


The Voice of the Human Services Community

Emergency Planning for Human Services Organizations

**Thursday, April 18, 2019
Wednesday, May 1, 2019**

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1




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Emergency Planning for Human Services Organizations

Session 2 Implementation

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2



What we did Session I: Fundamentals

1. Introduction
2. Understanding Hazards and Impacts
3. The World of Disaster
Readiness, Response, and Recovery
4. Getting Ready
5. Introduction to the Plan Template
6. 10-minute Break
7. The Planning Process
8. Plan Contents
9. Intro to an Emergency Action Plan
10. Primary Business Functions
and Essential Mission Functions


3



What we'll do Session II: Implementation

1. Introduction
2. Review of Session I
3. Overview of Plan Contents
4. Emergency Action Plan
5. Primary Business Functions
and Essential Mission Functions
6. Ten-Minute Break
7. Continuity of Operations
8. Plan Maintenance
9. Follow-Up Plan
10. Conclusion


4



Why we're doing it

- Your **goal** and ours is to enable you to return to your organizations with the capability to start and finish a written emergency/disaster plan.
- You will leave today with some tangible material that will help you complete your planning.

5




How we're doing it

Our **objectives** are:

- Know ways to get ready for emergencies; and take action to be more ready.
- Understand how to use a Plan Template.
- Begin the planning process for your organization.
- Know how you can produce a Continuity of Operations Plan (COOP).
- Know how to maintain a completed plan.
- Get started on producing a plan.


6




Review of Session I:
Fundamentals




7




Emergency =
an event (generally unexpected or unpredictable) that threatens life, health, and/or property, such that immediate action is required.




8




Disaster =
an emergency that disrupts community functions and creates needs for individuals and/or communities, such that human services will be required.




9




Hazard =
a “condition with the potential for harm to the community or environment”




10




Risk =
the probability of a specific hazard occurrence



11




Vulnerability =
characteristics of community assets that make them susceptible to damage from a given hazard



12

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Impact =
the consequences or effects of a hazard on the community and its assets



13

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Impact =
problems that the incident causes



14



15





16




17

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Disaster Readiness




18



XYZ
HUMAN SERVICES ORGANIZATION

**EMERGENCY
READINESS, ACTION,
AND CONTINUITY
PLAN**


19



The Planning Process

- Stage 1: Convene a Planning Team
- Stage 2: Gather information
- Stage 3: Draft the plan
- Stage 4: Review, revise, finalize
- Stage 5: Distribute and educate


20



Emergency Action Plan

- addresses emergencies, which may not be disasters, but pose a **risk to health and safety**.
- outlines **immediate action** intended to safeguard the **lives, safety, and security** of staff and others.
- allows the organization to respond in a **focused and effective way** to emergencies.


21



Emergency Action Plan

- What are protocols, procedures, and policies that your organization already has?
- What protocols, procedures, and policies have you identified that your organization needs?

22



Preparation for Session II

2. Gather your organization's protocols and policies related to emergencies. Complete Worksheet #4.

Worksheet #4


Name: _____

Organizations: _____


List protocols, procedures, policies, etc. related to emergencies that are in place at your organization.

List protocols, procedures, policies, etc. related to emergencies that are not in place at the organization but are needed.


23




Continuity of Operations Plan (COOP)




24




Mission Essential Functions
are the directly-related
functions that you must
perform to achieve your
mission




25




Primary Business Functions
are the functions
that are necessary
to support the
mission essential functions.



26



Mission Essential Functions
are the directly-related
functions that you must
perform to achieve your
mission



27




Mission Essential Functions


YOU
are the expert
on your organization



28




29



Mission Essential Functions

	Acme Social Services
Program A	helps road runners who've experienced trauma
Program B	helps families in crisis
Program C	helps to reintegrate formerly incarcerated coyotes



30

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Mission Essential Functions

Acme Social Services

Program A provides individual counseling and family counseling.

Program B provides individual counseling, family counseling, and parent education.

Program C provides individual counseling and vocational training.

31

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Mission Essential Functions

Worksheet #5: Acme Social Services

Program	Clients	Functions			
Program A	Road runner trauma				
Program B	Families in crisis				
Program C	Reintegration of formerly incarcerated				

32

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Mission Essential Functions

Acme Social Services

Program	Clients	Functions			
		Individual Counseling	Family Counseling		
Program A	Road runner trauma	✓	✓		
Program B	Families in crisis				
Program C	Reintegration of formerly incarcerated				

33

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Mission Essential Functions

Acme Social Services

Program	Clients	Functions			
		Individual Counseling	Family Counseling		
Program A	Road runner trauma	✓	✓		
Program B	Families in crisis	✓	✓		
Program C	Reintegration of formerly incarcerated				

34

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Mission Essential Functions

Acme Social Services

Program	Clients	Functions			
		Individual Counseling	Family Counseling	Parent Educ	
Program A	Road runner trauma	✓	✓		
Program B	Families in crisis	✓	✓	✓	
Program C	Reintegration of formerly incarcerated				

35

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Mission Essential Functions

Acme Social Services

Program	Clients	Functions			
		Individual Counseling	Family Counseling	Parent Educ	
Program A	Road runner trauma	✓	✓		
Program B	Families in crisis	✓	✓	✓	
Program C	Reintegration of formerly incarcerated	✓			

36

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Mission Essential Functions

Acme Social Services

Program	Clients	Functions			
		Individual Counseling	Family Counseling	Parent Educ	Voc Training
Program A	Road runner trauma	✓	✓		
Program B	Families in crisis	✓	✓	✓	
Program C	Reintegration of formerly incarcerated	✓			✓

37

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★ **Functions ≠ Programs**

38

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Mission Essential Functions

Acme Social Services

Program	Clients	Functions			
		Individual Counseling	Family Counseling	Parent Educ	Voc Training
Program A	Road runner trauma	✓	✓		
Program B	Families in crisis	✓	✓	✓	
Program C	Reintegration of formerly incarcerated	✓			✓

39

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Worksheet #6: Functions

Program/Service	Functions			
	Individual Counseling	Family Counseling	Parent Educ	Voc Training

40

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Worksheet #6: Functions

- How much time is spent on this?
- What are the consequences if this does not happen?
- Are there other organizations that can/do fulfill the function?
- What makes this important?

41

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Worksheet #6: Functions

Program/Service	Functions			
	Individual Counseling	Family Counseling	Parent Educ	Voc Training

42

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Worksheet #6: Essential Mission Functions
Page 2

Mission Essential?

Functions	How much time is spent on this?	What are the consequences if it is not done?	Could other organizations do this?	What makes this important?	Is this essential to our Mission?

43

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Worksheet #6:
Functions

Everyone at the table: share one Mission Essential Function and why you think it is mission essential. Then discuss:

- How much do you have in common?
- How widespread are the functions in your organizations?
- What happens if you can't conduct the function after disaster?

44


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10-Minute Break

45

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Continuity of Operations Plan (COOP)



46

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Continuity of Operations Plan (COOP)




47

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Continuity of Operations Plan (COOP)




48




Continuity of Operations Plan (COOP)

“Interruption of Operations”:

- A situation that prevents the organization from pursuing its normal functions.
- It may or may not occur over an extended period of time and impact multiple functions




49




Continuity of Operations Plan (COOP)

A COOP describes how the organization will restore essential functions as soon as possible after an interruption of operations.




50




Continuity of Operations Plan (COOP)

Three “Phases”:

1. Activation
2. Alternate Site Operations
3. Resumption




51




Continuity of Operations Plan (COOP)

Worksheet #7:
Continuity of Operations

At your table, pick one question from each Phase and discuss it. Approach the question from the perspective of your own organization *as best you can.*




52




Continuity of Operations Plan (COOP)

1. Activation
 - Decision Process
 - Alert, Notification, and Implementation
 - Leadership
 - Planning for Service Changes




53




Continuity of Operations Plan (COOP)

2. Alternate Site Operations
 - Decision Process
 - Site
 - Alert, Notification, and Implementation
 - Leadership



54




Continuity of Operations Plan (COOP)

3. Resumption
Resuming Individual Functions

- Description
- Strategies
- Staffing
- Time Frame
- External Stakeholders

55




Continuity of Operations Plan (COOP)

3. Resumption
Program Specific Considerations

- Staffing
- Time Frame
- External Stakeholders

56




Continuity of Operations Plan (COOP)

**Worksheet #8:
Resuming Mission Essential Functions**


- A. Description
- B. Strategies
- C. Staffing
- D. Time Frame
- E. External Stakeholders

57



Maintaining the Relevance of the Emergency Plan


58



Maintaining the Relevance of the Emergency Plan

- Annual Review
- Training, and Exercising
- Documenting

59



Maintaining the Relevance of the Emergency Plan

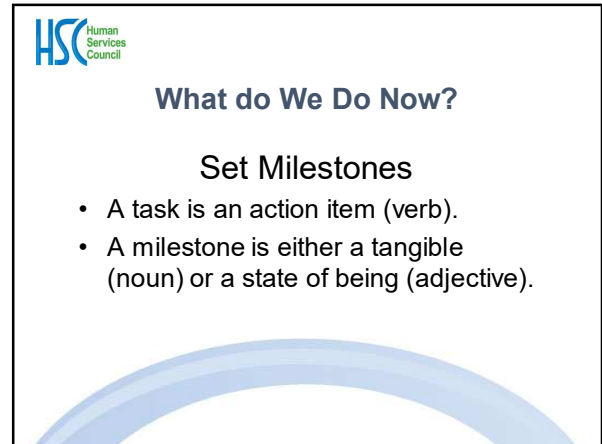
Training and Exercising

- Seminar
- Workshop
- Tabletop
- Game
- Drill
- Functional Exercise
- Full-scale Exercise

60



61



62

Task	Milestone
Conduct a tabletop exercise	
Identify Mission Essential Functions	
Meet with management, senior staff, and Board to get approval of plan	

63

Task	Milestone
Conduct a tabletop exercise	After-Action Report
Identify Mission Essential Functions	
Meet with management, senior staff, and Board to get approval of plan	

64

Task	Milestone
Conduct a tabletop exercise	After-Action Report
Identify Mission Essential Functions	MEF list
Meet with management, senior staff, and Board to get approval of plan	

65

Task	Milestone
Conduct a tabletop exercise	After-Action Report
Identify Mission Essential Functions	MEF list
Meet with management, senior staff, and Board to get approval of plan	Approval of Plan

66

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What do We Do Now?

Task	Milestone
Compile a list of emergency supplies	
Order supplies	
Identify emergency supply storage space	
Receive and store supplies	
Update inventory	

67

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What do We Do Now?

Task	Milestone
Compile a list of emergency supplies	Supply list
Order supplies	Supply order
Identify emergency supply storage space	Storage space identified.
Receive and store supplies	Supplies stored
Update inventory	Updated inventory

68

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What do We Do Now?

Task	Milestone
Compile a list of emergency supplies	Emergency supplies acquired and inventoried
Order supplies	
Identify emergency supply storage space	
Receive and store supplies	
Update inventory	

69

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What do We Do Now?

Sample Milestones

1. Planning team created
2. Mission Essential Functions identified
3. Primary Business Functions identified
4. First draft – Readiness
5. First draft – Emergency response
6. First draft – COOP
7. Management review
8. Final draft – Readiness
9. Final draft – Emergency response
10. Final draft – COOP
11. Final approval
12. Plan disseminated
13. Staff trained
14. After-action exercise report

70

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What do We Do Now?

Worksheet #9: Action Plan

Milestone	What are the tasks to get from prior milestone to this one?	Who needs to be involved in those tasks?	Target Date
Planning team created			
Mission Essential Functions identified			

71

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What do We Do Now?

My next step to completing an emergency plan is _____.

I will finish that step by _____.


72



What did we do today?
Session II: Implementation

1. Introduction
2. Review of Session I
3. Overview of Plan Contents
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5. Primary Business Functions and Essential Mission Functions
6. Ten-Minute Break
7. Continuity of Operations
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9. Follow-Up Plan
10. Conclusion


73



Did we accomplish our objectives?

- Do we know ways to get ready for emergencies; and did we take action to be more ready?
- Do we understand how to use a Plan Template?
- Did we begin the planning process for our organizations?
- Do we know how to produce a Continuity of Operations Plan (COOP)?
- Do we know how to maintain a completed plan?
- Did we get started on producing a plan?

74



"A journey of a thousand miles begins with a single step"

千里之行，始於足下
Qiānlǐ zhī xíng, shǐyú zú xià

Lǎozǐ, Dào dé jīng

(literally: "A journey of a thousand // starts beneath one's feet")

75



YOU
are the expert
on your organization

76




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77




PLEASE!

Be sure to complete the evaluation forms in your packet and leave them on your way out.

THANK YOU!

78



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79