to accomplish mission-essential functions during normal operations from the primary facility should also be arranged for accessibility at the alternate facility. In order for these systems to be accessible, connectivity must be in place at the alternate facility and system servers should be backed up on a daily basis at more than one location. For the South Dakota Department of Social Services, the Bureau of Information & Telecommunications maintains the information systems and ensures that the systems are backed up on a daily basis. In addition, the Bureau of Information & Telecommunications ensures that connectivity exists at the alternate facility. The Bureau of Information & Telecommunications will also provide systems technical support during COOP activations.

The telecommunications and information systems capabilities at the South Dakota Department of Social Services alternate facility are sufficient for the performance of mission-essential functions under the COOP.

The following is a checklist that may be used for planning telecommunications and information systems requirements:

- Plans should address all three types of communication (internal, external, and mobile).
- Plans should include the development of telephone trees.



- Plans should consider use of a hotline numbers.
- Plans should consider radio communications using available staff with radios.
- Plans should recognize different needs ranging from a one-hour emergency to an extended emergency.
- Plans should consider the use of a communication center to serve as a hub for communication needs of all local users.
- Plans should strategize for situations in which all communications systems are unavailable.

At a minimum, all COOP Team Members should have cell phones and/or pagers.

*\*\*\* Annex I provides additional information on telecommunications and information systems.*

## F. Transportation, Lodging, and Food

Policies and procedures should be developed that consider transportation, lodging, and feeding of staff working from the alternate facility. During COOP activations, staff members will likely prefer to use their individual vehicles for transportation to the alternate facility; however, in the event that they are not able to do so, an alternate transportation plan should be in place. Procedures for lodging and feeding arrangements should also be developed. All of the items mentioned above can be accomplished by arranging agreements with other agencies or non-profit organizations. Also, it is a good practice to have agreements with pre-identified private vendors to provide support on very short notice during COOP events.

The South Dakota Department of Social Services has procedures that address food, lodging, and purchasing for COOP events.

## G. Security and Access Controls

The Cabinet Secretary (Laurie Gill) will ensure that all four types of security are addressed and in place at the alternate facility: operational, information systems/cyber, physical, and access controls. Due to the sensitive information contained in the COOP, the Cabinet Secretary (Laurie Gill) will also ensure that distribution of the COOP is limited and that an account of those who have access to the plan is maintained.

The Cabinet Secretary (Laurie Gill) will ensure the following:

- Plans and procedures shall establish a goal of duplicating the level of security established at the vacated primary facility to the alternate facility.
- Alternate technologies, including video technology, may be considered for security.
- Augmentation of security will be addressed, based on the emergency or threat, to include considerations for using local law enforcement, private vendors, or other resources.

*\*\*\* Annex J identifies security measures currently in place for South Dakota Department of Social Services and provides guidelines for arrangements of security measures at alternate facilities.*

## H. Personal and Family Preparedness

All staff, including those individuals actively involved in COOP events or not officially assigned a role during COOP activations should be prepared for and aware of COOP activation procedures. To assure that all employees are prepared for COOP events, training should be a part of the South Dakota Department of Social Services orientation for new staff and should be regularly conducted (at least annually) for all existing staff. The training should focus on preparing employees for situations in which they will not be able to work from their primary facility. The training should advise staff on how to be personally prepared by developing “personal go-kits” as well as emphasize the need for Family Disaster Planning to ensure families are prepared for all types of emergencies, including COOP activations.

*\*\*\* Annex K provides a Family Disaster Plan developed by the Federal Emergency Management Agency (FEMA) that can be used as a guideline for families to prepare for COOP events. It is suggested that these Family Disaster Plan guidelines be distributed to all South Dakota Department of Social Services staff on an annual basis.*

## I. Site Support Procedures

Site support responsibilities are those tasks that must be conducted to ensure the readiness of the alternate facility and the continued functional operation of the facility during the entire duration of COOP activation. These responsibilities include ensuring that an alternate Facility Manager is appointed and that procedures are in place and are followed to ensure a smooth transition to alternate facility operations. These responsibilities also include a planned transition back to normal operations once the emergency situation has passed.

## **IV. ACTIVATION - PHASE I**

The following procedures are suggested as guidelines to follow for COOP activations. They may be adopted or modified as needed to fit with internal requirements. In general, the following procedures are to be followed in the execution of the COOP. The extent to which this will be possible will depend on the event, the amount of warning received, whether personnel are on duty or off-duty, and the extent of damage to the impacted facilities and their occupants. This COOP is designed to provide a flexible response to multiple events occurring within a broad spectrum of prevailing conditions. The degree to which this COOP is implemented depends on the type and magnitude of the events or threats.

### A. Alert and Notification Procedures

The South Dakota Department of Social Services notification process related to COOP activation should allow for a smooth transition of the COOP Teams to an alternate facility in order to continue the execution of mission-essential functions across a wide range of potential events. Notification may be in the form of one of the following:

- A COOP alert to the COOP Team members that relocation is anticipated or is imminent.
- An announcement of a COOP activation that 1) directs the COOP Team members to report immediately to an assembly site or a designated alternate facility, and 2) provides instructions regarding movement, reporting, and transportation details to an assembly site or a designated alternate facility.
- Instructions to COOP Team members to prepare for departure and relocation to a designated alternate facility and instructions to staff.

- Upon receipt of a COOP alert from the Cabinet Secretary (Laurie Gill) or a designated successor, staff alert and notification procedures (see Annex F) are initiated.

## B. Initial Actions

Based on the situation and circumstances of the event, the Cabinet Secretary (Laurie Gill) will evaluate the capability and capacity levels required to support the current mission-essential functions of the impacted facility(ies) and, if selected, initiate actions for relocation to the appropriate alternate facility. These actions include measures to be taken in anticipation of COOP activation and actions to be taken upon COOP activation. Once COOP activation is initiated, procedures must be considered for both duty hours and non-duty hours.

In cases where COOP activation is anticipated, the Cabinet Secretary (Laurie Gill):

- Notifies the designated alternate Facility Manager to prepare for the relocation of the impacted facility and to prepare the appropriate alternate facility for operations.
- Issues a COOP alert to the COOP Team Chiefs that relocation is anticipated. COOP Team Chiefs instruct their team members and personnel to prepare for COOP activation.
- Notifies emergency officials, if appropriate, that relocation of the facility is anticipated.

In cases where COOP activation is ordered:

- The Cabinet Secretary (Laurie Gill) coordinates the immediate deployment of the COOP Teams to an assembly site or the designated alternate facility.
- The Cabinet Secretary (Laurie Gill) notifies the designated alternate Facility Manager to immediately initiate relocation efforts of the impacted facility and to prepare the appropriate alternate facility for operations.
- The Cabinet Secretary (Laurie Gill) provides instructions and guidance on operations and the location of the alternate facility.
- The Alternate Facility Manager provides regular updates to the Cabinet Secretary (Laurie Gill) regarding the status of alternate facility activation/readiness.

The following notification procedures are initiated:

- The Cabinet Secretary (Laurie Gill) notifies emergency officials, if appropriate, that relocation of the facility has been ordered and is in progress.
- All designated staff members (see Annex F – Notification Procedures) initiate their respective COOP notification cascades.
- Designated COOP Team members report to an assembly site or deploy to the designated alternate facility to assume mission-essential functions.
- All staff members who have established Drive-Away Kits ensure that they are complete, with current documents and equipment, and commence movement of the resources.
- As delegated in Annex A, COOP Team members assemble the remaining documents and other assets as required for the performance of mission-essential functions and begin preparations for the movement of these resources.

- All personnel and sections of the impacted facility or facilities should implement normal security procedures for areas being vacated.
- Security and other designated personnel of the impacted facility should take appropriate measures to ensure security of the facilities and equipment or records remaining in the building.

### C. Activation Procedures During Duty Hours

- The Cabinet Secretary (Laurie Gill) notifies the COOP Team Chiefs of the event requiring activation of the South Dakota Department of Social Services COOP.
- The Cabinet Secretary (Laurie Gill) activates the COOP and notifies the appropriate alternate Facility Manager(s).
- Notification procedures identified in Annex F are conducted.
- The Cabinet Secretary (Laurie Gill) directs members of the COOP Teams to begin movement to an assembly site or to the designated alternate facility immediately.
- The COOP Teams immediately deploy to an assembly site or a designated alternate facility to assume mission-essential functions.
- Personnel who do not have active COOP response roles may be instructed to go home or relocate to another specified location pending further guidance.
- Additional tasks identified above in Section IV-B that are not yet completed are completed in their entirety.

### D. Activation Procedures During Non-Duty Hours

- The Cabinet Secretary (Laurie Gill) is notified that an event requiring COOP activation is anticipated or underway.
- The Cabinet Secretary (Laurie Gill) then notifies the COOP Team Chiefs of the event requiring activation of the South Dakota Department of Social Services COOP.
- The Cabinet Secretary (Laurie Gill) activates the COOP and notifies the appropriate alternate Facility Manager.
- Notification procedures identified in Annex F are conducted.
- The Cabinet Secretary (Laurie Gill) directs members of the COOP Teams to begin immediate movement to an assembly site or to the designated alternate facility.
- The COOP Teams immediately deploy to an assembly site or a designated alternate facility to assume mission-essential functions.
- Personnel who do not have active COOP response roles are directed to remain at home pending further guidance.
- Additional tasks identified above in Section IV-B that are not yet completed are completed in their entirety.

## E. Deployment and Departure Procedures

The Cabinet Secretary (Laurie Gill) will determine full or partial deployment to the designated alternate facility of any mission-essential functions that are critical to operations at the time the South Dakota Department of Social Services COOP activation is ordered. This determination will be based on the severity of the event and the level of threat. The following actions establish general administrative procedures to allow for travel and transportation to the alternate facility. Specific instructions will be provided at the time a deployment is ordered.

COOP Team members will immediately begin deployment, taking with them all office Drive-Away Kits, if applicable, and their personal go-kits. Team members will most likely use privately-owned vehicles for transportation to the designated facility. Specific instructions will be provided at the time of activation.

All other personnel not designated to serve on COOP Teams at the impacted facility at the time of an emergency notification will be directed to proceed to their homes to await further instructions. At the time of notification, any available information will be provided regarding routes that should be used to depart the facility or other appropriate safety precautions. During non-duty hours, these personnel will remain at their homes pending further guidance.

## F. Transition to Alternate Operations

Following the activation of the COOP and establishment of communications links with the Cabinet Secretary (Laurie Gill) and COOP Teams at an assembly site or the designated alternate facility, the Cabinet Secretary (Laurie Gill) orders the cessation of operations at the primary facility.

The Cabinet Secretary (Laurie Gill) will then notify emergency officials, as appropriate, that an emergency relocation of the South Dakota Department of Social Services facility is complete. The Cabinet Secretary (Laurie Gill) will then provide information on the alternate facility location, including contact numbers.

As appropriate, government officials, media, outside customers, vendors, and other service providers are notified by the South Dakota Department of Social Services Public Information Officer or other designated person(s) that the South Dakota Department of Social Services primary facility has been temporarily relocated.

## G. Site Support Responsibilities

Following notification that a relocation of the South Dakota Department of Social Services facility has been ordered or is in progress, the appropriate alternate Facility Manager will implement the COOP Site support procedures and prepare to receive the COOP Teams within 12 hours.

# **V. ALTERNATE OPERATIONS - PHASE II**

## A. Execution of Mission-Essential Functions

Upon activation, the COOP Teams will begin providing support for the following functions:

- Ensure that mission-essential functions (see Annex C) are reestablished as soon as possible.
- Monitor and assess the situation that required the relocation.

- Monitor the status of personnel and resources.
- Establish and maintain contact with emergency officials, as appropriate, or other designated personnel.
- Plan and prepare for the restoration of operations at the impacted facility or other long-term facility.

## B. Establishment of Communications

The ability to communicate with internal and external resources during COOP events will be vital to the operations of the South Dakota Department of Social Services. Internal and external resources could include South Dakota Department of Social Services staff, partner organizations, emergency responders, vendors, the media, and/or the public.

The Cabinet Secretary (Laurie Gill) in coordination with the Bureau of Information & Telecommunications will ensure all necessary and preplanned communications and information systems are established, adequate, and functioning properly. The Bureau of Information & Telecommunications will service and correct any faulty or inadequate communications systems. The Bureau of Information & Telecommunications personnel will ensure connectivity of information systems and will service any faulty or inadequate information systems.

*\*\*\* Annex I provides additional information on communications capabilities of the South Dakota Department of Social Services.*

## C. COOP Team Responsibilities

A critical planning component within the South Dakota Department of Social Services COOP is the development of COOP Teams and team member responsibilities. The COOP Teams can consist of internal staff to the South Dakota Department of Social Services, as well as external staff, vendors, and/or other organizations that may assist during COOP events. For each COOP Team, team members are appointed and given specific instructions regarding their roles on the team. It's important that COOP Teams are developed prior to a COOP event so COOP Team members have awareness of their roles on these teams and can be trained on their responsibilities in preparation of potential COOP events.

The following is a list of COOP Teams and their team descriptions for the South Dakota Department of Social Services COOP:

**Planning Team** - In preparation of potential continuity events, Planning Team members are responsible for scheduling and conducting continuity meetings (minimum of one meeting per year), establishing a framework for the organization's continuity plan design and strategy, reviewing the accuracy of the personnel information contained within the plan, developing an ongoing process for reviewing and updating the plan, and scheduling and participating in continuity trainings and exercises.

**Support Team** - In preparation of potential continuity events, Support Team members are responsible for attending continuity meetings as scheduled, keeping the Support Team Chief apprised of continuity matters, developing notification cascades for all Support Team members, and participating in continuity trainings and exercises.

During a continuity event, members of the Support Team are responsible for reporting in to their Support Team Chief, reporting to their designated locations to await further instructions (In many cases, this may be their home residence), and providing support to the Relocation Team as requested.

**Relocation Team** - In preparation of potential continuity events, Relocation Team members are responsible for attending continuity meetings as scheduled, keeping the Relocation Team Chief apprised of continuity matters, reviewing and updating organization's essential functions annually, developing notification cascades for key staff and/or division personnel, participating in continuity training and exercises, and developing a plan and methodology for off-site storage of data to include vital records and databases.

During a continuity event, members of the Relocation Team are responsible for relocating to the designated Alternate Facility in a timely manner and re-establishing and recovering the operations of the organization's essential functions as identified in Annex C.

**COOP LIEAP Planning Team** - Oversee the relocation and operation of the Child Care Services and LIEAP office. Participate in COOP training and exercises. Attend Relocation Team meetings as scheduled. Review and update mission-essential functions annually. Develop notification cascades for division personnel. Develop plan for off-site storage of data to include vital records and databases. Annually review the composition of the working group staffing to ensure that the assigned staff are adequate.

**COOP LIEAP Support Team** -

**COOP Child Care Planning Team** -

**COOP Child Care Support Team** -

*\*\*\* Annex A provides a complete list of COOP Teams, team descriptions, team members, contact information, and team member roles.*

#### **D. Augmentation of Staff**

- If it becomes evident that the COOP Teams cannot adequately ensure the continuation of mission-essential functions, the Cabinet Secretary (Laurie Gill) will determine the additional positions necessary to maintain these functions.
- The Cabinet Secretary (Laurie Gill) will identify additional staff, as available, who may be able to provide support.
- The Cabinet Secretary (Laurie Gill) will then ensure that the identified positions are staffed with individuals who have the requisite skills to perform the tasks.
- The Cabinet Secretary (Laurie Gill) will consider implementing agreements with outside resource support including Memoranda of Understanding/Mutual Aid Agreements with other organizations and contractual agreements with private vendors.

#### **E. Development of Devolution Plans**

Devolution is the capability to transfer statutory authority and responsibility for mission-essential functions from an organization's primary operating staff and facilities to another organization's employees and facilities. Devolution planning supports overall COOP planning and addresses catastrophic or other disasters that render an organization's leadership and staff unavailable or incapable of performing its mission-essential functions from either its primary or alternate facilities.

If devolution is necessary, prioritized mission-essential functions are transferred to a pre-identified devolution organization. Direction and control of mission-essential functions is

transferred to the devolution organization site and/or identified personnel.

Devolution planning involves several special issues:

- Personnel at the devolution site must be trained to perform the mission-essential functions to the same level of proficiency as the South Dakota Department of Social Services personnel.
- Vital records, documents, and databases must be up to date and available at the devolution site.
- Communications and information management systems must be able to be transferred or accessible at devolution site.
- Delegations of authority planning must include senior personnel at the devolution site.

Should sufficient staff be unavailable to conduct the mission-essential functions of South Dakota Department of Social Services, all of the affected operations will initiate the activation of pre-arranged devolution agreements. Devolution will be triggered when available staff determines that there are insufficient resources to maintain and carry out the South Dakota Department of Social Services's prioritized mission-essential functions. At that point, the Cabinet Secretary (Laurie Gill) or highest ranking South Dakota Department of Social Services official available will institute devolution through the issuance of the Devolution Activation Memo, provided in Annex L. Available South Dakota Department of Social Services staff will notify the devolution organization(s) that devolution is being initiated.

The following are pre-identified devolution organization(s) for the South Dakota Department of Social Services:

South Dakota Governor's Office

*\*\*\* Annex C provides mission-essential functions identified for South Dakota Department of Social Services. Annex E provides COOP Delegations of Authority. Annex L provides the pre-established Devolution Activation memo and specific guidelines for initiation of devolution of mission-essential functions.*

## F. Development of Plans for Reconstitution and Termination

The Cabinet Secretary (Laurie Gill) or designee will develop Reconstitution and Termination Plans that will direct an orderly transition of all mission-essential functions, personnel, equipment, and records from the devolution organization to a new or restored facility. Plans and Schedules will include:

- Whether the original primary facility is re-inhabitable. If not, the plans will include recommendations of primary facility options.
- Construction needs for the primary facility re-occupancy, including remediation of safety issues.
- Estimated costs associated with construction and occupancy. Plans to include options for funding.
- Notification plans for COOP Teams and staff.
- Timeframe for construction completion and move-in.



The Cabinet Secretary (Laurie Gill) will review and formally approve all plans and schedules. Upon approval, the Cabinet Secretary (Laurie Gill) will issue a COOP Termination memo to the devolution organization(s) identifying the point of formal COOP Termination. The COOP Teams, as assigned, will oversee the Reconstitution and Termination process.

## **VI. RECONSTITUTION AND TERMINATION - PHASE III**

As soon as possible (within 24 hours) following a COOP relocation, the COOP Teams will initiate operations to salvage, restore, and recover the impacted facility, pending approval from any applicable local, state, and/or federal law enforcement organizations or emergency service authorities.

Reconstitution procedures will commence when the Cabinet Secretary (Laurie Gill) determines that the emergency situation has ended and is unlikely to reoccur. Once this determination has been made, one or a combination of the following options may be implemented, depending on the situation:

- Continue to perform mission-essential functions at the alternate facility for up to 30 days.
- Begin an orderly return to the impacted facility and reconstitute full normal operations.
- Begin to establish reconstitution of normal operations at a different primary facility location.

### **A. Procedures**

Upon a decision by the Cabinet Secretary (Laurie Gill) that the impacted facility can be reoccupied, or that a different location will be established as a new facility to resume normal operations, the following procedures will be followed:

- The Cabinet Secretary (Laurie Gill) or designee will create and submit resumption plans for review and approval.
- Upon approval, the COOP Teams will initiate and oversee the orderly transition of all mission-essential functions, personnel, equipment, and records from the alternate facility to a new or restored facility.
- Non-assigned COOP Team personnel will be notified using the Alert Notification Procedures provided in Annex F that normal operations of the South Dakota Department of Social Services are resuming and that they should report back to work.

### **B. After-Action Review and Remedial Action Plan**

An After-Action Review information collection process will be initiated by each COOP Team prior to the cessation of operations at the alternate facility. The information to be collected will, at a minimum, include information from personnel working during the COOP activation and a review of lessons learned to include processes that were effective and less than effective. The After-Action Review should provide recommended actions to improve areas identified as deficient or requiring improvement.

The information should be incorporated into a COOP Remedial Action Plan. Recommendations for changes to the South Dakota Department of Social Services COOP and any accompanying documents will be developed and brought forth to the Cabinet Secretary (Laurie Gill) and COOP Teams for review. The Cabinet Secretary (Laurie Gill) and designated COOP planners for the

South Dakota Department of Social Services will review and implement changes to the COOP as required.



**ANNEX B  
FACILITIES**

The following are Primary Facilities identified for the South Dakota Department of Social Services:

Name / Location (Physical Address)	Resources Located at Primary Facility
<p><b>Primary Facility</b></p> <p><b>Aberdeen - Satellite</b> 3401 10th Avenue SE Aberdeen, SD 57402</p> <p>Number of Staff: 38</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Behavioral Health - Sioux Falls</b> 3900 W Technology Circle Sioux Falls, SD 57103</p> <p>Number of Staff: 28</p> <p><u>Facility Manager:</u> Tiffany Wolfgang w: 605-367-5236 x 1105078 c: 605-940-3739</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Belle Fourche - Satellite</b> 609 5th Ave Belle Fourche, SD 57717-1405</p> <p>Number of Staff: 8</p> <hr/>	

Name / Location (Physical Address)	Resources Located at Primary Facility
<p><b>Primary Facility</b></p> <p><b>Brookings - Satellite</b>  1310 Main Avenue S, Suite 101  Brookings, SD 57006-3893</p> <p>Number of Staff: 27</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Chamberlain - Satellite</b>  320 Sorenson Drive  Chamberlain, SD 57325-1022</p> <p>Number of Staff: 20</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Child Care Services</b>  910 E Sioux Avenue  Pierre, SD 57501</p> <p>Number of Staff: 14</p> <p><u>Facility Manager:</u>  w: 605-773-4766 x 6393</p> <p>Comments:</p> <p>space shared with LIEAP</p>	

Name / Location (Physical Address)	Resources Located at Primary Facility
<hr/> <b>Primary Facility</b>  <b>Custer - Satellite</b> 1164 Mt Rushmore Rd, #3 Custer, SD 57730-2133  Number of Staff: 2  <hr/>	
<hr/> <b>Primary Facility</b>  <b>Deadwood - Satellite</b> 20 Cliff Street Deadwood, SD 57732-0607  Number of Staff: 15  <hr/>	
<hr/> <b>Primary Facility</b>  <b>Eagle Butte - Satellite</b> 1302 N Willow Eagle Butte, SD 57625-0530  Number of Staff: 23  <hr/>	
<hr/> <b>Primary Facility</b>  <b>Elk Point - Satellite</b> 118 West Main St Elk Point, SD 57025-0520  <hr/>	

Name / Location (Physical Address)	Resources Located at Primary Facility
<p>Number of Staff: 3</p>	
<p><b>Primary Facility</b></p> <p><b>Hot Springs - Satellite</b> 2500 Minnekahta Ave., Building 1 Hot Springs, SD 57747-0729</p> <p>Number of Staff: 11</p>	
<p><b>Primary Facility</b></p> <p><b>Huron - Satellite</b> 110 3rd St Sw Ste 200 Huron, SD 57350-2450</p> <p>Number of Staff: 25</p>	
<p><b>Primary Facility</b></p> <p><b>Kneip Building</b> 700 Governors Drive Pierre, SD 57501</p> <p>Number of Staff: 210</p> <hr/> <p><b>1st Alternate - Social Services Local Office</b> 912 E Sioux</p>	<p><b>Pre-Positioned</b> All resource types are available on site - <i>Other</i> Security - Keycard system - <i>Other</i> Copy Machine - <i>Office Supplies</i> General Office Supplies available - <i>Office Supplies</i> Printer - <i>Office Supplies</i> desk tops &amp; chairs - <i>Furniture</i> Conference rooms with seating for 12 - <i>Furniture</i> Tablet PC (COOP members bring their own) - <i>Computer Hardware</i> Computers - <i>Computer Hardware</i> Vacant modular sites for wireless tablets &amp; cell phones - <i>Computer</i></p>



Name / Location (Physical Address)	Resources Located at Primary Facility
Pierre, SD 57501 USA Staff Relocating: -	<i>Hardware</i> Cell Phones (COOP members bring their own) - <i>Communications</i> Telephones - <i>Communications</i> Fax Machines - <i>Communications</i>
<b>Primary Facility</b>  <b>Lake Andes - Satellite</b> 3rd & Lake Lake Andes, SD 57356-0190  Number of Staff: 13	
<b>Primary Facility</b>  <b>LIEAP (Low Income Energy Assistance Program)</b> 910 E. Sioux Avenue Pierre, SD 57501  Number of Staff: 16  <u>Facility Manager:</u> David Gall w: 800-233-8503 x 4131 c: 605-280-6680 Comments: space shared with CCS  <hr/> <b>1st Alternate - Kneip Building</b> 700 Governors Drive Pierre, SD 57501 USA Staff Relocating: -	

Name / Location (Physical Address)	Resources Located at Primary Facility
<p><b>Primary Facility</b></p> <p><b>Madison - Satellite</b> 223 S Van Eps Ave, Suite 201 Madison, SD 57042-2855</p> <p>Number of Staff: 6</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Martin - Satellite</b> 404 3rd Avenue Martin, SD 57551-0250</p> <p>Number of Staff: 11</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>McIntosh - Satellite</b> 185 Main St McIntosh, SD 57641-0108</p> <p>Number of Staff: 4</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Milbank - Satellite</b> Grant County Courthouse 201 E 5th Avenue Milbank, SD 57252-1024</p>	

Name / Location (Physical Address)	Resources Located at Primary Facility
<p>Number of Staff: 2</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Mission - Satellite</b>  671 N Marge Lane  Mission, SD 57555-0818</p> <p>Number of Staff: 32</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Mitchell - Satellite</b>  116 E 11th Avenue  Mitchell, SD 57301-1432</p> <p>Number of Staff: 28</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>MMIS (Medicaid Management Information Systems)</b>  700 Governor's Drive  Kneip Building  Pierre, SD 57501-3142</p> <p>Number of Staff: 54</p> <hr/>	

Name / Location (Physical Address)	Resources Located at Primary Facility
<p><b>Primary Facility</b></p> <p><b>Mobridge - Satellite</b>            920 6th St W            Mobridge, SD 57601-0160</p> <p>Number of Staff: 15</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Olivet - Satellite</b>            Hutchinson County Courthouse            140 Euclid, Room 127            Olivet, SD 57052-2103</p> <p>Number of Staff: 2</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Parker - Satellite</b>            Turner County Courthouse            400 S Main            Parker, SD 57053-0339</p> <p>Number of Staff: 1</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Pierre - Satellite</b>            912 E. Sioux Ave            Pierre, SD 57501</p>	<p><b>Pre-Positioned</b>            All resources types are available on site - <i>Other</i>            Security - Keycard system - <i>Other</i>            2 - copy machines - <i>Office Supplies</i></p>

Name / Location (Physical Address)	Resources Located at Primary Facility
<p>Number of Staff: 37</p> <p><u>Facility Manager:</u> Carroll Forsch w: 605-773-4766 x 7176 c: 605-280-2109</p> <hr/>	<p>General office supplies available - <i>Office Supplies</i>  2 - Printers - <i>Office Supplies</i>  40 - desk tops and chairs - <i>Furniture</i>  1 - Conference room with seating for 12 - <i>Furniture</i>  1 - Folding Table - <i>Furniture</i>  35 - Computers - <i>Computer Hardware</i>  5 - Vacant modular sites for wireless tablets &amp; cell phone - <i>Computer Hardware</i>  Tablet PC (COOP members bring their own) - <i>Computer Hardware</i>  35 - Telephones - <i>Communications</i>  1 - Fax Machine - <i>Communications</i>  Cell Phones (COOP members bring their own) - <i>Communications</i></p>
<p><b>Primary Facility</b></p> <p><b>Pine Ridge - Satellite</b>  Planning Center-Airport, Highway 18  Pine Ridge, SD 57770-0279</p> <p>Number of Staff: 30</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Rapid City - Satellite</b>  510 N Cambell  Rapid City, SD 57709-2440</p> <p>Number of Staff: 150</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Redfield - Satellite</b>  Spink County Courthouse</p>	

Name / Location (Physical Address)	Resources Located at Primary Facility
210 E 7th Avenue Redfield, SD 57469-1299  Number of Staff: 4  <hr/>	
<b>Primary Facility</b>  <b>Sioux Falls - Satellite</b> 811 E 10th Street Sioux Falls, SD 57103-1650  Number of Staff: 187  <hr/>	
<b>Primary Facility</b>  <b>Sisseton - Satellite</b> 119 E Cherry St Sisseton, SD 57262-0230  Number of Staff: 9  <hr/>	
<b>Primary Facility</b>  <b>Sturgis - Satellite</b> 2200 W Main St Sturgis, SD 57785-1338  Number of Staff: 12  <hr/>	

Name / Location (Physical Address)	Resources Located at Primary Facility
<p><b>Primary Facility</b></p> <p><b>Tyndall - Satellite</b>  103 West 18th Avenue  Tyndall, SD 57066-0002</p> <p>Number of Staff: 1</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Vermillion - Satellite</b>  114 Market Street  Vermillion, SD 57069-0156</p> <p>Number of Staff: 13</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>Watertown - Satellite</b>  2001 9th Avenue SW Suite300  Watertown, SD 57201-0670</p> <p>Number of Staff: 35</p> <hr/>	
<p><b>Primary Facility</b></p> <p><b>White River - Satellite</b>  Mellette County Courthouse  321 E 4th St  White River, SD 57579-0219</p>	

Name / Location (Physical Address)	Resources Located at Primary Facility
Number of Staff: 4	
<b>Primary Facility</b>  <b>Winner - Satellite</b> 648 W Second St Winner, SD 57580-0031  Number of Staff: 15	
<b>Primary Facility</b>  <b>Yankton - Satellite</b> 3113 Spruce St, Suite 200 Yankton, SD 57078-5320  Number of Staff: 33	

The following are Alternate Facilities identified for the South Dakota Department of Social Services:

Name / Location (Physical Address)	Resources Required at Alternate Facility
<b>Alternate Facility</b>  <b>Kneip Building</b> 700 Governors Drive	<b>Transported</b> Tablet PC (COOP members bring their own) - <i>Computer Hardware</i> Cell Phones (COOP members bring their own) - <i>Communications</i>



Name / Location (Physical Address)	Resources Required at Alternate Facility
Pierre, SD 57501	<p><b>Pre-Positioned</b>  Security - Keycard system - <i>Other</i>  All resource types are available on site - <i>Other</i>  Copy Machine - <i>Office Supplies</i>  General Office Supplies available - <i>Office Supplies</i>  Printer - <i>Office Supplies</i>  desk tops &amp; chairs - <i>Furniture</i>  Conference rooms with seating for 12 - <i>Furniture</i>  Computers - <i>Computer Hardware</i>  Vacant modulare sites for wireless tablets &amp; cell phones - <i>Computer Hardware</i>  Telephones - <i>Communications</i>  Fax Machines - <i>Communications</i></p>
<p><b>Alternate Facility</b></p> <p><b>Social Services Local Office</b>  912 E Sioux  Pierre, SD 57501</p>	<p><b>Transported</b>  Tablet PC (COOP members bring their own) - <i>Computer Hardware</i>  Cell Phones (COOP members bring their own) - <i>Communications</i></p> <p><b>Pre-Positioned</b>  All resources types are available on site - <i>Other</i>  Security - Keycard system - <i>Other</i>  2 - copy machines - <i>Office Supplies</i>  General office supplies available - <i>Office Supplies</i>  2 - Printers - <i>Office Supplies</i>  40 - desk tops and chairs - <i>Furniture</i>  1 - Conference room with seating for 12 - <i>Furniture</i>  1 - Folding Table - <i>Furniture</i>  35 - Computers - <i>Computer Hardware</i>  5 - Vacant modulare sites for wireless tablets &amp; cell phone - <i>Computer Hardware</i>  35 - Telephones - <i>Communications</i>  1 - Fax Machine - <i>Communications</i></p>

\* Identify resources needed to continue the operation of mission-essential functions that have been pre-positioned at the alternate facility and those that will need to be transported to the facility. Examples of resources include office equipment/supplies, computers, chairs, tables, telephones, printers, and copiers.

## **Alternate Facility Operations**

The alternate facility should have pre-positioned resources to sustain operations for three days without resource support. The alternate facility will require installation of:

- Telephones
- Computers
- LAN/WiFi
- Printers/Copiers
- Furniture

Setup of the alternate facility may require vendor and resource support to provide the labor and equipment to outfit the facility.

## **Memorandum of Understanding (MOU) Considerations**

The Cabinet Secretary (Laurie Gill) will establish MOU(s) or pre-arranged contracts with Facility Managers and other organizations to provide basic support to the South Dakota Department of Social Services during COOP events, including exercises, if needed.

## **Joint Facility Support Requirements**

The Cabinet Secretary (Laurie Gill) or designee will be responsible for developing a coordinated support plan with the Facility Manager of the primary alternate facility. At a minimum, the plan will address the following items:

- Receiving, supporting, and relocating personnel at the alternate facility;
- Repositioning supplies and equipment at the alternate facility;
- Adequate logistical support;
- Adequate infrastructure;
- Adequate services;
- Capability of the facility to accept the COOP Teams and operations; and
- Capability of the facility to sustain COOP operations for a minimum of 30 days.

The details of the coordinated support plan will be incorporated as part of this annex.

## **Review and Update**

The Cabinet Secretary (Laurie Gill) will conduct an annual review of space allocations at the alternate facility to ensure the adequacy of assigned space and other resources.

## Alternate Facility Selection Process

The alternate facilities should be fixed facilities identified from existing city, state, or county facilities, or from leased facilities. The alternate facilities must be capable of supporting emergency operations in a safe environment, as determined by the geographical location of the facility, an assessment of the local threat, and the collective protection characteristics of the facility. The facility requirements, selection, and occupancy planning should be based on a worst-case scenario.

A list cataloging each facility and its capability and capacity will be used to assist in the selection process. The Cabinet Secretary (Laurie Gill) is responsible for maintaining the facility list and ensuring the accuracy of the data. The facilities should be located in areas where the ability to initiate, maintain, and terminate operations will not be disrupted. The following considerations will be used in the selection of the alternate facilities:

- The ability to be operational not later than 12 hours after deployment and to sustain operations for up to 30 days.
- Number of personnel per shift required for accomplishing these functions for 30 days or until the emergency ends.
- Minimum amount of space needed to accomplish South Dakota Department of Social Services functions under emergency conditions.
- Space Allocation Considerations - The following are Primary Facilities for South Dakota Department of Social Services and their associated staff levels:

Aberdeen - Satellite - Staff Level: 38  
Behavioral Health - Sioux Falls - Staff Level: 28  
Belle Fourche - Satellite - Staff Level: 8  
Brookings - Satellite - Staff Level: 27  
Chamberlain - Satellite - Staff Level: 20  
Child Care Services - Staff Level: 14  
Custer - Satellite - Staff Level: 2  
Deadwood - Satellite - Staff Level: 15  
Eagle Butte - Satellite - Staff Level: 23  
Elk Point - Satellite - Staff Level: 3  
Hot Springs - Satellite - Staff Level: 11  
Huron - Satellite - Staff Level: 25  
Kneip Building - Staff Level: 210  
Lake Andes - Satellite - Staff Level: 13  
LIEAP (Low Income Energy Assistance Program) - Staff Level: 16  
Madison - Satellite - Staff Level: 6  
Martin - Satellite - Staff Level: 11  
McIntosh - Satellite - Staff Level: 4  
Milbank - Satellite - Staff Level: 2  
Mission - Satellite - Staff Level: 32  
Mitchell - Satellite - Staff Level: 28  
MMIS (Medicaid Management Information Systems) - Staff Level: 54  
Mobridge - Satellite - Staff Level: 15  
Olivet - Satellite - Staff Level: 2  
Parker - Satellite - Staff Level: 1  
Pierre - Satellite - Staff Level: 37

Pine Ridge - Satellite - Staff Level: 30  
Rapid City - Satellite - Staff Level: 150  
Redfield - Satellite - Staff Level: 4  
Sioux Falls - Satellite - Staff Level: 187  
Sisseton - Satellite - Staff Level: 9  
Sturgis - Satellite - Staff Level: 12  
Tyndall - Satellite - Staff Level: 1  
Vermillion - Satellite - Staff Level: 13  
Watertown - Satellite - Staff Level: 35  
White River - Satellite - Staff Level: 4  
Winner - Satellite - Staff Level: 15  
Yankton - Satellite - Staff Level: 33

- As a guideline, Alternate facility locations should allow an average of 100 Square Feet of space per persons relocated. (Number of relocated people X 100 s.f. = total s.f. recommended at Alternate Facility).
- The distance from the threat area to any other facilities/locations (e.g., hazardous materials/nuclear power plants, areas subject to natural disasters or civil unrest).
- Facility construction must be such that it is uniquely resistant to natural disaster risk factors (e.g., tornadoes, hurricanes, floods).
- Access to essential resources such as food, water, fuel, medical facilities, lodging, and municipal services (e.g., fire, police).
- The availability of transportation and parking.
- Power requirements to support the Alternate Facility.
- Interoperable communications in sufficient quantity, mode, and media to effectively interface with critical customers, and organizations.
- Availability of existing equipment and furniture in the facility that can be used by South Dakota Department of Social Services staff and COOP Teams.

### **Alternate Facility Acquisition**

It is suggested that a MOU should be established with the owner and/or Facility Manager of each potential alternate facility. Each MOU should include:

- Time period from notification of requirement to availability of facility for occupancy.
- Space and services to be provided.
- Provision for sole use of allocated space during the period of occupancy.

### **Alternate Facility Reevaluation**

Any Alternate Facility identified and rated by the South Dakota Department of Social Services will be reevaluated annually for suitability and functionality. The annual review of the South

Dakota Department of Social Services COOP will include a review of the Alternate Facilities to ensure that the facilities still meet the current needs. Recommendations will become part of the remedial action process and any shortfalls in the equipment, maintenance, or improvement and modernization of the facilities will be incorporated into COOP revisions.

Provided below is additional information that can be used to determine alternate relocation capabilities during the planning phase:

- **HOT SITE** - A hot site is a building already equipped with processing capability and other services. Operational standby facilities require a subscription contract and charge various fees. Normally, a three-or five-year contract is negotiated and includes specific hardware configurations with detailed communications requirements, which must be updated when changes occur.
- **COLD SITE** - A cold site is a building for housing processors that can be easily adapted for use. Vendor contracts should be in place to make the facility operational in a short period of time.
- **REDUNDANT SITE** - A redundant site is a site equipped and configured exactly like the primary site.
- **RECIPROCAL AGREEMENT** - A reciprocal agreement is a formal agreement that allows for two organizations to back-up each other. The agreement is usually with an external organization. Although low development and maintenance cost are the principal advantage to this alternative, consideration must be given to establishing an agreement with an organization that will not be affected by the same disaster.
- **HYBRIDS**- Any combination of the above, such as having a hot site as a back-up in case a redundant or reciprocal agreement site is damaged by the same or a separate event.

**ANNEX C**  
**MISSION-ESSENTIAL FUNCTIONS**

## Mission-Essential Functions

Mission-Essential functions for the South Dakota Department of Social Services have been identified and prioritized below. In addition to identifying each mission-essential function, the South Dakota Department of Social Services has associated the personnel resources and vital record resources required to carry out each specific function. The performance of the highest priority mission-essential functions will need to be resumed as quickly as possible.

### Essential Functions for South Dakota Department of Social Services

1. Functions to be performed, given a *One Day* disruption. (Highest priority to lowest):
  - Urgent response and coordination. Provide direction to all Department staff, respond to inquiries from the Governor, staff, media, and the public.
  - Provide direction to field staff regarding complex issues and questions about abuse and neglect cases or issues that arise for children in the department's custody. Child Protection Services staff are expected to make critical decisions or take action in situations that could affect the health and safety of children reported to Child Protection Services or in the custody of the department. There are times that staff may need to get answers and guidance that are not otherwise available or require a decision at a higher level of authority. It is essential that field staff have access to division director, deputy division director or program specialist for those purposes.
  - Family and Children Information System (FACIS) Help Desk. Child Protection Services field staff need to be able to use the FACIS to search for history and demographics for reports of abuse and neglect, record information about child abuse and neglect and children in the state's custody, and generate payments to providers for services for children in custody. The FACIS HelpDesk provides instructions and guidance to the field staff when issues and questions arise related to use of the FACIS for critical functions.
  - Respond to emergency reports of child abuse and neglect. Child Protection Service Staff in field offices must respond 24/7 to emergency calls from first responders or other reporting sources regarding child abuse and neglect that is putting children in imminent danger and the danger threats to the child(ren) must be responded to immediately.
  - Respond to emergency needs of children who have been removed from their homes and are residing with placement resources such as kinship families, foster families, and in treatment facilities. Children who have been removed from their homes due to child abuse and neglect are placed with relatives, foster parents or in treatment facilities for their safety. Emergency situations may arise that would require Child Protection Services staff to respond to the location of the placement resource or work with another Child Protection Services office to respond if the placement resource was located in another coverage area.



- Contact families who are caring for children under a Present Danger Plan to assess safety of the child. Child Protection Services staff must contact families who are caring for a child or children while the Initial Family Assessment is being completed. Present Danger Plans are used to prevent the child from coming into custody as long as the child's safety can be assured by plan providers.
  - Respond to Constituents and Providers in emergency situations.
2. Functions to be performed, given a *One Day - One Week* disruption. (Highest priority to lowest):
- Continuation of functions listed under previous Tier(s) identified above
  - Approval of services requiring prior authorization. Services such as organ transplants or certain surgeries.
  - Eligibility determinations for Emergency Crisis Intervention Energy Assistance program. Processes applications for customers in need of emergency crisis assistance. Applicable Oct 1 - Mar 31 (Applicable only if Pierre local office or staff are impacted.)
  - Ensure medical eligibility determinations are completed for new applications, in the event of health-related incident.
  - Initiate disaster SNAP protocol, when applicable, for presidentially declared disaster areas.
  - Provide direction to field staff regarding complex issues for priority eligibility determinates for SNAP, TANF and Medicaid CHIP.
  - Ensure "expedited" Supplemental Nutrition Assistance Program (SNAP) benefits are approved and assessed. Allocate staff resources and redistribute and re-assign cases as needed.
  - Respond to inquiries regarding energy assistance. Responds to telephone and written correspondence to determine if it must be processed as emergency crisis intervention case.
  - ACCESS Eligibility System Help Desk. Support use of Economic Assistance eligibilty system. (Applicable for distruption in Watertown office only.)
  - Responding to inquiries regarding pharmacy claims, monitoring operation of the point of sale (POS) system, and coordinating with the Pharmacy Association to ensure access to pharmacy services.
  - Supplemental Nutrition Assistance Program (SNAP) Electronic Benefits Transfer Issuance. Support issuance of SNAP benefit availability to allow eligible customers to access their benefit.

- Crisis Counseling Coordination including Federal Grant writing for funding (DBH); Coordination with the local CMHC to provide door to door crisis counseling services with affected area. (DBH)
  - Direct deposit payroll functionality. Ability to submit payroll files to the contractor for submission into Automated Clearing House.
  - Federal and other cash draw downs. Draw down of federal and other funds to cover current expenditures.
  - Process, allocate and distribute child support payments.
  - Customer Service -- respond to emergency customer matters to resolve license restriction/revocations and other barriers resulting from automated enforcement actions. Ensure child support prosecutors have DCS supervisor contact information to ensure individuals picked up on bench warrants do not sit in jail for extended periods of time.
  - Ensure warrants for varied programs are mailed to customers. Warrants are used when direct deposit is not available.
3. Functions to be performed, given a *One Week - One Month* disruption. (Highest priority to lowest):
- Continuation of functions listed under previous Tier(s) identified above
  - Provide staff for door to door and rapid response operations upon request from the Office of Public Safety and/or the Governor's Office.
  - Visits to placement resources. The federal government requires Child Protection Services to visit each child in custody at least once a month and preferably in the residence or facility they are living in.
  - Approve tuition funding for state custody youth through auxiliary placement program. Verify eligibility, notify the treating facility
  - State Review Team reviews and recommends level of care for children in psychiatric residential treatment facilities (PRTF)
  - Writing and development of contracts (if needed) (DBH); Updating Behavioral Health Advisory Council per federal block grant guidance (DBH); Ensuring that the STARS is functioning correctly for billing, data collection, information access, and programming (DBH); Support provider reimbursement for contracted and invoiced services (DBH); If any accreditation and/or federal site visits were planned, coordinate notification of situation and reschedule and/or issue extensions of accreditation (DBH); Support services that require prior authorizations including Indigent Medication Program, Hardship Considerations, Family Support Program, Preadmission and Resident Reviews (PASRR), IMPACT, First Episode Psychosis (FEP), Intensive Methamphetamine Treatment, 3.7 adult substance use disorder treatment, pregnant women substance use disorder treatment, adolescent Psychiatric Residential Treatment

Facility for substance use, Cognitive Behavioral Intervention for Substance Abuse (CBISA), Moral Reconciliation Therapy (MRT), Aggression Replacement Treatment (ART), Functional Family Therapy (FFT), and Cannabis Youth Treatment (CYT). (DBH)

- Complete eligibility determinations for Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid/CHIP, and the Low-Income Energy Assistance Program (LIEAP) to ensure needy families have access to safety net programs for which they qualify.
- Premium Assistance. Issue payments to recipients which allows payment of health insurance premiums
- Support the establishment of temporary child care options to ensure safe environments for the continuation of a community workforce including emergency management personnel who need child care services if they work during an emergency event.
- Payment to providers of approved claims. Payment to critical facilities who rely on Medicaid payment as their main source of income.
- Provider Payment. Payment to child care providers for care of children while parents work.
- Payment to providers of approved claims and staff salaries. Families and treatment facilities caring for children, who have been removed from their homes due to child abuse and neglect. Submit monthly billing forms for reimbursement of expenses for the care of the child.
- Employee travel reimbursement. To reimburse employees for work related travel.
- Title XIX transportation claim payments. Reimbursement of costs for medical appointments.
- Customer Service--provide customer service and case information to parents, the courts, and other states regarding child support cases.
- Process child support applications to establishing paternity, establish child support orders, and enforce orders to ensure families receive child support and can meet their children's needs. In addition, need to meet required federal time frames.
- Process vouchers to ensure payments are made to prosecutors, sheriffs, hospitals (voluntary paternity acknowledgements), and process servers. Answer and redirect calls from custodial and non-custodial parents.
- Respond to non-custodial parents (NCP) who have been reported to credit bureaus due to child support arrears. Need to respond and assist NCP's with consumer credit disputes and provide verification of status of child support

payments in order to remove barriers (when appropriate) to loan applications, etc.

- Respond to enforcement/establishment requests from other state child support agencies. Need to establish paternity, establish child support orders, & enforce orders for other states when the noncustodial parent resides in SD - within federal timeframes.
- Negotiate payments plans with noncustodial parents in order to remove drivers and professional license restrictions to allow people to obtain professional licenses as well as drive to work.
- Enforce medical support orders to ensure children are covered under noncustodial parent's medical insurance. Includes responding to custodial and non-custodial parents and employers who are required to enroll the children on insurance plans.
- Build child support cases for non IVD cases (DCS acts as the payment processing unit for all child support cases in SD). Non IVD cases are those in which the custodial parent has not signed up for DCS enforcement services but required to make payments through DCS State Disbursement Units. If cases are not built, payments cannot be process.
- Process petitions for modifications to allow custodial and noncustodial parents to modify child support orders as the result of significant changes such as loss/reduction in wages.
- Disability Incapacity Team determines disability for purpose of Medicaid eligibility determinations.
- Ensure manual LIEAP vendor payments are completed.
- Process LIEAP, Weatherization, and Community Services Block Grant payments to Community Action Agencies.
- Payments to consultants and contracted service providers.
- Locate noncustodial parents for establishment of paternity/child support orders and enforcement purposes.

**TIER: 1: Functions to be performed, given a *One Day* disruption.  
(Highest priority to lowest)**

**FUNCTION:** Urgent response and coordination. Provide direction to all Department staff, respond to inquiries from the Governor, staff, media, and the public.

**PRIORITY:** # 1

**PMEF:** Yes

**TIER:** Functions to be performed, given a One Day disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Office of the Secretary

**PERSONNEL:** Chief of Behavioral Health; Wetz, Max - Communications Administrator; Tidball-Zeltinger, Brenda - Deputy Secretary; Gill, Laurie - Cabinet Secretary

**VITAL RECORDS:** 2 computers, 2 telephones, 1 fax & general office supplies

**FUNCTION:** Provide direction to field staff regarding complex issues and questions about abuse and neglect cases or issues that arise for children in the department's custody. Child Protection Services staff are expected to make critical decisions or take action in situations that could affect the health and safety of children reported to Child Protection Services or in the custody of the department. There are times that staff may need to get answers and guidance that are not otherwise available or require a decision at a higher level of authority. It is essential that field staff have access to division director, deputy division director or program specialist for those purposes.

**PRIORITY:** # 2

**PMEF:** Yes

**TIER:** Functions to be performed, given a One Day disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Protection Services

**PERSONNEL:** Bennett, Pamela - Assistant Director; Wieseler, Virgena - Division Director; 1 Division Director & 1 Assistant Director

**VITAL RECORDS:** Child Protection/ FACIS - Family and Children Information System; Mainframe; 2 computers & 2 Phones. Family and Children Information System & Social Services Information System & general office supplies

**FUNCTION:** Family and Children Information System (FACIS) Help Desk. Child Protection Services field staff need to be able to use the FACIS to search for history and demographics for reports of abuse and neglect, record information about child abuse and neglect and children in the state's custody, and generate payments to providers for services for children in custody. The FACIS HelpDesk provides instructions and guidance to the field staff when issues and questions arise related to use of the FACIS for critical functions.

**PRIORITY:** # 3

**PMEF:** No

**TIER:** Functions to be performed, given a One Day disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Protection Services

**PERSONNEL:** Schaeftbauer, Sara - Program Specialist I; 1 Program Specialist I

**VITAL RECORDS:** Child Protection/ FACIS - Family and Children Information System; Mainframe; 1 computer, 1 telephone

**FUNCTION:** Respond to emergency reports of child abuse and neglect. Child Protection Service Staff in field offices must respond 24/7 to emergency calls from first responders or other reporting sources regarding child abuse and neglect that is putting children in imminent danger and the danger threats to the child(ren) must be responded to immediately.

**PRIORITY:** # 4

**PMEF:** No

**TIER:** Functions to be performed, given a One Day disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Protection Services

**PERSONNEL:** Burger, Vicki - Regional Manager - Region 6; Johnson, Dawn - Regional Manager - Region 5; Wagner, Kristi - Regional Manager - Region 7; Kent-Singleton, Marie - Regional Manager - Region 3; Moore Briggs, Rique - Regional Manager - Region 4; Pauli-Tarrell, Laurie - Regional Manager - Region 2; Fleming, Lisa - Regional Manager - Region 1; Regional Manager, Supervisor or Family Services Specialist dependent upon location

**VITAL RECORDS:** Child Protection/ FACIS - Family and Children Information System; Mainframe; Vehicles, cell phones or some way to communicate between the office and Child Protection Services staff in the field. Depending on size of office, enough computers to access Family and Children's Information System (FACIS) and printers to print needed documents. Telephones, papers, pens. Will need clothing, formula, diapers, food for children taken into care.

**FUNCTION:** Respond to emergency needs of children who have been removed from their homes and are residing with placement resources such as kinship families, foster families, and in treatment facilities. Children who have been removed from their homes due to child abuse and neglect are placed with relatives, foster parents or in treatment facilities for their safety. Emergency situations may arise that would require Child Protection Services staff to respond to the location of the placement resource or work with another Child Protection Services office to respond if the placement resource was located in another coverage area.

**PRIORITY:** # 5

**PMEF:** No

**TIER:** Functions to be performed, given a One Day disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Protection Services

**PERSONNEL:** Burger, Vicki - Regional Manager - Region 6; Johnson, Dawn - Regional Manager - Region 5; Wagner, Kristi - Regional Manager - Region 7; Kent-Singleton, Marie - Regional Manager - Region 3; Moore Briggs, Rique - Regional Manager - Region 4; Pauli-Tarrell, Laurie - Regional Manager - Region 2; Fleming, Lisa - Regional Manager - Region 1; Regional Manager, Supervisor or Family Services Specialist dependent upon location

**VITAL RECORDS:** Child Protection/ FACIS - Family and Children Information System; Mainframe; Vehicles, cell phones or some way to communicate between the office and Child Protection Services staff in the field. Depending on size of office, enough computers to access FACIS and printers to print needed documents. Telephones, papers, pens. Access to the Family and Children's Information System (FACIS) which is the database for Child Protection Services.

**FUNCTION:** Contact families who are caring for children under a Present Danger Plan to assess safety of the child. Child Protection Services staff must contact families who are caring for a child or children while the Initial Family Assessment is being completed. Present Danger Plans are used to prevent the child from coming into custody as long as the child's safety can be assured by plan providers.

**PRIORITY:** # 6

**PMEF:** No

**TIER:** Functions to be performed, given a One Day disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Protection Services

**PERSONNEL:** Burger, Vicki - Regional Manager - Region 6; Johnson, Dawn - Regional Manager - Region 5; Wagner, Kristi - Regional Manager - Region 7; Kent-Singleton, Marie -

Regional Manager - Region 3; Moore Briggs, Rique - Regional Manager - Region 4; Pauli-Tarrell, Laurie - Regional Manager - Region 2; Fleming, Lisa - Regional Manager - Region 1; Regional Manager, Supervisor or Family Services Specialist dependent upon location

**VITAL RECORDS:** Child Protection/ FACIS - Family and Children Information System; Mainframe; Vehicles, cell phones, or some way to communicate between the office and Child Protection Services staff in the field. Depending on size of office, enough computers to access FACIS and printers to print needed documents. Telephones, papers, pens. Access to the Family and Children's Information System (FACIS) which is the database for Child Protection Services.

**FUNCTION:** Respond to Constituents and Providers in emergency situations.

**PRIORITY:** # 7

**PMEF:** No

**TIER:** Functions to be performed, given a One Day disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Behavioral Health

**PERSONNEL:** Wolfgang, Tiffany - Division Director; Boetel, Melanie - Assistant Director; Glaser, Tiffany - Assistant Director

**VITAL RECORDS:** 3 laptops and 3 cellphones

**TIER: 2: Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)**

**FUNCTION:** Approval of services requiring prior authorization. Services such as organ transplants or certain surgeries.

**PRIORITY:** # 1

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Medical Services

**PERSONNEL:** Bartel, Nicole - Nurse Consultant; Carpenter, Dr. Mary - Medical Consultant; 1 Nurse 1 Consultant



**VITAL RECORDS:** Medical Services - Client/Provider Information; 2 Computer Customer medical records Customer claims history (access to MMIS)

**FUNCTION:** Eligibility determinations for Emergency Crisis Intervention Energy Assistance program. Processes applications for customers in need of emergency crisis assistance. Applicable Oct 1 - Mar 31 (Applicable only if Pierre local office or staff are impacted.)

**PRIORITY:** # 2

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance - LIEAP

**PERSONNEL:** Gall, David - Program Administrator; 1 program administrator

**VITAL RECORDS:** EA LIEAP / Mainframe eligibility determination system: ss80, DOLM, OCSE, SSLP; 1 computers 1 telephones 1 fax machine 1 printer 1 scanner mainframe access, SSLP, file director

**FUNCTION:** Ensure medical eligibility determinations are completed for new applications, in the event of health-related incident.

**PRIORITY:** # 3

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance

**PERSONNEL:** Benefits Specialists and or their supervisors depending on volume

**FUNCTION:** Initiate disaster SNAP protocol, when applicable, for presidentially declared disaster areas.

**PRIORITY:** # 4

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** South Dakota Department of Social Services

**PERSONNEL:** Hanson, Virginia - Program Specialist II; Mayer, Alex - Program Administrator

**VITAL RECORDS:** Economic Assistance/FACIS, EBT Web Administrator; 2 computers w/access to mainframe, ACCESS system, internet, telephones, copier, printer, scanner & general office supplies, File Director

**FUNCTION:** Provide direction to field staff regarding complex issues for priority eligibility determinates for SNAP, TANF and Medicaid CHIP.

**PRIORITY:** # 5

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** South Dakota Department of Social Services

**PERSONNEL:** Ellenbecker, Laura - Program Administrator; Mayer, Alex - Program Administrator; Sam, Angie - Program Administrator

**VITAL RECORDS:** Economic Assistance - mainframe eligibility access system, file director; copier; computer; telephone; printer; general office supplies

**FUNCTION:** Ensure "expedited" Supplemental Nutrition Assistance Program (SNAP) benefits are approved and assessed. Allocate staff resources and redistribute and re-assign cases as needed.

**PRIORITY:** # 6

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance

**PERSONNEL:** Hanson, Virginia - Program Specialist II; Mayer, Alex - Program Administrator; (1) Program Administrator, (1) Program Specialist II

**VITAL RECORDS:** Economic Assistance/FACIS, EBT Web Administrator; 2 computers w/ access to mainframe, ACCESS system, EBT Web Administration & internet, telephones, copier, printer, scanner, & general office supplies; file director

**FUNCTION:** Respond to inquiries regarding energy assistance. Responds to telephone and written correspondence to determine if it must be processed as emergency crisis intervention case.

**PRIORITY:** # 7

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance - LIEAP

**PERSONNEL:** 1 program administrator 1 program assistant II

**VITAL RECORDS:** EA LIEAP / Mainframe eligibility determination system: ss80, DOLM, OCSE, SSLP; 2 computers Mainframe access (SS80, DOLM, OCSE, SSLP, file director) 2 telephones 1 printer 1 scanner

**FUNCTION:** ACCESS Eligibility System Help Desk. Support use of Economic Assistance eligibility system. (Applicable for disruption in Watertown office only.)

**PRIORITY:** # 8

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance

**PERSONNEL:** Locke, Jennifer - Policy Analyst

**VITAL RECORDS:** Economic Assistance - mainframe eligibility system, SSIS, file director; Economic Assistance - mainframe eligibility access system, file director; telephone; printer; computer; copier; general office supplies

**FUNCTION:** Responding to inquiries regarding pharmacy claims, monitoring operation of the point of sale (POS) system, and coordinating with the Pharmacy Association to ensure access to pharmacy services.

**PRIORITY:** # 9

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Medical Services

**PERSONNEL:** Jockheck, Mike - Pharmacist; 1 pharmacy consultant

**VITAL RECORDS:** 1 computer with 4 mainframe sessions and email. 1 telephone and general office supplies

**FUNCTION:** Supplemental Nutrition Assistance Program (SNAP) Electronic Benefits Transfer Issuance. Support issuance of SNAP benefit availability to allow eligible customers to access their benefit.

**PRIORITY:** # 10

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Division of Finance

**PERSONNEL:** Peterson, Shanna - Program Specialist; Vanneman, Sandra - Program Administrator; 1 Program Administrator 1 Program Specialists

**VITAL RECORDS:** Economic Assistance/FACIS, EBT Web Administrator; Budget & Finance Management/; 3 computers 1 printer 1 card issuance device 1 fax machine 3 telephones mainframe access general office supplies

**FUNCTION:** Crisis Counseling Coordination including Federal Grant writing for funding (DBH); Coordination with the local CMHC to provide door to door crisis counseling services with affected area. (DBH)

**PRIORITY:** # 11

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Behavioral Health

**PERSONNEL:** Boetel, Melanie - Assistant Director; Wolfgang, Tiffany - Division Director; Bruels, Stacy - Program Specialist II; Glaser, Tiffany - Assistant Director; Heronimus, Andrea - Program Specialist II

**VITAL RECORDS:** 5 computers/laptops w/ outlook, fax, phones, Access to STARS

**FUNCTION:** Direct deposit payroll functionality. Ability to submit payroll files to the contractor for submission into Automated Clearing House.

**PRIORITY:** # 12

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Division of Finance

**PERSONNEL:** Regynski, Bill - Program Administrator

**VITAL RECORDS:** Budget & Finance Management/; mainframe connectivity to host (contractor), IV-A, IV-D, FACIS, SS45, SAMS

**FUNCTION:** Federal and other cash draw downs. Draw down of federal and other funds to cover current expenditures.

**PRIORITY:** # 13

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Division of Finance

**PERSONNEL:** Regynski, Bill - Program Administrator

**VITAL RECORDS:** Budget & Finance Management/; 1 computer, 1 printer, 1 phone. Access to mainframe, internet and state accounting system

**FUNCTION:** Process, allocate and distribute child support payments.

**PRIORITY:** # 14

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Support

**PERSONNEL:** Konop, Rocco - Program Specialist I; Sheard, Talyn - Accounting Assistant; Wiehoff, Bonnie - Program Assistant II; Hines, Brandi - Senior Claims Clerk; Abernathy, Shannon - Program Specialist II; Chebrolu, Harika - Senior Claims Clerk; Wilson, Michelle - Accounting Assistant; 1 Program Specialist I 2 Program Assistant II 2 Accounting Assistants 3 Senior Claims Clerks

**VITAL RECORDS:** Child Support / Accounting Payment/ Distribution; 6 computers mainframe access IntegraPay system 1 scanner 1 printer 1 mail opener general office supplies

**FUNCTION:** Customer Service -- respond to emergency customer matters to resolve license restriction/revocations and other barriers resulting from automated enforcement actions. Ensure child support prosecutors have DCS supervisor contact information to ensure individuals picked up on bench warrants do not sit in jail for extended periods of time.

**PRIORITY:** # 15

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Support

**FUNCTION:** Ensure warrants for varied programs are mailed to customers. Warrants are used when direct deposit is not available.

**PRIORITY:** # 16

**PMEF:** No

**TIER:** Functions to be performed, given a One Day - One Week disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance

**PERSONNEL:** Miller, Julie - Assistant Director; One state office employee

**TIER: 3: Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)**

**FUNCTION:** Provide staff for door to door and rapid response operations upon request from the Office of Public Safety and/or the Governor's Office.

**PRIORITY:** # 1

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**PERSONNEL:** Boetel, Melanie - Assistant Director; Wiehoff, Bonnie - Program Assistant II; Burchill, John - Operations Specialist; 2 staff per DCS office location, except 1 staff person for Mitchell

**VITAL RECORDS:** Child Support / Accounting Payment/ Distribution; state vehicle, cell phone, laptop or iphone, Outlook email

**FUNCTION:** Visits to placement resources. The federal government requires Child Protection Services to visit each child in custody at least once a month and preferably in the residence or facility they are living in.

**PRIORITY:** # 2

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Protection Services

**PERSONNEL:** Burger, Vicki - Regional Manager - Region 6; Johnson, Dawn - Regional Manager - Region 5; Wagner, Kristi - Regional Manager - Region 7; Kent-Singleton, Marie - Regional Manager - Region 3; Moore Briggs, Rique - Regional Manager - Region 4; Pauli-Tarrell, Laurie - Regional Manager - Region 2; Fleming, Lisa - Regional Manager - Region I; Regional Manager, Supervisor or Family Services Specialist dependent upon location

**VITAL RECORDS:** Child Protection/ FACIS - Family and Children Information System; Mainframe; Vehicle, Telephone, Cell Phone, Computer, and Tablet. Access to the Family and Children's Information System (FACIS) which is the database for Child Protection Services. Will need clothing, formula, diapers, food for children taken into care.

**FUNCTION:** Approve tuition funding for state custody youth through auxilliary placement program. Verify eligiblity, notify the treating facility

**PRIORITY:** # 3

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance

**PERSONNEL:** Newling, Megan - Program Specialist II; Quinn, Desiree - Program Assistance I; (1) Program Specialist II and (1) Program Assistant

**VITAL RECORDS:** Child Protection/ FACIS - Family and Children Information System; Mainframe; Economic Assistance - file director; 1 computer with FACIS, 1 phone

**FUNCTION:** State Review Team reviews and recommends level of care for children in psychiatric residential treatment facilities (PRTF)

**PRIORITY:** # 4

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance

**PERSONNEL:** Newling, Megan - Program Specialist II; Wilson, Bev - Program Specialist I

**VITAL RECORDS:** Child Protection/ FACIS - Family and Children Information System; Mainframe; Economic Assistance - mainframe eligibility system;1 computer w/ FACIS and file director. 1 phone, 1 fax

**FUNCTION:** Writing and development of contracts (if needed) (DBH); Updating Behavioral Health Advisory Council per federal block grant guidance (DBH); Ensuring that the STARS is functioning correctly for billing, data collection, information access, and



programming (DBH); Support provider reimbursement for contracted and invoiced services (DBH); If any accreditation and/or federal site visits were planned, coordinate notification of situation and reschedule and/or issue extensions of accreditation (DBH); Support services that require prior authorizations including Indigent Medication Program, Hardship Considerations, Family Support Program, Preadmission and Resident Reviews (PASRR), IMPACT, First Episode Psychosis (FEP), Intensive Methamphetamine Treatment, 3.7 adult substance use disorder treatment, pregnant women substance use disorder treatment, adolescent Psychiatric Residential Treatment Facility for substance use, Cognitive Behavioral Intervention for Substance Abuse (CBISA), Moral Reconciliation Therapy (MRT), Aggression Replacement Treatment (ART), Functional Family Therapy (FFT), and Cannabis Youth Treatment (CYT). (DBH)

**PRIORITY:** # 5

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Behavioral Health

**PERSONNEL:** Boetel, Melanie - Assistant Director; Humphrey, Jennifer - Program Specialist I; Krall, Stacy - Program Specialist II; Wolfgang, Tiffany - Division Director; Trove, Stacy - Program Manager (CJI); Bruels, Stacy - Program Specialist II; LeVe, Mary - Program Manager; Mentzer, Bev - Program Manager (JJRI); Glaser, Tiffany - Assistant Director; Heronimus, Andrea - Program Specialist II; Baltzer, Breinne - Program Specialist II

**VITAL RECORDS:** STARS; MMIS; 9 laptops; 9 phones; fax machine

**FUNCTION:** Complete eligibility determinations for Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid/CHIP, and the Low-Income Energy Assistance Program (LIEAP) to ensure needy families have access to safety net programs for which they qualify.

**PRIORITY:** # 6

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance

**PERSONNEL:** Hanson, Virginia - Program Specialist II; Newling, Megan - Program Specialist II; Wilson, Bev - Program Specialist I; Merriman, Monica - Program Specialist I; Benefits Specialists, LIEAP Caseworkers and some support staff

**VITAL RECORDS:** These staff do not have remote access and several processes need to happen from within the office environment such as scanning, printing, mailing. I would have Regional managers determine the minimal amount of staff needed in each office and have staff work in shifts if appropriate, to get the essential work done.

**FUNCTION:** Premium Assistance. Issue payments to recipients which allows payment of health insurance premiums

**PRIORITY:** # 7

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Medical Services

**PERSONNEL:** Young, Denise - Program Specialist II; (1) Program Specialist II

**VITAL RECORDS:** Medical Services/Premium Assistance; Medical Services - Client/Provider Information; 1 computer, 1 telephone, Records maintained in Excel on P:drive as well as access to MMIS (SW95 STR POSS & SW96 SER ACTV) and ACCESS (SS&P) to confirm eligibility and medical claims records is needed. Ability to receive payment from MMIS will also be needed.

**FUNCTION:** Support the establishment of temporary child care options to ensure safe environments for the continuation of a community workforce including emergency management personnel who need child care services if they work during an emergency event.

**PRIORITY:** # 8

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Care Services

**PERSONNEL:** Nordbye, Laura - Supervisor;

1 Licensing Specialist Supervisor

**VITAL RECORDS:** Child Support / Accounting Payment/ Distribution; Child Care / Client/Provider Information; Vehicles, cell phones, lap top, papers, pens. Access to SW24 system.

**FUNCTION:** Payment to providers of approved claims. Payment to critical facilities who rely on Medicaid payment as their main source of income.

**PRIORITY:** # 9

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Medical Services

**PERSONNEL:** Bad Moccasin, Ellen - Data Encoder; Louder, Laura - Telephone Service Rep; Ness, Terell - Data Encoder; Erbe, Jeri - Telephone Service Rep; Tucker, Georgia - Telephone Service Rep; Unser, Kevin - Program Assistant II; Rojas, Becky - Telephone Service Representative; 4 - Telephone Services Representatives, 2 Data Encoders - 1 Claims Supervisor

**VITAL RECORDS:** Medical Services/Premium Assistance; Medical Services - Client/Provider Information; 7 computers MMIS access Auditors office State accounting system Electronic payment system

**FUNCTION:** Provider Payment. Payment to child care providers for care of children while parents work.

**PRIORITY:** # 10

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Care Services

**PERSONNEL:** Kelley, Yvonne - Senior Secretary; Menning, Laura - Program Specialist I; Fisk, Joy - Program Specialist I; 1 Senior Secretary 1 Program Specialist

**VITAL RECORDS:** 2 computer Mainframe access (SW24, SS45)

**FUNCTION: Payment to providers of approved claims and staff salaries. Families and treatment facilities caring for children, who have been removed from their homes due to child abuse and neglect. Submit monthly billing forms for reimbursement of expenses for the care of the child.**

**PRIORITY:** # 11

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Protection Services

**PERSONNEL:** Schaeftbauer, Sara - Program Specialist I; 1 program specialist

**VITAL RECORDS:** Budget & Finance Management/; Child Protection/ FACIS - Family and Children Information System; Mainframe; Access to the Family and Children's Information System (FACIS) which is the database for Child Protection Services. Access to the state's accounting system for checks to be written.

**FUNCTION: Employee travel reimbursement. To reimburse employees for work related travel.**

**PRIORITY:** # 12

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Division of Finance

**PERSONNEL:** Trebesch, Denise - Account Manager

**VITAL RECORDS:** Budget & Finance Management/; 1 computer and general office supplies

**FUNCTION: Title XIX transportation claim payments. Reimbursement of costs for medical appointments.**

**PRIORITY:** # 13

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Division of Finance

**PERSONNEL:** Peterson, Shanna - Program Specialist; Vanneman, Sandra - Program Administrator

**VITAL RECORDS:** Budget & Finance Management/; Economic Assistance/FACIS, EBT Web Administrator; Economic Assistance - mainframe eligibility system, SSIS, file director; Medical Services - Client/Provider Information; 2 computers Mainframe access (MMIS, SW96, SW95), 1 printer, general office supplies

**FUNCTION:** Customer Service--provide customer service and case information to parents, the courts, and other states regarding child support cases.

**PRIORITY:** # 14

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Support

**PERSONNEL:** Ambach, Mark - Child Support Specialist Supervisor; Boyd, Larry - Child Support Specialist Supervisor; Christensen, Terri - Child Support Specialist Supervisor; Diede, Brian - Child Support Specialist Supervisor; Cass, Sandy - Child Support Specialist Supervisor; Gaulrapp, Corey - Child Support Specialist Supervisor; Larson, David - Child Support Specialist Supervisor; Olson, Lynn - Child Support Specialist Supervisor; 2 staff per DCS office location, except 1 staff for Mitchell

**VITAL RECORDS:** Child Support / Accounting Payment/ Distribution; 2 computers & 2 telephones per DCS office location, Mainframe, Internet, File Director, and Outlook, Quick/Fairfax System. General office supplies

**FUNCTION:** Process child support applications to establishing paternity, establish child support orders, and enforce orders to ensure families receive child support and can meet their children's needs. In addition, need to meet required federal time frames.

**PRIORITY:** # 15

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Support

**PERSONNEL:** Ambach, Mark - Child Support Specialist Supervisor; Boyd, Larry - Child Support Specialist Supervisor; Cass, Sandy - Child Support Specialist Supervisor; Christensen, Terri - Child Support Specialist Supervisor; Diede, Brian - Child Support Specialist Supervisor; Gaulrapp, Corey - Child Support Specialist Supervisor; Larson, David - Child Support Specialist Supervisor; Olson, Lynn - Child Support Specialist Supervisor; Child Support Specialist Supervisors, Child Support Specialists, some clerical staff

**VITAL RECORDS:** Remote access does not work for these functions as the DCS document generation system prints letters, withholding orders, etc at the respective office therefore, all documents/letters cannot be printed/mailed from a "home" office. Child Support Specialists do not have remote access as several processes need to happen from within the office environment such as scanning, printing, mailing. DCS State Office Management staff are working with supervisors to determine the minimal amount of staff needed in each office. May need to have staff work in shifts in order to get essential caseload duties completed in accordance with federal time frames and ensure families receive child support payments.

**FUNCTION:** Process vouchers to ensure payments are made to prosecutors, sheriffs, hospitals (voluntary paternity acknowledgements), and process servers. Answer and redirect calls from custodial and non-custodial parents.

**PRIORITY:** # 16

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Support

**PERSONNEL:** Stoltenburg, Gail - Division Director; Brandt, Tamie - Senior Claims Clerk; Mason, Josh - Program Specialist

**FUNCTION:** Respond to non-custodial parents (NCP) who have been reported to credit bureaus due to child support arrears. Need to respond and assist NCP's with consumer credit disputes and provide verification of status of child support payments in order to remove barriers (when appropriate) to loan applications, etc.

**PRIORITY:** # 17

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Support

**PERSONNEL:** State Parent Locator

**FUNCTION:** Respond to enforcement/establishment requests from other state child support agencies. Need to establish paternity, establish child support orders, & enforce orders for other states when the noncustodial parent resides in SD - within federal timeframes.

**PRIORITY:** # 18

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Support

**PERSONNEL:** State Office Program Specialist

**FUNCTION:** Negotiate payments plans with noncustodial parents in order to remove drivers and professional license restrictions to allow people to obtain professional licenses as well as drive to work.

**PRIORITY:** # 19

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Support

**PERSONNEL:** State Office Legal Assistant

**FUNCTION:** Enforce medical support orders to ensure children are covered under noncustodial parent's medical insurance. Includes responding to custodial and non-custodial parents and employers who are required to enroll the children on insurance plans.

**PRIORITY:** # 20

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Support

**PERSONNEL:** State Office Medical Support Program Specialist and Medical Support Program Assistant

**FUNCTION:** Build child support cases for non IVD cases (DCS acts as the payment processing unit for all child support cases in SD). Non IVD cases are those in which the custodial parent has not signed up for DCS enforcement services but required to make payments through DCS State Disbursement Units. If cases are not built, payments cannot be process.

**PRIORITY:** # 21

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Support

**PERSONNEL:** Wiehoff, Bonnie - Program Assistant II; Dean, Carmin - Program Specialist I; Program Assistant

**FUNCTION:** Process petitions for modifications to allow custodial and noncustodial parents to modify child support orders as the result of significant changes such as loss/reduction in wages.

**PRIORITY:** # 22

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Support

**PERSONNEL:** Two senior secretaries – could alternate shifts to lessen staff in office at same time



**FUNCTION:** Disability Incapacity Team determines disability for purpose of Medicaid eligibility determinations.

**PRIORITY:** # 23

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance

**PERSONNEL:** Bartel, Nicole - Nurse Consultant; Carpenter, Dr. Mary - Medical Consultant; EA Program Specialist, Dr Carpenter and 2 Nurse consultants – occurs weekly

**FUNCTION:** Ensure manual LIEAP vendor payments are completed.

**PRIORITY:** # 24

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance - LIEAP

**PERSONNEL:** Gall, David - Program Administrator

**FUNCTION:** Process LIEAP, Weatherization, and Community Services Block Grant payments to Community Action Agencies.

**PRIORITY:** # 25

**PMEF:** No

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance

**PERSONNEL:** CSBG Program Specialist, LIEAP and Weatherization Program Specialists, Finance

**FUNCTION: Payments to consultants and contracted service providers.**

**PRIORITY: # 26**

**PMEF: No**

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Economic Assistance

**PERSONNEL:** Ellenbecker, Laura - Program Administrator; Mayer, Alex - Program Administrator; Sam, Angie - Program Administrator; Gall, David - Program Administrator; Program Administrators and Finance

**FUNCTION: Locate noncustodial parents for establishment of paternity/child support orders and enforcement purposes.**

**PRIORITY: # 27**

**PMEF: No**

**TIER:** Functions to be performed, given a One Week - One Month disruption. (Highest priority to lowest)

**DEPARTMENT:** Social Services

**DIVISION:** Child Support

**PERSONNEL:** Rush, Tina - State Parent Locator; Nemec, Kelsey - Parent Locate Assistant; Harvey, Samantha - Parent Locate Assistant; Piersol, Kathy - Program Specialist; State Parent Locator, two Parent Locate Assistants, and Program Specialist

**ANNEX D**  
**ORDERS OF SUCCESSION**

## **Orders of Succession for South Dakota Department of Social Services**

The South Dakota Department of Social Services has developed an Orders of Succession for all key positions held within the organization. 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.

### **Cabinet Secretary (Laurie Gill) - Order of Succession**

**Primary:** Cabinet Secretary - Laurie R. Gill - Social Services - Office of the Secretary

1. Deputy Secretary - Brenda Tidball-Zeltinger - Social Services - Office of the Secretary
2. Chief of Behavioral Health - - Social Services - Office of the Secretary
3. Chief Financial Officer - Laurie Mikkonen - Social Services - Division of Finance
4. Division Director - Virgena Wieseler - Social Services - Child Protection Services
5. Division Director - Carrie Johnson - Social Services - Economic Assistance
6. Division Director - Gail Stoltenburg - Social Services - Child Support
7. Division Director - Laura Ringling - Social Services - Legal Services
8. Division Director - William Snyder - Social Services - Medical Services
9. Division Director - - Social Services - Child Care Services
10. Division Director - Tiffany Wolfgang - Social Services - Behavioral Health

### **Relocation Team Chief - Order of Succession:**

**Primary:** Cabinet Secretary - Laurie R. Gill - Social Services - Office of the Secretary

1. Deputy Secretary - Brenda Tidball-Zeltinger - Social Services - Office of the Secretary
2. Chief of Behavioral Health - - Social Services - Office of the Secretary
3. Chief Financial Officer - Laurie Mikkonen - Social Services - Division of Finance
4. Division Director - Carrie Johnson - Social Services - Economic Assistance
5. Division Director - Virgena Wieseler - Social Services - Child Protection Services
6. Division Director - Gail Stoltenburg - Social Services - Child Support
7. Division Director - William Snyder - Social Services - Medical Services

8. Division Director - Tiffany Wolfgang - Social Services - Behavioral Health
9. Division Director - - Social Services - Child Care Services
10. Deputy Finance Director - Doug Dix - Social Services - Division of Finance
11. Executive Assistant - Kristen Campbell - Social Services - Office of the Secretary

#### **Support Team Chief - Order of Succession:**

**Primary:** Deputy Finance Director - Doug Dix - Social Services - Division of Finance

1. Operations Specialist - Kirsten Smart - Social Services - Division of Finance
2. Operations Specialist - John Burchill - Social Services - Division of Finance

#### **Primary Continuity Planner - Order of Succession:**

**Primary:** Division Director - Carrie Johnson - Social Services - Economic Assistance

1. Division Director - Gail Stoltenburg - Social Services - Child Support
2. Deputy Finance Director - Doug Dix - Social Services - Division of Finance
3. Executive Assistant - Kristen Campbell - Social Services - Office of the Secretary

#### **CCS Planning - Order of Succession:**

**Primary:** Division Director - - Social Services - Child Care Services

1. Assistant Director - Carroll Forsch - Social Services - Child Care Services
2. Program Specialist I - Laura Menning - Social Services - Child Care Services
3. Supervisor - Laura Nordbye - Social Services - Child Care Services

#### **CCS Relocation - Order of Succession:**

**Primary:** Division Director - - Social Services - Child Care Services

1. Assistant Director - Carroll Forsch - Social Services - Child Care Services
2. Supervisor - Laura Nordbye - Social Services - Child Care Services
3. Program Specialist I - Laura Menning - Social Services - Child Care Services

### **CCS Support - Order of Succession:**

**Primary:** Deputy Finance Director - Doug Dix - Social Services - Division of Finance

1. Operations Specialist - John Burchill - Social Services - Division of Finance
2. Operations Specialist - Kirsten Smart - Social Services - Division of Finance

### **Deputy Secretary - Iversen-Pollreisz - Order of Succession:**

**Primary:** Chief of Behavioral Health - - Social Services - Office of the Secretary

1. Division Director - Tiffany Wolfgang - Social Services - Behavioral Health

### **Deputy Secretary - Tidball-Zeltinger - Order of Succession:**

**Primary:** Deputy Secretary - Brenda Tidball-Zeltinger - Social Services - Office of the Secretary

1. Division Director - Virgena Wieseler - Social Services - Child Protection Services

### **LIEAP Planning - Order of Succession:**

**Primary:** Program Administrator - David Gall - Social Services - Economic Assistance - LIEAP

1. Division Director - Carrie Johnson - Social Services - Economic Assistance
2. Program Specialist I - Monica Merriman - Social Services - Economic Assistance - LIEAP
3. Assistant Director - Julie Miller - Social Services - Economic Assistance

### **LIEAP Relocation - Order of Succession:**

**Primary:** Program Administrator - David Gall - Social Services - Economic Assistance - LIEAP

1. Program Specialist I - Monica Merriman - Social Services - Economic Assistance - LIEAP
2. Division Director - Carrie Johnson - Social Services - Economic Assistance

### **LIEAP Support - Order of Succession:**

**Primary:** Deputy Finance Director - Doug Dix - Social Services - Division of Finance

1. Operations Specialist - John Burchill - Social Services - Division of Finance
2. Operations Specialist - Kirsten Smart - Social Services - Division of Finance

**ANNEX E**  
**DELEGATIONS OF AUTHORITY**



## MEMORANDUM

TO:

FROM:

DATE:

SUBJECT: Delegation of Authority

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

To ensure continuity of operations for the South Dakota Department of Social Services during continuity events, the following personnel are hereby delegated the authority to conduct the following assignments provided below.

### **Execution of Contractual Agreements**

#### *Acting Agents:*

Brenda Tidball-Zeltinger / Deputy Secretary

#### *Delegated Agents:*

/ Chief of Behavioral Health

Laurie Mikkonen / Chief Financial Officer

Doug Dix / Deputy Finance Director

Laura Schaeffer / Deputy Finance Officer

### **Leave Authorization**

#### *Acting Agents:*

/ Chief of Behavioral Health

#### *Delegated Agents:*

Brenda Tidball-Zeltinger / Deputy Secretary

Laurie Mikkonen / Chief Financial Officer

### **Purchase Requisitions/Spending Authority**

#### *Acting Agents:*

Brenda Tidball-Zeltinger / Deputy Secretary

#### *Delegated Agents:*

/ Chief of Behavioral Health

Laurie Mikkonen / Chief Financial Officer

Doug Dix / Deputy Finance Director

Laura Schaeffer / Deputy Finance Officer

Bill Regynski / Program Administrator

Denise Trebesch / Account Manager

### **Travel Authorization**

Acting Agents:

/ Chief of Behavioral Health

Delegated Agents:

Brenda Tidball-Zeltinger / Deputy Secretary

Laurie Mikkonen / Chief Financial Officer

**Travel authorization - Out of State**

Acting Agents:

/ Chief of Behavioral Health

Delegated Agents:

Brenda Tidball-Zeltinger / Deputy Secretary

Laurie Mikkonen / Chief Financial Officer

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**Authorized Signature:**

South Dakota Department of Social Services

**ANNEX F**  
**ALERT NOTIFICATION PROCEDURES**

## Alert Notification Procedures

The Department Head will notify the COOP Relocation Team (CRT) Chief to activate the COOP Plan.

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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.

Mission Essential Functions Tier 1, Priority 1: Urgent response and coordination. Provide direction to all department staff, respond to inquiries from the Governor, staff, media and the public.

- Cabinet Secretary will send out email message to all staff and communicate with Governor's Office.
- Deputy Secretary's will Activate Calling Tree's and follow up verbal communication to staff through Division Directors, Supervisors, Etc.
- Communications Director will release message to media and post on DSS website and follow up on inquiries.
- Draft language (depending on disaster): The \_\_\_\_\_ building cannot be utilized at this time. Staff required for Continuity Mission Essential Functions within Tier 1 will receive need to report. All other staff do not report to work today. Further contact will be made by your supervisors until a staff have been accounted for. Please continue to check your email and await further instruction.

2. Notify the Alternate Facility Manager (Regional Manager or Facility Management Team Member) of the appropriate alternate facility regarding the activation of the COOP Plan.

- Primary Facility Manager will contact BOA for signage on site to detour staff and visitors. Then coordinate with the Alternate Facility Manager as part of the relocation team.
- Alternate Facility Manager will prep for staff needed for Mission Essential Functions Tier 1

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.

---

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 (by use of calling trees and email distribution lists).
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.

**ANNEX G  
VITAL RECORDS**

## **Vital Records**

The following checklist can be used when determining which vital records are critical to ensure continuation of mission-essential functions.

- Storage of duplicate records off-site.
- Back-up off-site of electronic records and databases.
- Pre-position vital records and databases at the alternate facility prior to deployment.
- The COOP should describe a maintenance program to assure the records are accurate, current, and frequently updated.
- Identifying vital records, systems, and data (hard copy and electronic) critical to performing functions.
- Assuring availability of emergency operating records.
- Ensuring back-up for legal and financial records.

## **Additional Recommendations**

Ensure backup copies of vital records and databases, both paper and electronic, are maintained, updated, and stored in a secure off-site location. The COOP identifies vital records, systems, and data (hard copy and electronic) critical to performing mission-essential functions. The COOP provides for ensuring availability of emergency operating records and ensuring back-up for legal and financial records. The South Dakota Department of Social Services will maintain current copies of vital records essential to the continued functioning or reconstitution in a secure off-site location.

Included within the COOP are records having such value that their loss would significantly impair the South Dakota Department of Social Services of conducting mission-essential functions, to the detriment of the legal or financial rights or entitlements of the organization or of the affected individuals. Examples of this category of vital records are:

- Accounts receivable/Accounts payable
- Contracting and acquisition files
- Official personnel files
- Social security documentation
- Payroll
- Retirement
- Insurance records
- Property management and inventory records

The following table identifies Vital Records required by South Dakota Department of Social Services to complete mission-essential functions:

**Vital Record: Budget & Finance Management/**

**Type:** Enterprise System / Database

**Description:**

FS mainframe database ACCESS IV-A, Mainframe to host (contractor) connectivity, IV-D, FACIS, SS45, SAMS, Mainframe to host connectivity for contractor link to SW95, Department mainframe connectivity to T19 claim access database, access to SW95 and SW96. States Accounting System.

**Plans for Protection, Duplication, and Movement of Records:**

Mainframe - BIT backs up all data nightly via tape with an off-site location used to store the information. Contractor records are located in Tampa Florida with hot back-up off-site. For non-mainframe and non-contractor systems we are unsure as to the backup process.

**Location and Accessibility of Vital Records:**

**Primary Location:** Other - Specify Location in Comments

**Format:** Electronic - Tape

**Backup Location:** Other - Specify Location in Comments

**Format:** Electronic - Tape

**Remote Accessible:** Yes

**Accuracy and Currency of Records**

**Review/Update Date:** daily

BIT is responsible for back up. Primary: Becker Hanson building, Backup: Boulder, Colorado. Contractor records are located in Tampa, Florida with the hot backup site located in Silver Springs, Maryland. We do have remote access to the contractor systems via our laptops. For all applications, a VAS connection is required to access remotely from the alternate site.

---

**Vital Record: Medical Services/Premium Assistance**

**Type:** Enterprise System / Database

**Description:**

Records maintained in Excel on P: drive as well as access to MMIS (SW95 STR POSS and SW95 SER ACTV) and ACCESS (SS&P) to confirm eligibility and medical claims records is needed. Ability to receive payment from MMIS will also be needed.

**Plans for Protection, Duplication, and Movement of Records:**



Backed up regularly by BIT. Individual can access remotely with appropriate computer and permissions.

**Location and Accessibility of Vital Records:**

**Primary Location:** Other - Specify Location in Comments

**Format:** Electronic - Remote Data Storage

**Backup Location:** Other - Specify Location in Comments

**Format:** Electronic - File Server/LAN

**Remote Accessible:** Yes

**Accuracy and Currency of Records**

**Review/Update Date:** daily

BIT is responsible for all backup. Maintained on P drive in Electronic- Remote Data Storage in off-site server. Back-up location: off-site server

---

**Vital Record: Economic Assistance/FACIS, EBT Web Administrator**

**Type:** Hardware / infrastructure

**Description:**

FACIS, EBT Web Administrator.

**Plans for Protection, Duplication, and Movement of Records:**

BIT is responsible for backup.

**Location and Accessibility of Vital Records:**

**Primary Location:** Other - Specify Location in Comments

**Format:** Electronic - Wide Area Network

**Backup Location:** To be Provided

**Format:** To Be Provided

**Remote Accessible:** Yes

**Accuracy and Currency of Records**

**Review/Update Date:** daily

Becker-Hanson Building, BIT has backup information.

**Vital Record: EA LIEAP / Mainframe eligibility determination system: ss80, DOLM, OCSE, SSLP**

**Type:** Hardware / infrastructure

**Description:**

Mainframe eligibility determination system SS80, DOLM, OCSE, SSLP, and access to file director.

**Plans for Protection, Duplication, and Movement of Records:**

BIT provides nightly back up with tapes stored off site. BIT security and permissions procedures are followed.

**Location and Accessibility of Vital Records:**

**Primary Location:** Other - Specify Location in Comments

**Format:** Electronic - Tape

**Backup Location:** Other - Specify Location in Comments

**Format:** Electronic - Tape

**Remote Accessible:** Yes

**Accuracy and Currency of Records**

**Review/Update Date:** daily

BIT is responsible for back-up. Becker Hanson in Pierre, and off-site in Colorado.

---

**Vital Record: Economic Assistance - mainframe eligibility system, SSIS, file director**

**Description:**

Mainframe eligibility determination system; File Director

**Plans for Protection, Duplication, and Movement of Records:**

BIT provides nightly backup with tapes stored off site. BIT security and permissions procedures are followed

**Location and Accessibility of Vital Records:**

**Primary Location:** Other - Specify Location in Comments

**Format:** Electronic - Tape

**Backup Location:** Other - Specify Location in Comments

**Format:** Electronic - Tape

**Remote Accessible:** Yes

## Accuracy and Currency of Records

**Review/Update Date:** Dec 19 2006 12:00AM

daily

Becker Hanson in Pierre, off-site in Colorado

---

### **Vital Record: Child Support / Accounting Payment/ Distribution**

**System/Filename:** Mainframe IV-D and Fairfax software (M:)

#### **Description:**

Child support financial and accounting data stored on the IV-D ACCESS mainframe system and the payment data in the Fairfax software stored and backed up on the M: of the sequel server. DCS staff would need to have access to the IV-D mainframe and Fairfax in order to receive, identify, post, allocate, and distribute child support payments received.

#### **Plans for Protection, Duplication, and Movement of Records:**

All data and information is in electronic format stored on the state mainframe IV-D ACCESS system which is backed up offsite at an alternative site. The Fairfax payment processing software is located on the sequel server and is backed up nightly.

#### **Location and Accessibility of Vital Records:**

**Primary Location:** Other - Specify Location in Comments

**Format:** Electronic - Remote Data Storage

**Backup Location:** Other - Specify Location in Comments

**Format:** Electronic - Remote Data Storage

**Remote Accessible:** Yes

## Accuracy and Currency of Records

**Review/Update Date:** Dec 19 2006 12:00AM

records are updated daily

The mainframe data of the IV-D ACCESS system is backed up offsite by BIT. The Fairfax payment processing software is stored and backed up on the M: of the sequel server maintained by BIT. In order to operate at a remote location, the IV-D ACCESS system would need to be accessible, and the Fairfax software applications would need to be installed on the computers used by staff.

---

## **Vital Record: Child Care / Client/Provider Information**

**System/Filename:** SS45 and Sw24

**Description:**

Client and provider information is linked in processing claims through the mainframe system. Client information for the child care subsidy program is found on the SS45 system and provider information is found on the SW24 system. The client must have services authorized on the SS45 system by the CCS caseworker locate at state office in Pierre. The SW24 provider file must have the appropriate authorizations to provide the services. Field office licensing social workers update the SW24 system. Updates from state office can also occur.

**Plans for Protection, Duplication, and Movement of Records:**

CCS staff are given authorization to access the SS45 and SW24 systems by virtue of their position with the agency. Monthly paper reports are generated. Disaster recovery files are generated weekly and stored off-site to ensure access to mainframe data. Files are backed up each night.

**Location and Accessibility of Vital Records:**

**Primary Location:** Kneip Building  
700 Governors Drive  
Pierre, SD 57501  
USA

**Format:** Electronic - Tape

**Backup Location:** Other - Specify Location in Comments

**Format:** Electronic - Tape

**Remote Accessible:** Yes

**Accuracy and Currency of Records**

**Review/Update Date:** Dec 19 2006 12:00AM

BIT is responsible for nightly backup.

State office has access to all SS45 and SW24 mainframe systems.

---

## **Vital Record: Child Protection/ FACIS - Family and Children Information System; Mainframe**

**System/Filename:** FACIS & SW21(mainframe)

**Description:**

Current CPS information is stored in FACIS. Staff needs access to FACIS in order to function in their position. Information includes: Requests for Services of Abuse and Neglect, Client Demographic and Address Information, Children Placed and their placement resource. It also includes licensed and approved foster/ adoptive/ kinship families with contact information. Staff needs access to the SW21 for historical purposes to check for past involvements with CPS.

**Plans for Protection, Duplication, and Movement of Records:**

For FACIS, information is stored in electronic format in an SQL database. This information is backed up nightly. Also, a regular backup is made to Boulder, CO. Staff need access to the system from the network through Citrix. Passwords for logon are controlled within CPS through the DSS FACIS HelpDesk. Logons to the network are controlled through BIT HelpDesk with the user assigned computer user id. For mainframe, information is backed up nightly. Access is controlled by passwords and ID's assigned by BIT to CPS staff. Selected staff are given access to SW95, SW21, SW24 and SSPA, but SW21 is the only vital one.

**Location and Accessibility of Vital Records:**

**Primary Location:** Other - Specify Location in Comments

**Format:** Electronic - Local Disk

**Backup Location:** Other - Specify Location in Comments

**Format:** Electronic - Remote Data Storage

**Remote Accessible:** Yes

**Accuracy and Currency of Records**

**Review/Update Date:** Nov 30 2006 12:00AM

Records are back-up nightly from FACIS and the mainframe that BIT is responsible for

Primary: Becker-Hanson Building in Pierre, SD 57501 backup: Boulder CO

---

**Vital Record: Child Care/ Client/Provider Information**

**System/Filename:** SW45 & SW24

**Description:**

Client and Provider information is linked in processing claims through the mainframe system. Client information for the child care subsidy program is found on the SS45 system by the CCS caseworker located at the state office in Pierre. The SW24 provider file must have the appropriate authorization to provide the services. Field office licensing social workers update the SW24 mainframe system. Updates from State Office can also occur

**Plans for Protection, Duplication, and Movement of Records:**

CCS staff are given authorization to access the SS45 and SW24 systems by virtue of their position with the agency. Monthly paper reports are generated. Disaster recover files are

generated weekly and stored off-site to ensure access to mainframe data. Files are backed up each night

**Location and Accessibility of Vital Records:**

**Primary Location:** Kneip Building  
700 Governors Drive  
Pierre, SD 57501  
USA

**Format:** Electronic - Tape

**Backup Location:** Other - Specify Location in Comments

**Format:** Electronic - Tape

**Remote Accessible:** Yes

**Accuracy and Currency of Records**

**Review/Update Date:** Oct 1 2005 12:00AM

The computer system is backed up nightly through BIT

State Office has access to all SS45 and SW24 mainframe systems primary location: State Office Building in Pierre backup location: Becker-Hanson Building (DOT)

---

**Vital Record: Medical Services - Client/Provider Information**

**System/Filename:** MMIS Medicaid Management Information System

**Description:**

The entire MMIS and all its sub-systems must be available in order to approve, adjudicate and generate payment of critical Medicaid claims.

**Plans for Protection, Duplication, and Movement of Records:**

Staff are given appropriate permissions for access to the MMIS dependent upon their job duties. The MMIS is backed up to tapes and data warehouses daily. Additionally, there is a history of paid claims through 2-7-2013. History of paid claims from 2-7-2013 forward are maintained electronically in File Director.

**Location and Accessibility of Vital Records:**

**Primary Location:** Other - Specify Location in Comments

**Format:** Electronic - Tape

**Backup Location:** Other - Specify Location in Comments

**Format:** Electronic - Tape

**Remote Accessible:** Yes

## Accuracy and Currency of Records

**Review/Update Date:** daily

system is updated daily. BIT is responsible for backup.

Primary - USD mainframe - Vermillion Backup location - Pierre BIT is responsible for backup.

---

### **Vital Record: STARS**

**Type:** Enterprise System / Database

#### **Description:**

The State Activity Reporting System supporting provider billing and data collection. Behavioral Health

**Remote Accessible:** Yes

## Accuracy and Currency of Records

**Review/Update Date:** 03/16/2020

---

### **Legend**

**Vital records, systems, and data** - Information, records, databases, procedures, and other information necessary to support mission-essential functions and sustain operations.

**Protection, duplication, and movement** - Identify policies in place to restrict how the information is guarded, procedures for duplication, how the information is backed-up and stored, and how the material is distributed.

**Location** - Where are the vital records/systems/data currently located? Where are the back-up records/systems/data located? Are records in electronic or hard copy format? Can records be accessed from an alternate site if the primary site is inaccessible?

**Accuracy and currency of records** - Are records up to date? On what date was the records/systems/data last reviewed/updated?

**ANNEX H  
DRIVE-AWAY KITS**



<i>Administrator Drive Away Kit</i>	<i>Quantities</i>
<b>Communication:</b>	
1. Cell Phone - Business and Personal  <i>Charger</i>	
2. Radio  <i>Battery Powered</i>	
3. Television	
<b>Equipment:</b>	
1. Laptop Computer	
<b>Forms:</b>	
1. Contact Numbers for Consulting Physicians	
2. Contact Numbers for Legal Staff	
3. Contact Numbers for State and County EOC's	
4. Family Emergency Notification Roster	
5. List of Employee Phone Numbers	
6. List of Headquarters Personnel Phone Numbers	
<b>Supplies:</b>	
1. Copy of COOP Plan	
2. Copy of Emergency Operations Plan	
3. Office Supplies	

<i>Budget/Accounting Drive Away Kit</i>	<i>Quantities</i>
<b>Forms:</b>	
1. Building Plans/Specs	
2. Copies of Contracts/Agreements	
3. Property Inventory Listing	
4. Purchasing Manual	
5. Safety Manual	
<b>Supplies:</b>	
1. Calculator	
2. Legal Pads	
3. Letter Size Folders and Expandable Files	
4. Pens and Pencils/Pencil Sharpener	
5. Stapler and extra Staples	
6. Stationary/Envelopes	
7. Tape Dispenser	

<i>Personnel Kit Drive Away Kit</i>	<i>Quantities</i>
<b>Equipment:</b>	
1. Computers	
2. Copy Machine	

<i>Personnel Kit Drive Away Kit</i>	<i>Quantities</i>
3. Fax Machine	
4. Printer (if computer available)	
5. Telephones	
<b>Forms:</b>	
1. Copies of Organization Chart to manually update	
2. Directives/Guidance	
3. Employee Contact List (name, address, phone)	
4. Pay Chart	
5. Payroll Schedule	
6. Personnel Action Request Forms	
7. Position Description Form	
8. Timesheets	
<b>Supplies:</b>	
1. Banker Boxes	
2. City Phone Book	
3. Copy/Typing Paper	
4. Correction Fluid	
5. Date Stamp	
6. Envelopes (Letterhead and Manila)	
7. File Folders	
8. Letterhead Stationary	
9. Paper clips	
10. Pens/Pencils	
11. Ruled Note Pads	
12. Stapler and staples	
13. Tape and Dispenser	
14. Temporary ID Cards	

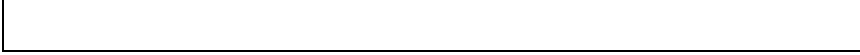
## **ANNEX I COMMUNICATIONS**

## Communications

The ability to communicate with internal and external resources during COOP events will be vital to the operations of the South Dakota Department of Social Services. Internal and external resources could include South Dakota Department of Social Services staff, partner organizations, emergency responders, vendors, the media, and/or the public.

The South Dakota Department of Social Services has identified below the various modes of communication that currently exist and/or communications that must be arranged at an Alternate Facility. The communications are listed in order of priority and include a written description for each. Also, each communication item identifies whether the communication is for internal/external use, mobile, or if it requires any level of security measures.

<b>Communications</b>		
<b>Communication:</b> Cell Phones (COOP members bring their own)		
<b>Priority:</b> Low	<b>Type:</b> Other	<b>Quantity:</b>
<b>Description:</b> Internal Use, External Use, Mobile, Secure		
<b>Communication:</b> Cell Phones (COOP members bring their own)		
<b>Priority:</b> Low	<b>Type:</b> Other	<b>Quantity:</b>
<b>Description:</b> Internal Use, External Use, Mobile, Secure		
<b>Communication:</b> Fax Machine		
<b>Priority:</b> Low	<b>Type:</b> Other	<b>Quantity:</b> 1
<b>Description:</b> Mobile		
<b>Communication:</b> Fax Machine		
<b>Priority:</b> Low	<b>Type:</b> Other	<b>Quantity:</b> 1
<b>Description:</b> Mobile		
<b>Communication:</b> Telephones		
<b>Priority:</b> Low	<b>Type:</b> Other	<b>Quantity:</b> 35
<b>Description:</b> Mobile		
<b>Communication:</b> Telephones		
<b>Priority:</b> Low	<b>Type:</b> Other	<b>Quantity:</b> 35
<b>Description:</b> Mobile		



**ANNEX J**  
**SECURITY AND ACCESS CONTROLS**

## Security and Access Controls for South Dakota Department of Social Services

### **SECURITY & ACCESS CONTROLS**

The following security and access control measures are in place to restrict access to the facility to employees and critical customers:

- Primary Facility
  - Aberdeen - Satellite - automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
  - Behavioral Health - Sioux Falls - To Be Determined
  - Belle Fourche - Satellite - Use of metal keys. All visitors are required to sign in with identification
  - Brookings - Satellite - automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
  - Chamberlain - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
  - Child Care Services - automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
  - Custer - Satellite - Use of metal keys. All visitors are required to sign in with identification
  - Deadwood - Satellite - Use of metal keys. All visitors are required to sign in with identification
  - Eagle Butte - Satellite - automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
  - Elk Point - Satellite - Use of metal keys. All visitors are required to sign in with identification
  - Hot Springs - Satellite - Use of metal keys. All visitors are required to sign in with identification
  - Huron - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification

- Kneip Building - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification

Highway Patrol and Local Law Enforcement on call

- Lake Andes - Satellite - automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- LIEAP (Low Income Energy Assistance Program) - automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification

Highway Patrol and Local Law Enforcement on call

- Madison - Satellite - Use of metal keys. All visitors are required to sign in with identification
- Martin - Satellite - Use of metal keys. All visitors are required to sign in with identification
- McIntosh - Satellite - Use of metal keys. All visitors are required to sign in with identification
- Milbank - Satellite - Use of metal keys. All visitors are required to sign in with identification
- Mission - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- Mitchell - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- MMIS (Medicaid Management Information Systems) - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- Mobridge - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- Olivet - Satellite - Use of metal keys. All visitors are required to sign in with identification
- Parker - Satellite - Use of metal keys. All visitors are required to sign in with identification



- Pierre - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- Pine Ridge - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- Rapid City - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- Redfield - Satellite - Use of metal keys. All visitors are required to sign in with identification
- Sioux Falls - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- Sisseton - Satellite - Use of metal keys. All visitors are required to sign in with identification
- Sturgis - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- Tyndall - Satellite - Use of metal keys. All visitors are required to sign in with identification
- Vermillion - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- Watertown - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- White River - Satellite - Use of metal keys. All visitors are required to sign in with identification
- Winner - Satellite - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification
- Yankton - Satellite - Use of metal keys. All visitors are required to sign in with identification
- Alternate Facility
  - Kneip Building - Automatic locking doors and use of swipe cards for after hours access. All visitors are required to sign in with identification

Highway Patrol and Local Law Enforcement on call

- Social Services Local Office - Automatic locking doors and use of swipe cards for after hours access and interior door require 24/7 card swipe. All visitors are required to sign in with identification

Highway Patrol and Local Law Enforcement on call

## **COMMUNICATIONS AND INFORMATION SYSTEMS / CYBER SECURITY**

The following measures are in place to send and receive secure communications from the facility, as well as information systems and cyber security measures:

- Primary Facility
  - Aberdeen - Satellite - BIT control
  - Behavioral Health - Sioux Falls - To Be Determined
  - Belle Fourche - Satellite - BIT control
  - Brookings - Satellite - BIT control
  - Chamberlain - Satellite - BIT control
  - Child Care Services - BIT control
  - Custer - Satellite - BIT control
  - Deadwood - Satellite - BIT control
  - Eagle Butte - Satellite - BIT control
  - Elk Point - Satellite - BIT control
  - Hot Springs - Satellite - BIT control
  - Huron - Satellite - BIT control
  - Kneip Building - BIT control
  - BIT control
  - Lake Andes - Satellite - BIT control
  - LIEAP (Low Income Energy Assistance Program) - BIT control
  - BIT control

- Madison - Satellite - BIT control
- Martin - Satellite - BIT control
- McIntosh - Satellite - BIT control
- Milbank - Satellite - BIT control
- Mission - Satellite - BIT control
- Mitchell - Satellite - BIT control
- MMIS (Medicaid Management Information Systems) - BIT control
- Mobridge - Satellite - BIT control
- Olivet - Satellite - BIT control
- Parker - Satellite - BIT control
- Pierre - Satellite - BIT control
- Pine Ridge - Satellite - BIT control
- Rapid City - Satellite - BIT control
- Redfield - Satellite - BIT control
- Sioux Falls - Satellite - BIT control
- Sisseton - Satellite - BIT control
- Sturgis - Satellite - BIT control
- Tyndall - Satellite - BIT control
- Vermillion - Satellite - BIT control
- Watertown - Satellite - BIT control
- White River - Satellite - BIT control
- Winner - Satellite - BIT control
- Yankton - Satellite - BIT control
- Alternate Facility
  - Kneip Building - BIT Control
  - BIT Control

- Social Services Local Office - BIT control  
BIT control

**ANNEX K  
FAMILY DISASTER PLAN**

## **Family Disaster Planning for South Dakota Department of Social Services**

The South Dakota Department of Social Services understands the importance of personnel preparing their families for disaster events. The information below provides assistance to South Dakota Department of Social Services personnel for developing Family Disaster Plans and encourages them to learn more about how to be prepared.

Disaster can strike quickly and without warning. It can force you to evacuate your neighborhood or confine you to your home. What would you do if basic services -- water, gas, electricity or telephones -- were cut off? Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone right away. Families can -- and do -- cope with disasters by preparing in advance and working together as a team. Follow the steps listed below to create your family's disaster plan. Knowing what to do is your responsibility for your best protection.

### **FOUR STEPS TO SAFETY**

#### **1. Find Out What Could Happen to You**

- Contact your local Red Cross chapter or emergency management office -- be prepared to take notes.
- Ask what types of disasters are most likely to happen. Request information on how to prepare for each.
- Learn about your community's warning signals: what they sound like and what you should do when you hear them.
- Ask about animal care after disaster. Animals may not be allowed inside emergency shelters due to health regulations.
- Find out how to help elderly or disabled persons, if needed.
- Find out about the disaster plans at your workplace, your children's school or day-care center, and other places where your family spends time.

#### **2. Create a Disaster Plan**

- Meet with your family and discuss why you need to prepare for disasters. Explain the dangers of fire, severe weather, and earthquakes to children. Plan to share responsibilities and work together as a team.
- Discuss the types of disasters that are most likely to happen. Explain what to do in each case.
- Pick two places to meet: 1. Right outside your home in case of a sudden emergency, like a fire. 2. Outside your neighborhood in case you can't return home. Everyone must know the locations address and phone number.

- Ask an out-of-state friend to be your "family contact." After a disaster, it's often easier to call long distance. Other family members should call this person and tell them where they are. Everyone must know your contact's phone number.
- Discuss what to do in an evacuation. Plan how to take care of your pets.

### **3. Complete this Checklist**

- Post emergency telephone numbers by phones (fire, police, ambulance, etc.).
- Teach children how and when to call 9-1-1 or your local Emergency Medical Services number for emergency help.
- Show each family member how and when to turn off the water, gas, and electricity at the main switches.
- Check if you have adequate insurance coverage.
- Teach each family member how to use the fire extinguisher and show them where it's kept.
- Install smoke detectors on each level of your home, especially near bedrooms.
- Conduct a home hazard hunt.
- Stock emergency supplies and assemble a Disaster Supplies Kit.
- Take a Red Cross first aid and CPR class.
- Determine the best escape routes from your home. Find two ways out of each room.
- Find the safe spots in your home for each type of disaster.

### **4. Practice and Maintain Your Plan**

- Quiz your children every six months so they remember what to do.
- Conduct fire and emergency evacuation.
- Replace stored water every three months and stored food every six months.
- Test and recharge your fire extinguisher(s) according to manufacturer's instructions.
- Test your smoke detectors monthly and charge the batteries at least once a year.

For more information on Family Disaster Planning, visit the Federal Emergency Management Agency's (FEMA) website for family disaster planning at [www.READY.gov](http://www.READY.gov).

**ANNEX L  
DEVOLUTION**



## **Devolution for South Dakota Department of Social Services**

Devolution is the capability to transfer statutory authority and responsibility for mission-essential functions from an organization's primary operating staff and facilities to another organization's employees and facilities. Devolution planning supports overall COOP planning and addresses catastrophic or other disasters that render an organization's leadership and staff unavailable or incapable of performing its mission-essential functions from either its primary or alternate facilities.

If devolution is necessary, prioritized mission-essential functions are transferred to a pre-identified devolution organization. Direction and control of mission-essential functions is transferred to the devolution organization site and/or identified personnel.

Devolution planning involves several special issues:

- Personnel at the devolution site must be trained to perform the essential functions to the same level of proficiency as the South Dakota Department of Social Services personnel.
- Vital records, documents, and databases must be up to date and available at the devolution site.
- Communications and information management systems must be able to be transferred to the devolution site.
- Delegations of authority planning must include senior personnel at the devolution site.

South Dakota Department of Social Services's prioritized mission-essential functions which must be carried out in its devolution of authority are identified in Annex C of the South Dakota Department of Social Services COOP.

Devolution Triggers, Process, Resources and their Availability, and Restoration guidelines are noted below. The pre-identified Devolution Memorandum is also included within this Annex.

### **Devolution Triggers**

Pre-devolution preparation begins when staffing levels in one or more critical areas are reduced by 40%. Critical areas are defined as: 1) leadership, 2) communication capabilities, 3) administrative support, and 4) prioritized MEFs. Pre-devolution preparation includes assessment of:

- Available devolution organizations
- Location and availability of resources and information needed to transfer critical operations to the devolution organization
- Approach to notify and train (as needed) devolution organization staff
- Prioritization of mission-essential functions necessary to provide continuity of operations during the devolution process

Once this assessment is complete, the intended devolution organization should be notified that devolution is likely and transfer of knowledge/resources necessary for devolution should begin.

The key staff members of the devolution organization should also be informed on how to access the South Dakota Department of Social Services COOP information contained within SouthDakotaCOOP.com.

Devolution is initiated through the issuance of the Devolution Memorandum. Organizational devolution is triggered when staffing levels are reduced by 60% in one or more critical areas.

### **Devolution Process**

The Cabinet Secretary (Laurie Gill) is responsible for identifying devolution triggers and is responsible for deciding when devolution is necessary. The Cabinet Secretary (Laurie Gill) is responsible for issuing the Devolution Memorandum and begin actually transferring responsibilities to the devolution organization.

Every attempt will be made to retain expertise and authority through all COOP Teams. All available COOP Teams will continue to work with and for the new devolution organization in carrying out COOP, devolution, and restoration/reconstitution duties.

### **Resources and Availability**

All resources necessary for devolution will be retained in South Dakota Department of Social Services's on-line COOP and be made available via SouthDakotaCOOP.com. The executives and support staff working on devolution will be given access to these resources, and will be trained in the use of available communication tools in advance of COOP activations.

### **Restoration (Pre-Event)**

Because the nature of a catastrophic event that would create the need for devolution is so difficult to predict and may have a wide array of circumstances to respond to, we cannot specify exact measures needed to recover and restore pre-event operations in advance. However, the devolution organization will work with the existing South Dakota Department of Social Services staff to identify all actions needed to provide restoration to pre-event conditions. Reconstitution and termination plans as identified in the COOP are available and should be used by the devolution organization.

## MEMORANDUM

TO: Highest Ranking Official(s)/South Dakota Governor's Office

FROM: Cabinet Secretary (Laurie Gill)

South Dakota Department of Social Services

DATE:

SUBJECT: Devolution of South Dakota Department of Social Services

As of Date/Time, an emergency occurred that required the activation of the South Dakota Department of Social Services Continuity of Operations Plan (COOP). As of Date/Time, the emergency has affected staffing to levels such that we can no longer carry out our prioritized mission-essential functions and maintain our mandated operations. In order to provide continuity of government operations within South Dakota Department of Social Services, as of Time today I am hereby transferring mission-essential function responsibilities as identified in the South Dakota Department of Social Services COOP to the South Dakota Governor's Office. In addition, I am extending all delegations of authority of key actions and responsibilities to the South Dakota Governor's Office. This delegation is effective as of Date/Time.

Thank you in advance for your assistance as we continue to provide critical services during this challenging time and work to restore full South Dakota Department of Social Services operations. Access to all critical South Dakota Department of Social Services COOP information, including mission-essential functions, delegation responsibilities, and personnel contact lists can be found at: [SouthDakotaCOOP.com](http://SouthDakotaCOOP.com). Username and password access to the COOP information within [SouthDakotaCOOP.com](http://SouthDakotaCOOP.com) will be provided under separate cover.

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**Cabinet Secretary (Laurie Gill)**

**ANNEX M**  
**TESTING, TRAINING, AND EXERCISING /**  
**PLAN MAINTENANCE**

## Testing, Training, and Exercising / Plan Maintenance

- This plan will be reviewed annually or as required by statute by all CONTINUITY OF OPERATIONS PLAN Team members and approved by the Cabinet Secretary (Laurie Gill).
- The Cabinet Secretary (Laurie Gill) will ensure training of all South Dakota Department of Social Services employees on the key aspects of this plan. This training will be conducted at new employee orientation and quarterly staff meetings.
- This CONTINUITY OF OPERATIONS PLAN will be assessed annually through tabletop or field exercises as required by law.
- Support plans and communications equipment will be tested annually as part of the Test, Training, and Exercises (TT&E).
- Equipment pre-positioned at Alternate Facilities will be tested annually as part of the TT&E program.
- The exercise will include a test of the alert and notification procedures within this CONTINUITY OF OPERATIONS PLAN, with and without warning, during duty and non-duty hours.
- The Cabinet Secretary (Laurie Gill) or designee will identify and incorporate lessons learned and remedial actions from exercises or actual events into annual revisions of this CONTINUITY OF OPERATIONS PLAN
- Copies of AAR (After Action Review) reports will be placed in the File Archive of this system.

The South Dakota Department of Social Services documents the past, present, and future events that support their Test, Training, and Exercise program for their CONTINUITY OF OPERATIONS PLAN. These events are documented below in chronological order starting with the most recent:

**Event Title:** COOP Test Exercise - Kneip Building Evacuation For Tier One Mission Essential

**Event Date:** 10/23/2014

**Event Type:** Full Scale Exercise

**Event Status:** Scheduled

### **Description:**

Tier 1 Mission Essential Function Exercise:

- Send out communication using COOP system. (Systems Test)
- Test to see if staff receive the communication
- Did they go to their alternate facility
- Could they access the alternate facility
- Were drive away kits utilized
- Did they access the systems and equipment necessary and actually be capable of carrying out priorities 1 - 13 and how long did it take.
- Follow up by completing the exercise comment form.

---

**Event Title:** COOP Email to All DSS Staff Statewide

**Event Date:** 9/05/2014

**Event Type:** Other

**Event Status:** Scheduled

**Description:**

Finalize email to be sent out to All DSS staff statewide informing them what COOP is, sending them the family disaster kit annex and reminding them to update their personal information on Lawson.

8/31/2014 - Email to Management Team:

- Current Plan Attached
- Reminder to know your role
- Reminder to inform staff of role in Mission Essential Functions
- Be prepared to do addition maintenance in addition to what we do every 6 months
- Be prepared for upcoming testing.
- Further information to come on accessing the plan

---

**Event Title:** Plan Maintenance

**Event Date:** 8/31/2014

**Event Type:** Plan Maintenance

**Event Status:** Completed

**Description:**

DSS COOP Plan Maintenance: We continue to make updates every six month and are currently focused on finalizing the sections of our plan that need improvement and addressing the sections that are incomplete.

---

**Event Title:** L550 COOP Planner's Workshop

**Event Date:** 5/20/2014

**Event Type:** Training

**Event Status:** Completed

**Description:**

**DESCRIPTION:**

**The Continuity of Operations (COOP) Planner's Workshop is to provide COOP training for Continuity Planners at the Federal, State, Territorial, Local, and Tribal levels of government. COOP Plans facilitate the performance of essential functions during any situation which may disrupt normal operations. The goal of this workshop is to provide**

you with the tools and hands-on experience necessary to improve your department's or agency's COOP plan. This training includes a train-the-trainer module to equip planners to facilitate the course to others.

**DATES /TIMES:**

May 20-22, 2014 8:30 a.m. – 5:00 p.m.

**LOCATION:**

Mickelson Criminal Justice Center  
1302 East Highway 14 • Pierre, SD 57501 • Classroom AB

**OBJECTIVES:**

Upon completion of this workshop, participants should be able to do the following:

- Correctly recognize the background and policy regarding continuity that affects development of continuity plans for reference in plan development.
- Develop a strategy to create a continuity plan using available requirements, guidance and tools.
- Recognize and incorporate the key elements of a viable continuity capability into an outline for their continuity plan.
- Explain the four phases of continuity and relate their application to the continuity planning process in your organization.
- Recognize factors that affect plan maintenance and distribution strategies based upon factors identified through best practices, requirements and guidance.
- Demonstrate knowledge of key concepts and strategies for developing, implementing and updating a continuity plan by passing the final exam with at least a score of 70%.

---

**Event Title:** COOP Training

**Event Date:** 1/23/2013

**Event Type:** Training

**Event Status:** Completed

**Description:**

On January 23-24, 2012, SDOEM offered two one-day COOP training seminars for all state

COOP planners to attend. The purpose of the training session was to provide guidance and direction to all state agency planners to update and refine their continuity of operations plans. The training session was conducted from 9am - 3pm at the Mickelson Criminal Justice Center in Pierre, South Dakota. The training was conducted by Bold Planning Solutions, software administrator.

---

**Event Title:** COOP Training - SouthDakotaCOOP.com

**Event Date:** 10/26/2011

**Event Type:** Plan Maintenance

**Event Status:** Completed

**Description:**

On October 26-27, 2011, we conducted a two day COOP Training Seminar for all state COOP planners to attend. The purpose of the training session was to provide guidance and direction to all state agency planners to update and refine their continuity of operations plans. The training session was conducted from 8am - 4 PM at the State Police Training Academy in Pierre, South Dakota. The training was conducted by Bold Planning Solutions.

---

**Event Title:** COOP Maintenance Meeting

**Event Date:** 4/15/2009

**Event Type:** Plan Maintenance

**Event Status:** Completed

**Description:**

Met with BOLD planning consultants to review COOP plan and BOLD software. Carrie Johnson and Rachel Comes attended. All sections of DSS COOP were reviewed in the maintenance meeting. DSS Management will also review the COOP plan and updates will be entered. DSS COOP plan will be reviewed by COOP planning team members every 6 months (Spring and Fall).

---

**Event Title:** Review sattallite office COOP plans

**Event Date:** 4/15/2009

**Event Type:** Plan Maintenance

**Event Status:** Completed

**Description:**

Update alternaticve locations and resource needs for DSS field offices (sattelite offices).

---



**Event Title:** State-wide COOP Training  
**Event Date:** 4/14/2009  
**Event Type:** Training  
**Event Status:** Completed

**Description:**

In April of 2009, we conducted a two day COOP Training Seminar for all state COOP planners to attend. The purpose of the training session was to provide guidance and direction to all state agency planners to update and refine their continuity of operations plans. The training session was conducted from 8am - 4 PM at the State Police Training Academy in Pierre, South Dakota. The training was conducted by BOLDplanning.

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**Event Title:** Contact Testing - Pierre Staff  
**Event Date:** 3/17/2007  
**Event Type:** Other  
**Event Status:** Completed

**Description:**

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**Event Title:** Initial Plan Development  
**Event Date:** 12/19/2006  
**Event Type:** Plan Maintenance  
**Event Status:** Completed

**Description:**

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**Event Title:** BOLD Software Orientation  
**Event Date:** 12/19/2006  
**Event Type:** Training  
**Event Status:** Completed

**Description:**

Initial tutorial on program elements and plan development

After Action Report: None

Funding: N/A

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**ANNEX N  
FACILITY EVACUATION**

## **Facility Evacuation**

The purpose of this section is to provide specific directions to all staff in the event of an emergency requiring the evacuation of the following facilities.

### **Responsibilities**

The Cabinet Secretary (Laurie Gill) shall identify a line of succession, and recognize a "Safe Room" for sheltering in place in the event that this becomes necessary.

The Cabinet Secretary (Laurie Gill) shall be responsible for the following:

- Monitor the evacuation procedures and ensure that all employees are participating.
- Identify themselves to responding emergency personnel and provide any information or assistance, as requested.
- Station themselves outside the facility to receive employee check-off lists from Division Heads/Delegates and to coordinate with emergency personnel as necessary.

The Division Heads/Delegates shall be responsible for monitoring their sections as follows:

- Know the status of all assigned staff, (e.g. are they on site, in the field, or on annual leave).
- Ensure staff are trained in the evacuation procedures and in dealing with clients and staff who may become confused or panic in an emergency situation.
- Assign at least two alternate Division Head delegates and keep this assignment list current.
- Ensure all delegates are properly trained in their duties.
- Obtain checklists of staff accounted for and unaccounted for and report status to the Cabinet Secretary (Laurie Gill) after evacuation.

Staff are responsible for the following:

- Ensuring handicapped employees and visitors are assisted from the facility.
- Staff with public visitors should exit the facility with the visitors.
- Staff must search for and insure that any clients who are in private rooms, restrooms, etc. evacuate with the staff immediately.

### **Evacuation Procedures**

Specific evacuation procedures for each of the facilities identified within this COOP are as follows:

- Primary Facility
  - Aberdeen - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Behavioral Health - Sioux Falls - To Be Determined
  - Belle Fourche - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Brookings - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Chamberlain - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Child Care Services - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Custer - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Deadwood - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Eagle Butte - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Elk Point - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Hot Springs - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Huron - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Kneip Building - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Lake Andes - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - LIEAP (Low Income Energy Assistance Program) - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Madison - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Martin - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas

- McIntosh - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Milbank - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Mission - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Mitchell - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- MMIS (Medicaid Management Information Systems) - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Mobridge - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Olivet - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Parker - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Pierre - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Pine Ridge - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Rapid City - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Redfield - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Sioux Falls - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Sisseton - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Sturgis - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Tyndall - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Vermillion - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas

- Watertown - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- White River - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Winner - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Yankton - Satellite - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
- Alternate Facility
  - Kneip Building - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas
  - Social Services Local Office - utilization of fire drill and tornado procedures that are distributed to staff periodically and posted in common areas



**ANNEX P  
PANDEMIC PLANNING**



## **EXECUTIVE SUMMARY**

### **1 TRANSMISSION OF DISEASE**

### **2 PANDEMIC INFLUENZA**

- 2.1 Pandemic Assumptions
- 2.2 Potential Impacts
- 2.3 Information Sources for Current Status
- 2.4 The Pandemic Risk Assessment

### **3 ORGANIZATION CONSIDERATIONS**

- 3.1 Implications for the Organization

### **4 PANDEMIC STRATEGIES**

- 4.1 Short-Term Strategy
- 4.2 Long-Term Strategy
- 4.3 Post-Event Recovery
- 4.4 Mission Essential Functions
- 4.5 Workforce Planning
- 4.6 Pandemic Action Items

### **5 PANDEMIC PLANNING RESPONSIBILITIES**

- 5.1 State, Local, Private Sector Relationships
- 5.2 Legal Preparedness
- 5.3 Communications
- 5.4 Human Resources Issues
- 5.5 Employee Education and Safety
- 5.6 Facility Maintenance
- 5.7 Technology Preparedness

### **6 PANDEMIC TEAM**

### **7 PLAN MAINTENANCE AND TESTING**

### **8 APPENDIX**

## **EXECUTIVE SUMMARY**

Epidemics, which are outbreaks of a disease that occur within a short period of time and in a defined region, have the potential to significantly affect an organization's operations and the health and safety of personnel and the general public. While many diseases could result in an epidemic, and could lead to a pandemic (an epidemic that occurs on a worldwide scale), this report places particular emphasis on preparedness for

outbreaks of influenza that could arise from avian influenza.

This Epidemic/Pandemic Annex has been created to identify key information that organizations should know when confronted with an epidemic. It also describes how an organization may be affected, and what measures can be taken to mitigate those effects. In addition to education, this annex provides guidance on preparing and developing a course of action should an outbreak occur.

Organizations should take the time and opportunity now to develop and implement strategies essential to maintaining functions in times of a pandemic. Organizations should also inform employees and other stakeholders that the organization is actively involved in planning for pandemic preparedness.

Short-term and long-term strategies for maintaining functions during an epidemic, when absenteeism among employees could be as high as 50 percent, will require enhanced continuity of operations plans that include extensive workforce planning to perform mission-essential functions with reduced staff levels. Seven planning elements are provided in Chapter 6 to assist organizations in accomplishing their short-term and long-term strategies, which will require continuous monitoring of recent developments as well as flexibility in implementation and response.

Unlike other disasters in which the period of disruption may last from weeks to months, an epidemic has the potential to disrupt operations from months to several years. The public health response to an epidemic will directly affect an organization's personnel and will require strong relationships with other partners, the cooperation of the public, and the leadership of the organization.

## 1 Transmission of Disease

From time to time, a pathogen for which the population has little or no immunity evolves or is introduced. If that pathogen is highly communicable or easily transmitted from person to person, and virulent, causing severe illness or death in a significant percentage of persons, a pandemic can infect millions of people and potentially causing destabilizing social disruption.

The United States has not experienced an extensive epidemic since 1918, when the "Spanish flu" pandemic swept the nation and the world. The Spanish flu of 1918 was not a highly virulent pathogen in terms of mortality - only 2.5 percent of those infected died - but it was highly communicable. As a result, a large percentage of the U.S. population fell ill; approximately one-half million Americans died, and during the waves of the pandemic essential public services were threatened.

Communicable diseases can be transmitted to humans in several ways however the ones that carry the potential to affect organizations and their personnel are listed below:

- Droplet transmission occurs when the pathogen is suspended in aerosolized droplets or mist expelled when an infected person coughs or sneezes. These tiny droplets can travel 3 to 6 feet and be inhaled by other persons, or can deposit themselves on mucous membranes around the eyes or mouth of uninfected persons.
- Airborne transmission occurs when a pathogen is suspended in the air in inhalable-sized particles that remain infectious and are subsequently inhaled through the nose or mouth. Such pathogens can also be transmitted by droplet transmission or contact transmission.
- Contact transmission occurs when an infected person has physical contact (e.g., shakes hands) with an uninfected person.
- Infectious respiratory droplets can be deposited on objects that other persons would likely touch with their hands (e.g., arms of chairs, door handles, documents, exhibits, restroom fixtures, desks, countertops, stair rails, elevator buttons, money, documents, receipts). When uninfected persons touch the contaminated surfaces or items and then rub their nose, mouth, or eyes, transmission may occur.

## 2 Pandemic Influenza

Influenza, also known as the flu, is a disease that attacks the respiratory tract in humans and differs from a viral "cold" in that it usually comes on suddenly and includes fever, headache, tiredness, dry cough, sore throat, nasal congestion, and body aches.

### 2.1 Pandemic Assumptions

The U.S. Department of Health and Human Services has created plans based on the following assumptions about pandemic disease:

- Susceptibility to the pandemic influenza will be universal.
- The clinical disease attack rate will be 30 percent in the overall population. Illness rates will be highest among school-aged children (about 40 percent) and the elderly. Among working adults, an average of 20 percent could become ill during a community outbreak.
- Risk groups for severe and fatal infections cannot be predicted with certainty. During annual fall and winter influenza season, infants and the elderly, persons with chronic illness, and pregnant women are usually at higher risk of complications from influenza infections.

- The typical incubation period for influenza averages two to three days. It is assumed this would be the same for a novel strain transmitted between people by respiratory secretions.
- Persons who become ill may shed virus and can transmit infection for one-half to one day before the onset of illness. Viral shedding and the risk for transmission will be greatest during the first two days of illness. Children will shed the greatest amount of virus, therefore are likely to pose the greatest risk for transmission.
- In an affected community, an outbreak will typically last about 6 to 8 weeks. At least two pandemic disease waves are likely. Following the pandemic, the new viral subtype is likely to continue circulating and contribute to seasonal influenza.
- The seasonality of a pandemic cannot be predicted with certainty. The largest waves in the United States during 20th-century pandemics occurred in fall and winter.

## 2.2 Potential Impacts

The impact of an actual pandemic cannot be accurately predicted, as it depends on multiple factors, including virulence of the virus, rate of transmission, availability of vaccines and antivirals, and effectiveness of containment measures.

An influenza pandemic could last from months to several years, with at least two peak waves of activity. According to the U.S. Department of Health and Human Services, the characteristics of an influenza pandemic that must be considered in strategic planning include the following:

- The fact that people may be asymptomatic while infectious.
- Simultaneous or near-simultaneous outbreaks in neighboring communities thereby limiting the ability of any jurisdiction to provide support, assistance, and mutual aid.
- Enormous demands on the health-care system.
- Delays and shortages in the availability of vaccines and antiviral drugs.
- Potential disruption of national and community infrastructure, including transportation, commerce, utilities, and public safety, due to widespread illness and death among workers and their families, as well as concern about ongoing exposure to the virus.
- Absenteeism across multiple sectors related to personal and family illness, fear of contagion, or public health measures to limit contact with others could all threaten the functioning of critical infrastructure, the movement of goods and services, and operation of organizations.

## 2.3 Information Sources for Current Status

**WHO** - The World Health Organization (WHO) describes six phases of increasing public health risk associated with the emergence of a new influenza virus that could pose a pandemic threat. Each phase recommends actions for national authorities and outlines measures to be implemented by the WHO, allowing for greater predictability of actions to be taken during the various phases of a pandemic.

For information about pandemics, the WHO phases, and the current worldwide status, please review the WHO website - <http://www.who.int>.

**CDC** - The Center for Disease Control and Prevention is the lead Federal government agency for pandemic planning. Up-to-date information about national planning as well as vaccines and antivirals can be found on the CDC website - <http://www.cdc.gov>.

## **2.4 The Pandemic Risk Assessment**

Based on the South Dakota Department of Social Services COOP, the following information has been detailed specifically related to the risks and impacts of pandemic.

## **3 Organization Considerations**

Although the circumstances described above paint a dark picture, an organization, to the best of its ability, must strive to continue its functions and to provide services to its populations.

### **3.1 Implications for the Organization**

A challenge for the organizations will be to assist appropriate public health officials in protecting an organization's personnel and the public from transmission within the organization's facilities. However, given the large numbers of individuals who enter an organization's facilities each day, those facilities - like all other public facilities in which large numbers of persons interact and congregate - could themselves become a spreading center for the disease.

This raises a number of considerations for organizations, including:

- Significant numbers of persons who are necessary to the organization's mission-essential functions (e.g., organization staff, security personnel, IT staff, etc.) may be unavailable because of illness or death, possibly reaching from 30 to 50 percent of the workforce;
- Face-to-face contact between an organization's administrators and staff necessary for performing mission-essential functions may be dramatically limited or unavailable; and
- Facilities, infrastructure, utilities, and services may all be affected by a lack of adequate staffing caused by isolation, quarantine, illness, or death of those persons necessary for maintaining operations.
- Depending on the severity of the epidemic, an organization's administration may come under pressure as the disease causes attrition among employees, security personnel, IT, and maintenance personnel. To the extent that an organization relies on local law enforcement for security services, an additional concern is the possibility that, during an outbreak, law enforcement officers and security personnel may be reassigned to other critical law enforcement duties, thus resulting in a shortage of officers available to serve the organizations. In addition, state or local public health officers could close an organization's facility, or could quarantine or isolate an organization's personnel.

## **4 Pandemic Strategies**

Unlike other emergency situations, an influenza epidemic could seriously disrupt an organization's operations for an extended period, lasting approximately from months to several years. Therefore, both short-term and long-term strategies are necessary to manage the potential extent and duration of the impact.

Each organization's continuity of operations plan (COOP) should address the basic response to any disaster or emergency situation. Organizations lacking a continuity of operations plan or having an incomplete continuity of operations plan are encouraged to begin the plan development process immediately.

Given the unique challenges posed by an epidemic, the information and strategies discussed below are not exclusive, but rather are designed to enhance organizations' current emergency protocol.

### **4.1 Short -Term Strategy**

In the first 90 days of COOP activation, each organization should have the capacity to perform all mission-

essential functions as defined in the organization's COOP.

The organization's functions may need to be performed with limited staff, and when little to no face-to face contact is possible for an extended period. It is likely that an organization and its staff will be significantly affected by illness or even death.

As soon as possible, organizations should transition to full operations. If full operations cannot be initiated within 90 days of COOP activation, organizations should implement the long-term strategies described below.

## **4.2 Long-Term Strategy**

Within 90 days of COOP activation, organizations should have the capacity to perform all mission-essential functions when little to no face-to-face contact is possible for an extended period. An organization and its staff will be significantly affected by illness or even death.

When developing its specific response to an epidemic, an organization should consider these issues:

- Operations may be significantly impacted for months to several years.
- All organizations and their personnel should be prepared to cooperate with appropriate public health personnel on response and recovery efforts. Because state and federal resources may be stressed during an epidemic, organizations should be prepared to operate with only minimal support from state and federal agencies.
- Each organization should ensure that it has the capacity to perform its mission-essential functions, for the first 90 days of COOP activation.
- If full operations cannot be restored within 90 days, an organization should ensure that it has the capacity to perform other mission-essential functions as best it can.

## **4.3 Post -Event Recovery**

Recovery from an epidemic begins when an organization determines that it has adequate staff and resources to resume normal business functions. Once normal operations resume, the impact of the epidemic on organization's operations, staff, and other stakeholders should be assessed and an after action evaluation of the organization's response should be drafted. Such an evaluation can assist organizations in updating their continuity of operations plans as well as other emergency response plans, as appropriate.

## **4.4 Mission-Essentials Functions**

The South Dakota Department of Social Services's COOP has already identified its own detailed list of mission essential functions. With the unique impact that a pandemic presents, the South Dakota Department of Social Services is continuing to further identify those key processes and identify those specific functions that pose significant risk for infection (e.g., extensive public interaction, cash management).

All of the Mission Essential Functions for the South Dakota Department of Social Services are detailed and prioritized in the on-line SouthDakotaCOOP.com planning system. Please refer to Annex C for the complete report.

## **4.5 Workforce Planning**

Because a pandemic may not spread evenly through the employee population, the South Dakota Department of Social Services is working to create a skills inventory for those positions that are essential to continuing their mission-critical functions. The South Dakota Department of Social Services is considering cross-training and skill development for employees who can assume responsibility for carrying out those functions, which may lie beyond their normal scope of responsibility. With this strategy, should key personnel fall ill, it is perceived

critical functions would then continue with minimal impact to operations. Employees should also be informed that they may be asked to exercise authority or perform duties outside their typical job responsibilities.

While developing this skills inventory, the South Dakota Department of Social Services is paying particular attention to those positions for which cross-training is not feasible, such as those that require specialized training or qualifications. The South Dakota Department of Social Services is considering contingency plans should the personnel in those positions be unavailable. This includes identifying, in advance, possible sources for temporary replacement personnel.

Aspects of workforce planning are detailed in the South Dakota Department of Social Services COOP. Please refer to Annex A for COOP Teams and Responsibilities, Annex D for Orders of Succession, Annex E for Delegations of Authority, and Annex O for the complete Staff Roster.

#### **4.6 Pandemic Action Items**

The South Dakota Department of Social Services has identified a set of action items that must be performed before, during and after a pandemic event. This list is constantly maintained as part of the overall COOP. The following list details these pandemic action items.

### **5 Pandemic Planning Responsibilities**

Effective advance planning by the South Dakota Department of Social Services is essential for the ability to respond quickly to the outbreak of a pandemic. Below are planning elements that are being addressed by the South Dakota Department of Social Services. The individuals responsible for these roles and responsibilities constitute the Pandemic Team which will coordinate and overlap with the organization's COOP teams.

The HHS Pandemic Influenza Plan advises that the first step in planning should be establishing a coordinating committee to oversee pandemic preparedness planning and ensure integration with other emergency planning efforts. This Pandemic Team includes a cross-section of employees, rather than executive leadership exclusively. In the event that some or all of the executive team falls ill, the Pandemic Team can still function, providing critical leadership and real-time decision making.

In addition to a cross-section of employees, including those responsible for employee health and safety, the South Dakota Department of Social Services is working to include other partners, as a way of alerting them to organization's plan and soliciting their input. Assuming the organization remain operational, it is essential that key partners be fully aware of the organization's efforts to ensure that all parties work together in accomplishing the organization's mission-critical functions.

It is recommended that the following roles and responsibilities are filled by the appropriate staff members.

#### **5.1 State, Local, Private Sector Relationships**

- Establish contact with local public health officials for coordination with local pandemic planning efforts.
- Ensure that the organization is aware of and possibly involved in current local preparedness and planning efforts.
- Ensure that the organization is kept informed of current local conditions and response efforts concerning a pandemic event.
- Develop mutual aid programs with neighboring organizations at the city, county, state, and/or private sector level.

#### **5.2 Legal Preparedness**

- Ensure that the organization's leadership is aware of any existing laws, ordinances, and/or authorities of health officials.

### **5.3 Communications**

- Review the organization's internal and external communications plans to ensure that it is prepared to successfully communicate with leadership, personnel, and the general public under pandemic circumstances.
- Communicate regularly with employees regarding current status and expectations.
- Communicate regularly with any operational partners that factor into the organization's mission-essential operations for the distribution of event information and current status.
- Develop multiple channels and methods for disseminating information.
- Develop a Public Information Officer (PIO) capability for disseminating information to the public in an official manner.
- Communicate with Emergency Management regarding any incidents or developments related to pandemics.

### **5.4 Human Resource Issues**

- Review the organization's policies and guidance regarding Injury/Illness as it might pertain to pandemics.
- Review Sick leave policies and train staff regarding appropriate sections and changes.
- Review organization's insurance policies, including health, disability, salary continuance, business travel, and life insurance.
- Review current travel policies and consider modifications related to pandemic issues.
- Develop a policy for vaccines and antivirals for staff including priorities and distribution methods.
- Develop crisis support or employee assistance programs
- Develop plans for alternate work schedules where applicable.
- Develop policies for social distancing.
- Determine the effects of union contracts on emergency Human Resource policy development.

### **5.5 Employee Education and Safety**

- Assure staff that their health, safety, and well-being are a top priority during a pandemic.
- Develop an employee education and safety program and ensure that training is available to all appropriate staff.
- Instruct staff about Human Resource policies related to the pandemic or similar illnesses.
- Instruct staff about proper health and hygiene habits for minimize transmission including covering coughs, washing hands, and using hand sanitizer.



- Encourage staff to prepare at home with plans and emergency items including a two-week supply of food.

## **5.6 Facility Maintenance**

- Oversee heightened cleaning efforts in offices and common areas, such as frequently wiping doorknobs, railings, telephones, restrooms.
- Place hand sanitizer in communal locations for staff and visitors to use.
- Develop emergency kits of equipment and supplies for preventing the transmission of the disease including cleaning supplies, respirators, masks, and disposable gloves, etc.
- Use damp rather than dry dusting to avoid spreading dust particles.
- Move restroom wastebaskets next to restroom doors so that employees can use towels to open the doors.

## **5.7 Technology Preparedness**

- Identify technologies required for performing mission-essential functions and review the associated disaster recovery plans.
- Identify the supporting agency for each system (in-house, city/county, third party, etc) and contact them to discuss continuity of operations planning efforts.
- Review IT staffing levels and develop clear succession lines for key technical skills.
- Research options for telecommuting for key staff including hardware, software and security requirements.
- Research options for videoconferencing and teleconferencing.
- Research options for the increased use of Internet and telephone communications.

## **6 Pandemic Team**

The following person has been designated as the Pandemic Team Chief:

Unassigned Person

The following personnel are members of the South Dakota Department of Social Services Pandemic Team. These personnel have specific roles and responsibilities for pandemic response and recovery.

## **7 Plan Maintenance and Testing**

The South Dakota Department of Social Services is committed to this overall COOP process and has an on-going program for maintaining and improving this plan and the related strategies. This overall plan maintenance process includes a variety of testing, training and exercising. Please refer to Annex M for the complete report of these scheduled and completed events. All events specifically related to pandemic planning are highlighted below.

## **8 Appendix**

The SouthDakotaCOOP.com has an on-line file archive for storing and accessing vital records related to the COOP. All files specifically related to pandemic planning are listed below. To access these files, log into SouthDakotaCOOP.com and navigate to the File Archive section.

**ANNEX Q  
RISK ASSESSMENT**



**ANNEX R  
RISK SPECIFIC ACTION LIST**

## **Risk Specific Action List**

As part of the COOP development process, the South Dakota Department of Social Services has identified specific risks that pose a threat to its operations. For each risk, the South Dakota Department of Social Services has also developed a list of action items designed to either eliminate the risk from occurring or help reduce the effects of the risk to manageable levels. Provided below are the risks identified by South Dakota Department of Social Services and a checklist of the actions for each risk.

**FILE ARCHIVE  
APPENDIX**

## File Archive

The South Dakota Department of Social Services has access to a file archiving feature within the South Dakota Department of Social Services - Continuity of Operations Plan system. The File Archive feature allows the South Dakota Department of Social Services to upload files to the system and provides the South Dakota Department of Social Services with access to these files from remote locations, as needed, during continuity events or disruptions. Provided below is a list of files that have been uploaded by the South Dakota Department of Social Services to the South Dakota Department of Social Services - Continuity of Operations Plan system. Each file listed below includes the name of the file, a description of the file, and the most recent date the file was uploaded.

### Alert Notification Procedures

**Webinar Wednesday Alert Notification Procedures.pptx** - - Date Uploaded: 5/20/2015

### Contacts

**COOP\_staff\_listing 3-09.xls** - Staff Roster - Date Uploaded: 4/27/2009

**COOP\_staff\_listing3.xls** - Complete Staff Listing (statewide & flood) - Date Uploaded: 8/02/2007

**Copy of DSS - COOP.xls** - Complete Staff Listing - Date Uploaded: 3/06/2007

**Lawson query DSS - COOP 10-10-13 - city sort.xlsx** - - Date Uploaded: 8/31/2014

**Lawson query DSS - COOP July 2014.xlsx** - - Date Uploaded: 8/31/2014

### Delegations of Authority

**financial authorizations 3-14.pdf** - - Date Uploaded: 8/31/2014

### Evacuation Routes

**Aberdeen.pdf** - - Date Uploaded: 9/17/2014

**Brookings.PDF** - - Date Uploaded: 9/17/2014

**Eagle Butte.pdf** - - Date Uploaded: 9/17/2014

**Huron.pdf** - - Date Uploaded: 9/17/2014

**Martin.PDF** - - Date Uploaded: 9/17/2014

**Mission.pdf** - - Date Uploaded: 9/17/2014

**Mitchell.pdf** - - Date Uploaded: 9/17/2014

**Mobridge.pdf** - - Date Uploaded: 9/17/2014

**Pierre.pdf** - - Date Uploaded: 9/17/2014

**Pine Ridge.pdf** - - Date Uploaded: 9/17/2014

**Rapid City.pdf** - - Date Uploaded: 9/17/2014

**Sioux Falls.docx** - - Date Uploaded: 9/17/2014

**Sioux Falls.pdf** - - Date Uploaded: 9/17/2014

**Sturgis.PDF** - - Date Uploaded: 9/17/2014

**Vermillion.pdf** - - Date Uploaded: 9/17/2014

**Watertown.pdf** - - Date Uploaded: 9/17/2014

**Winner.pdf** - - Date Uploaded: 9/17/2014

**Yankton.pdf** - - Date Uploaded: 9/17/2014

### Facilities

**DSS addresses 2014.xlsx** - - Date Uploaded: 8/31/2014

**DSS Facilities 8-31-2014.docx** - - Date Uploaded: 8/31/2014

**Field Management Team 02-09.xls** - Satellite Management Contact Info - Date Uploaded:



4/27/2009

**Field Management Team 08-14.xlsx** - - Date Uploaded: 8/31/2014

**Field Office Address 2-09.xls** - Satellite Addresses - Date Uploaded: 4/27/2009

**Month 2 Guidance\_for\_Selecting\_Alternate\_Facilities.docx** - Selecting an Alternate Facility  
- Date Uploaded: 12/09/2014

**Town Staffing Numbers 2-09.xls** - Satellite Staffing Numbers - Date Uploaded: 4/27/2009

### **Facility Evacuation**

**Assisting Individuals with Disabilities in an Emergency Evacuation.pdf** - Evacuation  
Assistance Guidance - Date Uploaded: 9/03/2013

### **General Documents/Other**

**Risk Assessment.docx** - Hazards/Risks Assessment - Date Uploaded: 12/09/2014

**SD Training.ppt** - COOP Training Overview Introduction - Date Uploaded: 1/24/2013

### **HCS COOP**

**ARMED INTRUDER POLICY Draft 8-15-14.docx** - - Date Uploaded: 8/31/2014

**Environment of Care.docx** - - Date Uploaded: 8/31/2014

**HSC Evacuation Plan 5-7-14.doc** - - Date Uploaded: 8/31/2014

### **Monthly Maintenance**

**Month 01\_Contacts.docx** - Month 1: Contacts - Date Uploaded: 3/05/2014

**Month 02\_Facilities.docx** - Month 2: Facilities - Date Uploaded: 3/05/2014

**Month 03\_Vital Records.docx** - Month 3: Vital Records - Date Uploaded: 3/05/2014

**Month 04\_Essential Functions.docx** - Month 4: Mission Essential Functions - Date Uploaded:  
3/05/2014

**Month 05\_Teams.docx** - Month 5: Teams - Date Uploaded: 3/05/2014

**Month 06\_Successions.docx** - Month 6: Orders of Succession - Date Uploaded: 3/05/2014

**Month 07\_Delegations.docx** - Month 7: Delegations of Authority - Date Uploaded: 3/05/2014

**Month 08\_Alert Notification1.docx** - Month 8: Alert Notification - Date Uploaded: 12/09/2014

**Month 09\_Security, Access, Evac.docx** - Month 9: Security, Access, and Evacuation - Date  
Uploaded: 12/09/2014

**Month 10\_TTE.docx** - Month 10: Test, Training, and Exercise - Date Uploaded: 12/09/2014

**Month 11\_Go Kits.docx** - Month 11: Drive Away Kits - Date Uploaded: 3/05/2014

### **Security and Access**

**building\_analysis\_worksheet.docx** - Building Analysis Template - Date Uploaded: 12/12/2014

**Office Access 2014.xlsx** - - Date Uploaded: 8/31/2014

### **Test, Training, and Exercise**

**2015 Day 1 AM.MP3** - Day 1 Morning Tabletop Discussion - Date Uploaded: 6/02/2015

**3-17-07 Testing DSS-Pierre COOP.xls** - Contact Test Results - Date Uploaded: 4/27/2009

**Level I Level II Certificate Requirements.docx** - Continuity Practitioner Certification - Date  
Uploaded: 3/19/2015

**Participant Feedback Form.docx** - Exercise Evaluation Form - Date Uploaded: 2/26/2015

**SD Tabletop.pptx** - COOP Tabletop Exercise - Date Uploaded: 5/26/2015