STATE OF IOWA DEPARTMENT OF

Health AND Human

SERVICES

FFY 2020-2024
Child and Family Services Plan
Disaster Plan

June 2023

IOWA
HHS

FFY 2020-2024 Child and Family Services Plan
Disaster Plan

STATE OF IOWA

IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF FAMILY WELL-BEING AND PROTECTION

CONTACT PERSON

Name: Kristin Konchalski
Title: Program Manager
Address: Iowa Department of Health and Human Services
           Division of Family Well-Being and Protection
           Hoover State Office Building – 5th Floor
           1305 E. Walnut Street
           Des Moines, IA 50319
Phone: 515-377-0328
E-Mail: kkoncha@dhs.state.ia.us

INTRODUCTION TO THE DEPARTMENT'S CHILD WELFARE DISASTER PLAN

The state of Iowa uses a Continuity of Operations (COOP) and Continuity of Government (COG) plan; re-written across state government in 2013, updated in 2014, and overhauled in 2017. This overhaul initiated new safety measures in state government buildings. With the merger of legacy Department of Public Health and legacy Department of Human Services the plans were updated again in 2022/2023 (see Attachments 8C1 and 8C2). Regarding how the state's current Disaster Plan addresses disparities for marginalized groups, including people of diverse racial and ethnic backgrounds, HHS processes and people who support our processes are undergoing change due to the merging of multiple agencies. HHS will engage new agency divisions and bureaus (Division of Compliance, Bureau of Equity, etc.) as we develop our CFSP. The Iowa Department of Health and Human Services' (HHS or department) COOP and COG planning is a part of the state's government implementation plan that allows the HHS to maintain an ability to continue services for persons under its care who are displaced or adversely affected by a natural or man-made disaster. The availability of cell phones, email, and video conferencing at our fingertips plays an increasingly important role in instant communications. It is the intent of HHS to continue with the plan and its role in the statewide COG plan while assessing its applicability each year. An annual review of this plan will occur, with updates made as needed. Descriptions of the procedures and actions taken by the HHS Division of Family Wellbeing and Protection (referred to as Division or FWBP and working along with other HHS Divisions or state departments) in response to a crisis are in the COOP/COG Plan.

CHANGES TO PREVIOUS CHILD WELFARE PLANS

This plan for federal fiscal years (FFY) 2020 – 2024 is not significantly different than recent years' updated versions, this reporting period covers July 2022 to July 2023.

During this reporting period, there were multiple governor-declared disaster proclamations for the state of Iowa. Thankfully, none of these proclamations had any effects on child welfare programs. The disaster proclamations are grouped and explained below:

- Harvest proclamations-5 proclamations in 2022 and 1 in 2023. These proclamations allow vehicles transporting corn, soybeans, hay, straw, silage and stover to be overweight (not exceeding 90,000 pounds gross weight) without a permit for the duration of this proclamation.
- Severe weather proclamations-2 proclamations in 2022 and 4 in 2023. These proclamations allow state resources to be utilized to respond to, and recover from, the effects of severe weather.
- Fuel proclamations-2 proclamations in 2022 and 1 in 2023. These proclamations allow vehicles transporting motor fuels including gasoline, diesel #1, diesel #2, ethanol, biodiesel, aviation gas, and jet fuel to be overweight (not exceeding 90,000 pounds gross weight) without a permit.
- Avian influenza proclamations-5 proclamations in 2022 and 5 in 2023. These allow state resources from Iowa Homeland Security, the Iowa Department of Agriculture and Land Stewardship, and other agencies to assist with tracking and monitoring, rapid detection, containment, disposal, and disinfection, waives regulatory provisions related to commercial vehicles responding to affected sites.
- Mississippi River flooding proclamations-3 in 2023. These allow state resources for flood preparation in Allamakee, Clayton, Clinton, Des Moines, Dubuque, Jackson, Lee, Louisa, Muscatine,

and Scott counties) and activates the Iowa Individual Assistance Grant Program and the Disaster Case Management Program for counties affected.

Finally, the last state public health emergency extension in Iowa related to COVID-19 expired on February 15, 2022. With this, protocols, tracking systems, and guidance documents were discontinued. HHS, in close consultation public and private partners here in Iowa, shared a plan to end COVID-related practices. One caveat to this specifically related to child welfare practices was the continued utilization of flexibilities allowed under the Robert T Stafford Disaster Relief and Emergency Assistance Act. The Robert T. Stafford Disaster Relief and Emergency Assistance Act allowed federal agencies that administer federal assistance programs to modify or waive administrative conditions of federal assistance programs under certain limited circumstances when there has been a declaration of a major disaster with respect to the applicable geographic areas. The Children's Bureau (CB) provided flexibilities in response to the COVID-19 pandemic for some administrative requirements of titles IV-B and IV-E. Iowa continued to utilize flexibility in meeting the fingerprint-based criminal records checks (CRC) of national crime information databases (§471(a)(20)(A), (C), and (D) of the Social Security Act (the Act)) and that caseworker visits conducted by video conferencing would count as "in the child's residence" for meeting the requirement in §424(f)(2)(A) of the Act. For residential settings (QRTP's, Shelter) an Exception to Policy process was enacted to allow for efficient use of this flexibility regarding the fingerprint-based criminal records checks. For Family Centered Service providers, the use of video conferencing continued to be utilized; the use of video conferencing for field HHS staff was phased out when the state extension ended in February 2022. With the recent announcement of the flexibilities ending on June 30, 2023, Family Wellbeing and Protection team members are currently in the process of communicating this change to internal and external partners.

THE HHS CHILD WELFARE DISASTER PLAN

This section includes child welfare planning information for the Iowa COOP/COG Plan and descriptions of supplemental procedures that relate to the federal requirements for disaster planning. These procedures describe how Iowa would:

- Identify, locate, and continue availability of services for children under state care or supervision displaced or adversely affected by a disaster;
- Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases;
- Remain in communication with caseworkers and other essential child welfare personnel displaced because of a disaster;
- Preserve essential program records; and
- Coordinate services and share information with other states.

Operationally, the COOP/COG Plan focuses on the following: emergency authority in accordance with applicable law; safekeeping of vital resources, facilities and records; and establishment of emergency operating capacity. It also follows executive and legal directives under Iowa law. Additionally, the Division developed supplemental procedures related to communications with local, state, and federal entities.

Iowa Code, Chapter 29C.5 and 29C.8 both require comprehensive evacuation planning. In addition, the Iowa Severe Weather and Emergency Evacuation Policy, adopted December 2001, states: "It is the Governor's philosophy that there must be plans to ensure that State Government can operate under exceptional circumstances. Therefore, Executive branch departments must deploy plans to ensure staffing and provisions of essential services to the public during severe weather or emergency closings." The Foster Care and Protection of Adults and Children sections of the COOP/COG Plan concentrate on individuals and families who receive services provided by the HHS and provide guidelines for foster care providers to develop emergency procedures responsive to accidents or illness, fire, medical and water emergencies, natural disasters, acts of terror and other life-threatening situations for children in out-of-home care. Since state fiscal year (SFY) 2012, contracts for foster group care and child welfare emergency services have required contractors to collaborate with the HHS and implement written plans for disasters and emergency situations, including training plans for staff and volunteers. These contractor plans focus on: situations involving intruders or intoxicated persons; evacuations; fire; tornado, flood, blizzard, or other weather incidents; power failures; bomb threats; chemical spills; earthquakes; events involving nuclear materials; or, other natural or man-made disasters. Contracted providers created and implemented written plans for the COVID-19 disaster in early 2020.

DISASTER COMMUNICATIONS WITH FEDERAL DEPARTMENT OF HEALTH AND HUMAN SERVICES
(DHHS) PARTNERS

If a natural or man-made disaster in Iowa affects the clients of the HHS or inhibits the ability of the HHS to provide services, the following communication steps shall be followed.

- The Director of the Iowa Department of Health and Human Services or the Director's designee(s), the Administrator of the Division of Adult, Children and Family Services, or the Chief of the Bureau of Child Welfare and Community Services shall call Kendall Darling, Region VII Program Manager in the DHHS Regional Office, at his office (816) 426-2262 or other at the cell phone number (202) 868-9753, at the earliest possible opportunity.
- If there is no response from the Regional Office, the Director or designee shall call Joe Bock, Deputy Associate Commissioner, Children's Bureau, at (202) 205-8618.
- The content of the call shall be a summary of the situation and a request for any assistance that may be necessary or appropriate.

DISASTER COMMUNICATIONS WITH OTHER STATE AND NATIONAL ORGANIZATIONS

If Iowa is affected by a natural or man-made disaster that affects the clients of the HHS or inhibits the ability of the HHS to provide services, the following communication steps shall be followed related to notification of other states and national groups.

- The Director of the Iowa Department of Health and Human Services or the Director's designee(s), the Administrator of the Division of Adult, Children and Family Services, or the Chief of the Bureau of Child Welfare and Community Services shall call the administrative office of the American Public Human Services Association (APHSA) at (202) 682-0100 and the Child Welfare League of America (CWLA) at (703) 412-2400.

- The content of the calls shall be a summary of the situation and a request for any assistance that may be necessary or appropriate.

THE INFORMATION BELOW IS REFERRED TO IN THE COOP/COG PLAN AND THE FOLLOWING TABLE:

- Kelly Garcia, Director, Iowa Department of Health and Human Services, (515) 281-5452
- Sarah Ekstrand, Public Information Officer, (515) 401-7988
- Lori Frick, Child Protective Services Director, (563) 326-8794
- Jeff Van Engelenhoven, Chief of the Bureau of Enterprise Systems and Technology, (515) 721-0401
- The Division Policy Team:
  1. Dawn Kekstadt, Bureau Chief Child Welfare and Community Services, (515) 281-5521
  2. Lori Lipscomb, Field Operations Manager, (515) 201-3010
- Central Abuse Hotline, (800) 362-2178

STATE PROCEDURES RELATED TO IDENTIFIED FEDERAL REQUIREMENTS

The actions reported in the following table are from Iowa's COOP/COG Plan or are supplemental to the plan, and they identify the personnel, equipment, vital records and databases, and facility and infrastructure needed for each action. These actions encompass the four federal requirements identified at the beginning of this section.

TABLE 1: STATE PROCEDURES

Essential Functions	Personnel/Special Skills	Application(s) Necessary for Function	Other Processes & Interfaces Needed	Essential Communication Needed	Customers /Vendors	Documents/Vital Records Needed
Foster Care						
1 Communicate with foster care providers regarding status and assistance needs and any initial instructions; Determine if there is an initial need to relocate clients through the Deputy Director.	Division/ Bureau Policy Team	Foster Care Database	Central Abuse Hotline	Telephone, Cell Phone, Email, Internet, Intranet	HHS field staff, Juvenile Court Officers, child welfare services contractors, Dept. of Inspections and Appeals	Employees manual, foster care licensing information
2 Determine potential relocation sites (other institutions or foster care homes) to use if needed and offer assistance with placement and transportation logistics if needed.	Division Policy Team/ Institution/foster care providers (HHS Field Office responsibility)	Foster Care Database	Central Abuse Hotline	Telephone, Cell Phone, Email, Internet, Intranet	HHS field staff, Juvenile Court Officers, child welfare services contractors, Dept. of	Employees manual, foster care licensing information

Essential Functions	Personnel/Special Skills	Application(s) Necessary for Function	Other Processes & Interfaces Needed	Essential Communication Needed	Customers /Vendors	Documents/Vital Records Needed
					Inspections and Appeals	
3 Contact IT to transfer the Central Abuse Hotline to the alternate location	Field Operations Manager	JARVIS database	Central Abuse Hotline	Telephone, Cell Phone, Email, Internet, Intranet		Employees manual
4 Support staff and providers by making policy clarification available through the Central Abuse Hotline Help Desk.	Bureau Policy Team	JARVIS database	Central Abuse Hotline	Telephone, Cell Phone, Email, Internet, Intranet		Employees manual

Essential Functions	Personnel/Special Skills	Application(s) Necessary for Function	Other Processes & Interfaces Needed	Essential Communication Needed	Customers /Vendors	Documents/Vital Records Needed
5 Coordinate responses to staffing needs for abuse allegations identified through the Central Abuse Hotline; Coordinate with the Division of Field Operations for response. Respond to abuse allegations; assign local staff to respond to local site	Administrator of the Division of Field Operations, IT Manager	JARVIS database	Central Abuse Hotline	Telephone, Cell Phone, Email, Internet, Intranet		Employees manual
6 Coordinate staffing and assign as necessary to back-up inoperable service areas to respond to foster care providers' needs.	IT Liaison, Chief of the Bureau of Child Welfare and Community Services, Field Operations Manager	Foster Care Database	Mainframe	Telephone, Cell Phone, Email, Internet, Intranet	Division of ACFS	Employees manual

Essential Functions	Personnel/Special Skills	Application(s) Necessary for Function	Other Processes & Interfaces Needed	Essential Communication Needed	Customers /Vendors	Documents/Vital Records Needed
7 Ensure care provider payment system continues by contacting IT and transferring system to alternate location (ensure client/server JARVIS database and mainframe FACS application are operational); Implement paper back-up payment system if necessary.	Chief of the Bureau of Child Welfare and Community Services	Foster Care Database, FACS and/or JARVIS database	Central Abuse Hotline	Telephone, Cell Phone, Email, Internet, Intranet	Division of Data Management	Employees manual
8 Provide staffing to back-up inoperable service areas to respond to foster care providers' needs.	Chief of the Bureau of Child Welfare and Community Services	Foster care database	Central Abuse Hotline	Telephone, Cell Phone, Email, Internet, Intranet	HHS field staff, Juvenile Court Officers, child welfare	Employees manual

Essential Functions	Personnel/Special Skills	Application(s) Necessary for Function	Other Processes & Interfaces Needed	Essential Communication Needed	Customers /Vendors	Documents/Vital Records Needed
					services contractors	
Protection of Children and Adults						

Essential Functions	Personnel/Special Skills	Application(s) Necessary for Function	Other Processes & Interfaces Needed	Essential Communication Needed	Customers /Vendors	Documents/Vital Records Needed
1 Determine status of group homes or institutions in affected area; Assess the affected area and determine the nearest institution that's able to accept persons if needed.	Bureau of Child Welfare and Community Services	Foster care database		Telephone, Cell Phone, Email, Internet, Intranet		Employees manual
2 Coordinate with CWIS team and ICN to ensure the Abuse Hotline Phone Number is transferred to alternate location site; Provide staffing to receive abuse allegations. Forward reports to the specific area where abuse may have occurred. If no local phone lines, phone assessment will	Field Operations Manager and Director of Family Wellbeing and Protection	JARVIS database		Telephone, Cell Phone, Email, Internet, Intranet		Employees manual

Essential Functions	Personnel/Special Skills	Application(s) Necessary for Function	Other Processes & Interfaces Needed	Essential Communication Needed	Customers /Vendors	Documents/Vital Records Needed
be completed by policy division.						
3 Contact CWIS team to ensure foster care payroll system continues to issue monthly payment checks to care providers; if not available, implement paper issuance system	Division or Bureau Policy Team, Chief Information Officer	Foster care database/Mainframe, payroll list, JARVIS database	Mainframe	Telephone, Cell Phone, Email, Internet, Intranet		Employees manual

Essential Functions	Personnel/Special Skills	Application(s) Necessary for Function	Other Processes & Interfaces Needed	Essential Communication Needed	Customers /Vendors	Documents/Vital Records Needed
using the most recent database backup.						
4 Organize and provide emergency responders to respond to providers requesting assistance or policy clarification.	Bureau of Child Welfare and Community Services and Field Operations Offices	Foster care database	Central Abuse Hotline	Telephone, Cell Phone, Email, Internet, Intranet		Employees manual

Essential Functions	Personnel/Special Skills	Application(s) Necessary for Function	Other Processes & Interfaces Needed	Essential Communication Needed	Customers /Vendors	Documents/Vital Records Needed
5 Ensure access to the Central Abuse Registry and MIS systems are available (JARVIS); Determine need to modify current policies regarding child abuse allegation response times.	Bureau of Child Welfare and Community Services and Division of Field Operations, Chief Information Officer	JARVIS database	Central Abuse Hotline, Servers, Mainframe	Telephone, Cell Phone, Email, Internet, Intranet		Employees manual
6 Provide staffing to respond to abuse allegations; Assess the availability of field staff to conduct abuse assessments and make staff re-assignments as needed.	Bureau of Child Welfare and Community Services and Division of Field Operations	JARVIS database	Central Abuse Hotline	Telephone, Cell Phone, Email, Internet, Intranet		Employees manual
7 Assist new placement of children and provide	Division or Bureau Policy Teams/ Division of Field Operations	Foster Care database	Central Abuse Hotline	Telephone, Cell Phone, Email, Internet, Intranet		Employees manual

Essential Functions	Personnel/Special Skills	Application(s) Necessary for Function	Other Processes & Interfaces Needed	Essential Communication Needed	Customers /Vendors	Documents/Vital Records Needed
transportation if required						

Appendix A

Continuity of Operations Continuity of Government (COOP/COG) Plan

Agency: State of Iowa Department of Health and Human Services

Original Plan: September 21, 2017
Updated: Jun2019
Updated: Nov2019
Updated: Mar2020
Updated: Oct2020
Updated: Jul2020

Revised Plan: February 17, 2022
Updated: May2023

Promulgation Statement

The State of Iowa Department of Health and Human Services (HHS) has an obligation to the citizens of Iowa to perform its essential functions efficiently with minimal disruption. When emergencies or other situations arise that disrupt HHS operations, we acknowledge that we must have a plan to continue essential functions under any circumstance. This document is that plan, known as the HHS Continuity of Operations and Continuity of Government (COOP / COG) Plan. It has been developed in accordance with Federal Emergency Management Agency (FEMA) guidance found in *Continuity Guidance Circular 1 (CGC1), Continuity Guidance for Non-Federal Entities (States, Territories, Tribal, and Local Government Jurisdictions and Private Sector Organizations)*, dated July 2013.

Say something about transition?

This COOP/COG Plan is hereby approved and adopted for HHS.

Adopted this 25th day of February, 2022

_____

Kelly Garcia, Director

Table of Contents

Portions of this document & appendices are considered confidential under Iowa Code §22.7(50)

Protection of Sensitive Security Information

HHS states that certain public records shall be kept confidential, including information concerning emergency preparedness developed for the protection of governmental employees, visitors to the government body, or property under the jurisdiction of the government body, if disclosure could reasonably be expected to jeopardize such employees, visitors, person, or property. Many components of this COOP/COG plan and the Appendices are considered confidential under the above definition and provisions of Iowa Code §22.7(50).

I. Plan Overview

This Overview briefly describes key components and where to find further information in the plan relative to each component.

Continuity planning and implementation may be considered a four-phase cyclical process, as shown in the accompanying illustration. The four phases are:

1. Readiness and preparedness,
2. Activation,
3. Continuity operations, and
4. Reconstitution.

Each phase is described below.

Phase I: Readiness and Preparedness
The "first" phase, the readiness and preparedness phase, involves activities that occur before an event that disrupts operations. This phase includes all continuity readiness and preparedness activities including development, review, and revision of plans; training, tests and exercises (TT&E); and risk management. This phase also involves evaluation of the actions taken during the other phases, and as such this phase also could be considered the last phase of the cycle. Whatever you call it, it is important to recognize that evaluation and subsequent improvement planning is vital to being properly prepared.
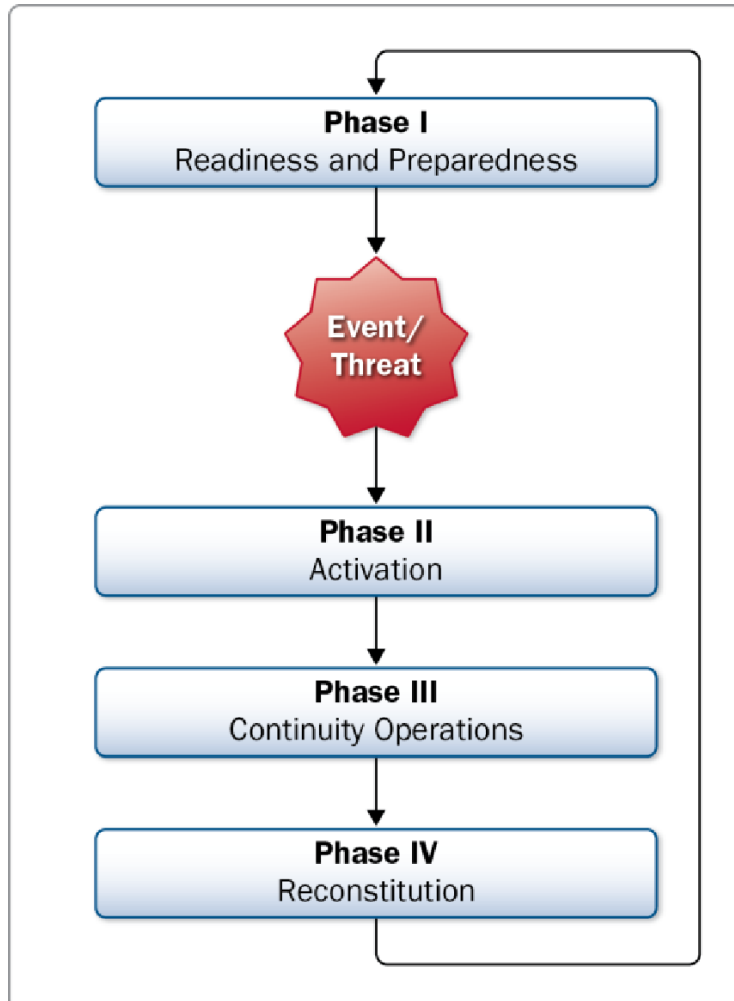
HHS's readiness activities are described in *sections XI & XII, "Readiness" and "Plan Maintenance".*

Phase II: Activation
The activation phase includes the activation of procedures necessary to support the continued performance of essential functions. Boxes labeled 2-7 in the Continuity of Operations At A Glance flow chart (Appendix Attachment A) broadly outline action steps of the activation phase. More details for each step are given below, with references to sections found elsewhere in this plan where lists and other important information is located. In addition, a summary checklist of actions is found in the "*Pocket Plan*" that is a part of this plan document.

Portions of this document & appendices are considered confidential under Iowa Code §22.7(50)

1. **GET SAFE!** Note that the first box in the flow chart really refers to actions of another plan, the Emergency Action Plan (EAP). The EAP provides details for the safe evacuation and/or sheltering of employees and visitors during an emergency event at a facility. It is shown in the flow chart to show how COOP/COG plan actions may immediately follow execution of the EAP.

2. **Activate COOP/COG Plan by Notifying "CAAT".** The first action of the activation phase of the COOP/COG plan is to notify those on the COOP Activation and Assessment Team (CAAT) that an event has occurred that disrupts or threatens to disrupt normal operations. The purpose of the CAAT is to assess the situation and determine what to do about it. The first person on the team to become aware of a disruptive event should notify the rest of the team.

    The members of the CAAT are listed in section II, "Recovery Teams".

    The methods for communicating with the CAAT are listed in section IV, "Call Lists and Procedures for Communicating with Recovery Teams and Employees".

3. **Assessment.** The COOP Activation and Assessment Team (CAAT) should include members who have the ability, or access to those with the ability, to assess the impact of the disruptive event on information technology, communications infrastructure, facility infrastructure and the ability to continue to perform essential and other functions. When making an assessment, each CAAT member and anybody else involved in making an assessment should:
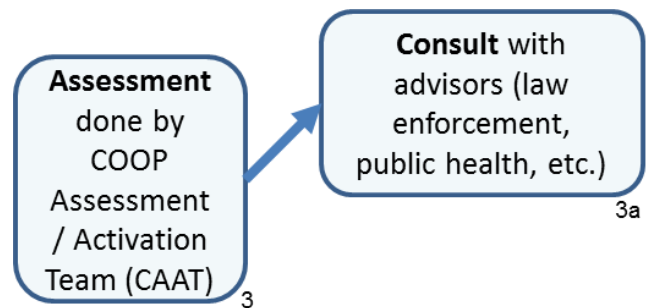
    a. Consult with appropriate advisors and experts, such as law enforcement and health experts for safety and security, or other types of professionals such as information security or infrastructure experts;
    b. Take proper safety precautions if going to a damaged site;
    c. Before entering the site, inform someone else you are going to the site (so someone knows where you are lest something happens while you are there);
    d. Ensure all hazards are cleared before entry;
    e. Determine
        ● Cause of the incident - How and What;
        ● What was damaged? Not only structure but records, equipment, etc.;
        ● What areas were affected? Is the whole structure affected - office, storage, etc.;
        ● Type of damage - Fire, water, smoke, chemical, biological, etc.;
        ● Are IT systems impacted? What IT systems at what locations (servers, desktops, laptops, printers, special devices)?
        ● What new threats to security exist? Is the area accessible to the public? Are documents scattered and therefore exposed? Workstations/laptops tossed or missing?
    f. Validate reports and discoveries – check assumptions; confirm if rumors are fact or fiction.

4. **Formulate Strategy.** The CAAT team members need to share with each other all assessments and information about the impact of the event or threat. They should also review the COOP/COG plan

---

and policies. Then, they will weigh the options available for relocation, devolution, teleworking and/or returning to the primary location. They should formulate recommendations for how to go about re-establishing operations. They review recommendations, options and considerations with the Director of HHS and/or Chief Operating Officer, who will make the decision on a strategy of how to proceed.

Formulate Strategy from input of CAAT & advisors

4

Different sections of this continuity plan, particularly sections V "Locations" and VI "Business Impact Analysis and IT Applications", may be useful to the CAAT members as they analyze different options.

5. **Resume operations in the primary facility?**

Resume Operations in Primary Facility?

5
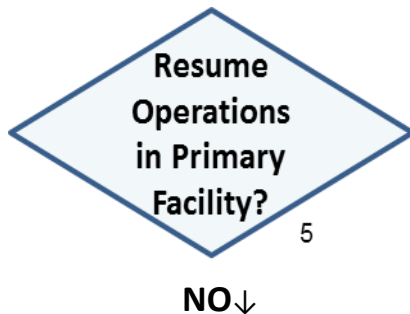
YES If the Director of HHS or Chief Operating Officer decides to continue operations in the normal primary facility, all employees are notified that they should report to the primary facility to continue operations.

If needed, use section IV, "Call Lists and Procedures for Communicating with Recovery Teams and Employees" to notify employees and others.

NO↓

6. **Alert/Notify:** If it is decided that the primary facility is no longer usable, the COOP Action/Relocation Team (CART) is notified. The CART members are told what decision was made in regard to how to continue or re-establish operations: whether it be relocation, devolution, teleworking or any combination of the three strategies.

Alert/Notify:
•COOP Action & Relocation Team (CART)
•Other staff
•Vendors, media, others

6

CART members and their contact info are listed in the Pocket Plan, Attachment B, and in section II, "Recovery Teams".
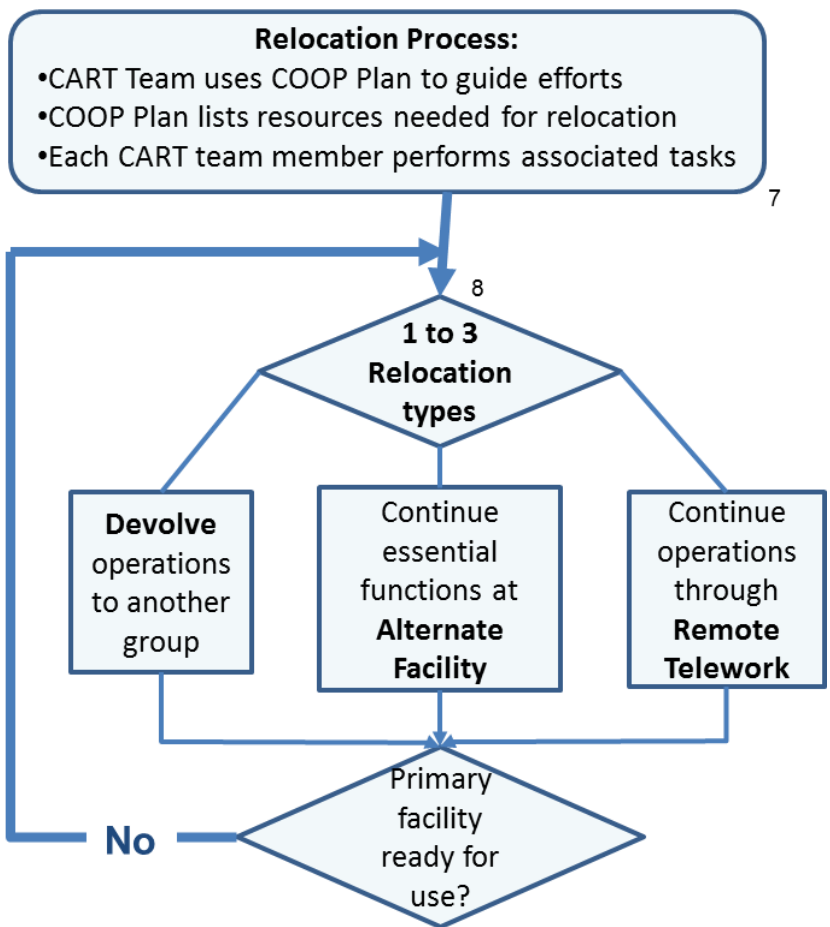
Other staff are then notified of the decision and given any instructions on what they should do.

If needed, use section IV, "Call Lists and Procedures for Communicating with Recovery Teams and Employees" to notify employees.

Methods for getting word out to vendors, customers, and the media would also be decided and implemented when and in the manner determined appropriate.

If needed, use the information found in section V and also Attachment C, "Notifications to Customers and Vendors".

| Portions of this document & appendices are considered confidential under Iowa Code §22.7(50)

7. **Relocation Process:** With the primary facility closed, the COOP Action/Relocation Team (CART) goes into action to ensure essential and other functions can be performed by the organization's staff at an alternate facility or through telework, or even by another group of people to whom operations devolve. The CAAT and management may even decide that operations will continue through some mixture of these three options. Whatever the case, CART members have different roles to fulfill to make sure operations can continue with minimal disruption. Under each of these different roles, there are different tasks that must be done, which include:

Relocation Process:
- CART Team uses COOP Plan to guide efforts
- COOP Plan lists resources needed for relocation
- Each CART team member performs associated tasks

7

8

1 to 3 Relocation types

May change type of relocation if needed

Devolve operations to another group

Continue essential functions at **Alternate Facility**

Continue operations through **Remote Telework**

Primary facility ready for use?

No

a. CART Leader (who may be the COOP Coordinator):
Acts as Incident Commander to ensure CART Division SPOCs and CART Division Relocation Leaders coordinate and accomplish their respective tasks.

b. Site Preparation and Logistics Role – Get alternate facility physically ready to move in by performing these and other necessary tasks (*full task checklist included in appendices*):

- Notify alternate facility contact of intent to move operations there; make arrangements for use
- Ensure alternate facility has Emergency Action Plan posted & employees know about it
- Arrange for power and other utilities at alternate facility
- Coordinate with IT & Communications Infrastructure for delivery / set-up of resources
- Arrange delivery / set-up of other equipment
- Obtain necessary paper records or resources
- Acquire / distribute office & other supplies as needed
- Arrange for mail delivery
- Provide the following to relocating employees:

    1. Directions to site
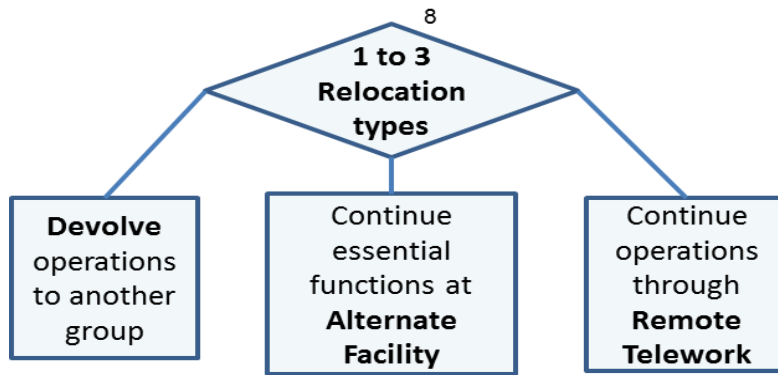   2. Instructions/orientation
    3. Check-in procedure

    c.   Information Technology (IT) tasks:

       ● Refer to IT Disaster Recovery (DR) Plan

    d.   Communications Infrastructure tasks include:

       ● Arrange phone connectivity
       ● Set-up/test all phones
       ● Arrange other communications equipment, including network lines if not handled by IT

    e.   Salvage and Recovery tasks include:

       ● Ensure all hazards are cleared before entry
       ● Stabilize the environment at old facility
       ● Begin salvage/recovery

    f.   Security tasks include:

       ● Arrange to acquire alternate facility keys or keycards and get to all staff requiring use
       ● Arrange for locking alternate facility at end of each day and after-hours security
       ● Arrange for necessary security at abandoned facility

    g.   Finance, Administration & Human Resources tasks include:

       ● Send updates to staff via notification system
       ● Arrange procurement for CART members as needed; track inventory
       ● Enable and track staff overtime

Phase III: Continuity Operations

8. The continuity operations phase begins when at least a part of the organization's business operations resume following the disruption. Such operations are conducted in an environment or setting that is not "business as usual". Instead of being conducted at the usual facility, operations may be taking place at another facility or via telework.

    At the beginning of this phase, it is likely that only the most critical business functions may be taking place. While a few staff members may begin to do their regular jobs again, the CART members may still be completing their tasks to get everything established so everyone can get back to work. In other words, the activation phase and this phase of continuity operations may overlap some.

    Because resumption of full operations with full staff and capabilities may not be possible immediately, it is important to know what is needed to support the most critical functions so that those can be re-established first.

Portions of this document & appendices are considered confidential under Iowa Code §22.7(50)

```
         8
      1 to 3
     Relocation
       types
```

| Devolve operations to another group | Continue essential functions at **Alternate Facility** | Continue operations through **Remote Telework** |

*See section VII, "Business Impact Analysis and IT Applications", for an analysis of the most critical functions.*

During the "Continuity Operations" phase the operating environment may be changing over time until a primary facility can be established. Initially, operations may be devolved to another office and staff. Then, as an alternate facility is fitted out for the original staff, work can be shifted back to the regular employees to work out of the alternate facility. Or, initially the most essential functions may be performed only by remote telework, and later moved into an alternate facility when staff can be accommodated.

Besides changes in where the work is performed, there could be changes in who does the work and who supervises it. Depending on the situation, people in key positions may not be available. For this reason, it is important to have orders of succession and delegations of authority documented.

See section III, "Order of Succession and Delegations of Authority".

Phase IV: Reconstitution

9. Continuity operations are designed to be temporary: eventually the old primary facility will be repaired, or a facility will be found that can function as a new permanent home. Reconstitution is the process of moving into a permanent primary facility where all operations can be re-established. When the primary facility is ready for use and occupancy, management may decide to move operations from the continuity site to the permanent site in phases or all at once. Whatever the decision, notification will have to occur to staff, vendors and clients, and resumption of full and "normal" operations can recommence.
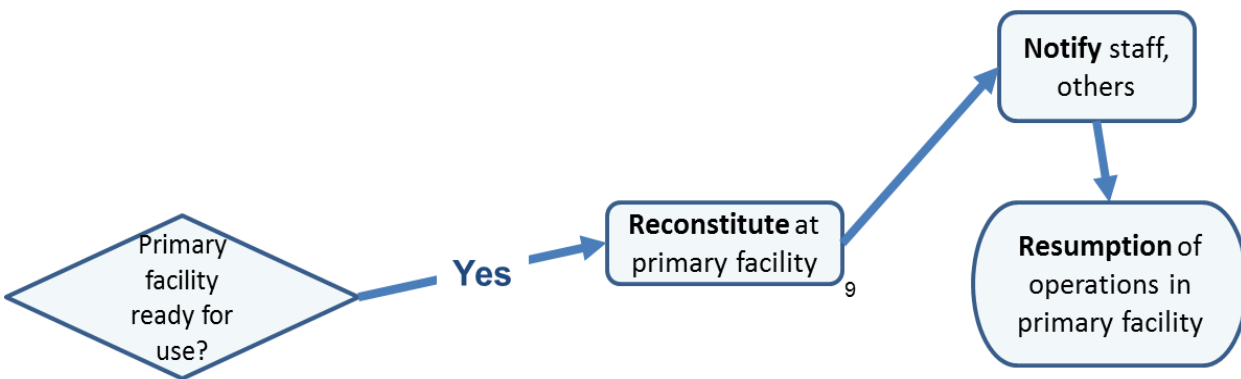
II.   Recovery Teams

Roles and responsibilities of the Recovery Teams are defined below:

COOP Assessment & Activation Teams (CAAT)

The primary function of the COOP Activation & Assessment Teams (CAAT) is to assess a situation and determine in what manner to activate the COOP/COG plan.

Roles include:
- CAAT Leader (typically agency head or deputy)
- COOP/COG Coordinator
- Manager(s) – such as Essential Function leaders, Business Team leaders, and/or IT Team leaders, and must include staff with knowledge of essential function requirements.
- PIO Staff (those who keep up to date with the situation and assists with notifications and announcements.)

The CAAT Teams should also seriously consider calling upon advisors from state or local emergency management, law enforcement, public health, and/or information security in making assessments and determining strategies for implementing the plans. Such advisors may come from local entities or from state agencies, depending on the nature and location of the event. For example, a major event on the Capitol Complex may require notification of the State Information Security Office, HSEMD Duty Officer, and Post 16.

Additional CAAT Team responsibilities are organized into several roles, which are:
- Site Preparation & Logistics
- Information Technology
- Communications
- Salvage & Recovery
- Security
- Finance, Administration & Human Resources

COOP Action Relocation Team (CART)

If the CAAT Team determines that the primary location at which staff normally conducts operations is not suitable for some or all staff, the CART Team is responsible for making necessary arrangements so that essential functions can be performed in another location or through some alternate work arrangement. Whatever option that CAAT Team decides upon, whether it is to relocate staff to another facility, to devolve operations to another existing site where there are staff who can absorb the duties and functions, or to utilize remote teleworking whereby staff can operate at home or elsewhere, the CART Team members have the responsibility to make sure that option is implemented successfully, and essential functions can continue under the chosen option.

Additional CART Team roles and responsibilities include:

- CART Leader, may be the COOP/COG Coordinator, works with the CAAT Teams to initiate the relocation process.
- CART Division SPOCs are responsible for the update and maintenance of respective division call trees. This central point of contact team is authorized by their respective Division Administrators and the HHS COOP/COG Coordinator.

- CART Division Relocation Leaders implement their respective division call tree initiative. The team is notified by their respective Division Administrators or CART Division SPOCs.

A single role may be assumed by a single person, or a team of people may be needed to fulfill the assignment of a particular role. One individual may even assume multiple roles. CART Team responsibilities are described in Procedure 7: Relocation Process on the preceding pages.

Continuity Personnel, or Emergency Relocation Group (ERG) Team Leads

After a disaster or continuity event, the agency needs to continue to perform only essential functions. Functions that are not o critical may have to be temporarily discontinued because the alternate facility or work arrangements may not accommodate all functions and their requisite staff. The staff members who are required to maintain the minimum essential functions in the temporary arrangement are called the Emergency Relocation Group (ERG) or sometimes continuity personnel. Continuity personnel or the ERG will work in the alternate facility or remotely until a permanent location is secured where all functions can be reconstituted as they were before the disaster.

ERG staff members fulfill the day-to-day roles associated with the performance of the most essential function of the agency. Staffing the ERG is somewhat dynamic, as staff positions and assignments frequently change. Therefore, managers or essential function leaders will keep current rosters of ERG staff. Rosters include names, emergency phone numbers, and other contact information.

III.   Order of Succession and Delegations of Authority

Emergency orders of succession are provisions for the assumption of key agency positions during an emergency in the event that any of those officials are unavailable to execute their legal duties. Having orders of succession clearly established is critical in an emergency situation so that an orderly and predefined transition of leadership occurs. This is especially important in a disaster when the situation verges on chaos and decisions need to be quick and unequivocal, and staff need to know with confidence who has authority to make those decisions.

Orders of Succession			
POSITION	**INCUMBENT**	**SUCCESSOR #1**	**SUCCESSOR #2**
Department Director	Kelly Garcia	Jean Slaybaugh	Matt Highland
Chief Operating Officer	Jean Slaybaugh	Sarah Reisetter	Matt Highland
Chief Information Officer	Jeff Van Engelenhoven	Adam Bates	Steve Campagna
Programs & Services	Liz Matney	Dr. Kruse	Cory Turner

A delegation of authority specifies who is authorized to act on behalf of officials for specific purposes only, and possibly under specified conditions. This is different from an order of succession in that a delegation of authority delegates authority for specific actions or tasks, whereas the order of succession transfers all powers and authorities of the primary incumbent to a successor.

Portions of this Document & appendices are considered confidential under Iowa Code §22.7(50)

Delegations of Authority					
Action/Task	**Normally Performed by**	**Back-up #1**	**Back-up #2**	**Back-up #3**	**Back-up #4**
Authorized Signer	Kelly Garcia	Jean Slaybaugh	Sarah Reisetter	Matt Highland	Liz Matney
Compliance Division	Sarah Reisetter	Amy Bentley			
Strategic Operations Division	Matt Highland	Sarah Ekstrand	Carrie Malone	Marisa Roseberry	Julia Webb
Medicaid	Liz Matney	Julie Lovelady	Rebecca Curtiss	Jennifer Steenblock	Paula Motsinger
State-Operated Facilities Division	Cory Turner	Marsha Edgington	Cade Iversen		
Behavioral Health & Disabilities Division	Marissa Eyanson	DeAnn Decker	Theresa Armstrong		
Public Health Division	Dr. Robert Kruse	Ken Sharp	Derek Hess		
Community Access Division	Erin Drinnin	Amela Alibasic	Lori Lipscomb	Juliann Van Law	
Family Well Being & Protection Division	Janee Harvey	Lori Frick	Ryan Page	Dawn Kekstadt	
Aging	TBD				
Fiscal Management	Jess Benson	Natalie Storm	Joe Havig	Brad Neuweg	Angela Lathrop
Information Technology	Jeff Van Engelenhoven	Adam Bates	Steve Campagna	Brian Becker	George Signs

IV. Call Lists and Procedures for Communicating with Recovery Teams and Employees

Notification to CAAT Members:

The first person on the COOP Assessment and Activation Team (CAAT) to become aware of a disruptive event should notify the HHS Director, HHS Chief Operating Officer, or the COOP/COG Coordinator. They will then ensure the rest of the CAAT members are notified. The team may meet together personally or use a conference call or other prescribed meeting method (Teams or ZOOM, if CAAT members cannot meet in person). Unless otherwise instructed at the time of notification, the following conference line has been designated for use by the CAAT members if needed: 866-685-1580
CAAT Conference Call Information:
>   **Call in Number:** 515-281-5454
>   **Leader Pin:** 7107

Notification to CART Members:

The CART Leader or division designee SPOC is responsible for contacting the COOP Action / Relocation Team (CART) members and may send a message to CAAT members to join a conference call or other prescribed meeting method (Teams or ZOOM, if CART members cannot meet in person). Unless otherwise instructed at the time of notification, the following conference line has been designated for use by the CART members if needed: 866-685-1580
CART Conference Call Information:
>   **Call in Number:** 515-281-5454
>   **Leader Pin:** 7107

Notification to Other Staff:

Responsibility for notification to remaining staff will typically be carried out by DHS CART Division Relocation Leaders who will initiate individual **EMERGENCY RESPONSE CALL TREES***.   The following templates also could prove useful in drafting messages to staff:

Message template to staff to be moved to alternate facility – after work hours:
To all staff stationed at Hoover: an incident at the Hoover building has resulted in the closure of the facility. You are being directed to report to [alternate facility/WFH status] for your usual scheduled work hours. When you arrive there, please check-in with [_____].

Message template to staff to be moved to alternate facility – during work hours:
To all staff stationed at Hoover: an incident at the Hoover building has resulted in the closure of the facility. Please immediately call/text your direct supervisor to let us know of your safety & whereabouts. Unless you are doing state business away from the office, you are directed to report to [alternate facility/WFH status] for your usual scheduled work hours. When you arrive there, please check-in with [_____].

*HHS Emergency Response Call Tree updates are the responsibility of CART Division SPOCs and may be found on the DHS Emergency Management SharePoint site: Call Trees

V.   Notifications to Customers and Vendors

In the event of an emergency that potentially disrupts or interrupts normal business procedures at the Hoover Building, methods for getting word out to vendors, customers, and the media would also be decided and implemented when and in the manner determined appropriate by the CAAT Leadership Team.

If it is decided that the primary facility is no longer usable, the CART Division Relocation Leaders Team is notified to initiate the HHS call trees.

Procedures for critical vendor notification would be assigned to the DHS CAAT Information Technology (IT) team and/or Essential Function Team. Procedures for customer and media notification would be assigned to the DHS CAAT PIO/Communication Team.

Refer to Appendix, Attachment C.

VI. Locations

There are 4 types of locations.

- Primary Team Member: Where team members currently reside.
- Primary Recovery Location: Place to which team members will relocate in the event that their building is not accessible.
- Secondary Recovery Location: Place to which team members will relocate in the event that their Primary Recovery Location is not available.
- Off-Site Storage

Primary Location:	
Address: Hoover State Office Building 1305 E Walnut St, Des Moines, IA 50319	**# Staff at Primary Location:** 520
Primary Recovery Location:	
Address: Woodward Resource Center 1251 334th St, Woodward, IA 50276	**# Staff that could relocate to Primary Recovery Location:** 200
Secondary Location:	
Address: CSRU & TCM Offices SW 8th St, Des Moines, IA 50315	**# Staff that could relocate to Secondary Location:** 15
Off-Site Storage Locations:	
Address:	**Details:**
Address:	**Details:**
Address:	**Details:**

NOTE: HHS has established the ability to work remotely in response to the 2019 COVID pandemic; a majority of our operations are able to function in a remote capacity, including work-from-home (WFH) status for most employees.

In addition, individual service area and other site plans are on file with the Department (see Emergency Management SharePoint).

VII. Business Impact Analysis and IT Applications

Three main components make up the Business Impact Analysis (BIA):

- Essential Functions - identified by the agency as critical core functions that must continue to be operational in the event of an emergency.
- 7 Criteria Questions – add a weighting to each function by giving it a score that can categorize the importance of the function along domains.
- Applications – are those computer programs that the agency uses to successfully perform the Essential Functions.

By assessing these 3 main components of the BIA, the end result gives an overall criticality snapshot for the agency and determining the recovery solutions needed to meet their needs.

Legacy DHS completed a full BIA in 2018. As part of this new review and new 2022 plan, DHS' Division of Information Technology (DoIT) is conducting a full review of applications, maximum tolerable downtimes (MTD – longest acceptable amount of time without functionality), recovery time objectives (RTO – how quickly a function needs to be restored), and resource pause objectives (RPO – how long can a function be off-line without significant impacts). The crosswalk goal is to prioritize the applications and determine staging of restoration, as many systems have interdependencies. As part of this review, if the original 2018 MTD was not realistic from a recovery-time or resource-pause perspective, DoIT will estimate through the crosswalk how long an application may be out of service to assist in alternative planning. DoIT expects to complete this exercise by September 2022 and will update the results as part of the DHS IT Disaster Recovery (DR) Plan, which is reviewed semi-annually.

Essential Function	Financial Impact (per day loss)	Scope Impact H,M,L	Confidentiality Impact (Y/N)	Public Safety (Y/N)	Public Health (Y/N)	Public Trust Y/N: H,M,L	Regulatory Obligation Y/N: H,M,L	Maximum Tolerable Downtime (MTD)	Application Name AKA: Computer Program	Desired Application RTO	Desired Application RPO
Care & Responsibility for Facility Clients	$0	L	Y	N	N	Y, H	Y, H	1 hr	multiple	6 hr	6 hr
Child Support Recovery & Distribution	$150K+	H	Y	N	N	Y, H	Y, H	48 hr	multiple	48 hr	48 hr
Gateway to Assistance Programs	$16M+	H	Y	N	Y	Y, H	Y, H	12 hr	multiple	24 hr	24 hr
MHDS Core Services	$0	L	Y	N	Y	Y, M	Y, L	120 hr	multiple	240 hr	240 hr
DHS Protective Services	$2k+	M	Y	Y	Y	Y, H	Y, H	12 hr	multiple	24 hr	24 hr

VIII. Telecom & Communications

Below is a list of important telephone numbers that have been identified as needing to be rerouted in the event of a business disruption. Additional collaboration with ICN or alternate phone carrier may be required to ensure successful rerouting of the phone numbers so they can plan for this work in their recovery plan.

Telephone Number	Purpose	Recovery Time	Reroute Location	Comments/Notes
800-652-8516	Child Abuse Hotline	< 1 hour	Service Areas	Most of the work is relayed out immediately to the service areas to continue Hotline services locally. Field Division Administrator will call SAMS and bureau chiefs immediately as appropriate, which initiates this task.

Below is a list of important communication strategies and procedures that have been identified in the event of an emergency to business disruption. Additional collaboration with HSEMD and DOM may be required to ensure successful implementation so they can plan for this work in their recovery efforts as well.

System	Purpose	Recovery Time	Assigned to	Comments/Notes
Command Conference Telephone System (Red Phone)	Allows state agency offices to telephonically conference.	< 1 hour	HSEMD	Currently 17 difference state agencies or offices are contacted simultaneously using this system. The system is tested monthly, usually on the first Monday of each month.
Capitol Complex Alert Iowa Group	A mass communication system used for notifications in an emergency	< 1 hour	HSEMD	The system is tested monthly, usually on the first Monday of each month. DHS does not currently subscribe to this system.
Capitol Complex Communication (Public Address) System	Public address system used for notification of significant events	< 1 hour	HSEMD	The system is tested monthly, usually on the first Monday of each month.
Health Alert Network (HAN)	Method of communication designed to notify department heads of emergency information.	< 1 hour	unknown	System is set up to send email messages, text messages, and phone calls. Typically tested every 2 months.
Hazard Threat Warning System	Used in the event other telephonic or electronic communication methods are compromised	< 1 hour	unknown	800 Mhz radio system (Field Operations has?)

IX.   Essential Records (Forms and Documents)

Identify what documents and/or forms printed or electronic that are critical to the agency continuity of operations.

Name of Form/Document	Purpose of the document	Document Type	Location	Quantity	Urgency	Owner	Comments/Notes
HHS network drive/ file shares	Electronic documents	Electronic	Access to the HHS network drive is available both from their Capitol offices and the alternate location. Access is also available through VPN.	All	Very Soon (2-12 hours)	DHS	
HHS intranet / SharePoint	Electronic documents	Electronic	Access to the HHS intranet is available both from their Capitol offices and the alternate location. Access is also available through VPN.	All	Soon (12-24 hours)	DHS	DHS SP Home

X.   Other Equipment

A complete list of any other types of equipment you may need that may or may not be readily available at your recovery location.

Other Equipment	Purpose	Quantity	How you will obtain	When?	Comments/Notes
Printer/copier/scanner/fax		1	Available at alternate locations	Immediately (0-2 hours)	For those staff that may work remote (WFH), availability is limited or nonexistent.
CSC - OPEX	Payment & correspondence scanning	1	CSC in aware of other executive agencies and local businesses that have OPEX	Very Soon (8-12 hours)	Process must be done daily Opex ID Numbers: Opex 3 FA08432 & Opex FA08431

XI.   Readiness

To be effective, business continuity plans must be maintained in a ready state to continue its most essential functions regardless of situation or circumstance. COOP/COG plans are living, breathing documents that require regular exercise and maintenance so that they remain functional and viable plans.

Exercises include a Tabletop Discussion (Plan Walkthrough) and Plan Simulation/Drill. These items are recommended to be completed annually.

XII.   Plan Maintenance

Maintenance items include 3 tasks that should be routinely completed to ensure your plan remains up to date and in a ready state.

- Record Verification & Appendix Review/Updates
- Plan Distribution
- Business Impact Analysis (BIA) Review

In addition, an annual Affirmation, which is an acknowledgement and approval of the current plan is required.

It is the responsibility of the COOP/COG Coordinator to record the results of each exercise and maintenance item. Below is a table of items intended for the COOP/COG Coordinator to use to document the results of each item.

	Frequency	Date Completed	Who participated	Summary of results
Tabletop Exercise (Plan Walkthrough)	Annual			
Plan Simulation/Drill	Annual			
Record Verification	Every 6 months			
Plan Distribution	Every 6 months			
BIA Review	Annual			
Affirmation	Annual			

XII. Appendices

COOP Action/Relocation Team (CART) action items (checklists)

Continuity of Operations Plan at a Glance (Attachment A)

Recovery Members and Team Leads (Attachment B)

Vendor/Customer Lists (Attachment C)

COOP Action/Relocation Team (CART) action items (checklist)

<u>CART Leader</u>
- ☐ If needed, conference with CART members in person or by conference #
- ☐ Act as Incident Commander to ensure CART members address the following tasks to ensure essential functions may continue.

<u>Site Preparation and Logistics Tasks and Actions:</u>
- ☐ Notify Duty Officer at HSEMD of intent to move operations to JFHQ; make arrangements for use
- ☐ Ensure alternate facility has Emergency Action Plan posted & employees know about it
- ☐ Arrange for power and other utilities at alternate facility
- ☐ Coordinate with IT & Communications for delivery / set-up of resources
- ☐ Arrange delivery / set-up of other equipment
- ☐ Obtain necessary paper records or resources
- ☐ Acquire / distribute office & other supplies as needed
- ☐ Arrange for mail delivery
- ☐ Test and verify phone numbers really do ring into new site
- ☐ Provide
  - ☐ Directions to site to relocating employees
  - ☐ Instructions/orientation
  - ☐ Check-in procedure

<u>Communications Infrastructure</u>
- ☐ Arrange phone connectivity
- ☐ Set-up/test all phones
- ☐ Arrange other communications equipment, including network lines if not handled by IT

<u>Salvage and Recovery</u>
- ☐ Ensure all hazards are cleared before entry
- ☐ Stabilize the environment at old facility
- ☐ Begin salvage/recovery

<u>Security</u>
- ☐ Arrange to acquire alternate facility keys or keycards and get to all staff requiring use
- ☐ Arrange for locking alt facility at end of each day & after-hours security
- ☐ Arrange for necessary security at abandoned facility

<u>Finance, Administration & HR</u>
- ☐ Send updates to staff via mass notification
- ☐ Arrange procurement for CART members as needed; track inventory
- ☐ Enable and track staff overtime if needed

Continuity of Operations Plan at a Glance

Emergency Pending or Occurs

GET SAFE!
Follow EAP
Refer to COOP Pocket Plan
1

Activate COOP/COG Plan by Notifying:
Management, COOP Coordinator, Assessment Team
2

Assessment
done by COOP Assessment/ Activation Team (CAAT)
3

***Consult* with DAS & DOM; and, if needed, others**
3a

Determine if health/safety concern & Formulate Strategy
4

Resume Operations in Primary Facility?
5

No

Alert/Notify:
COOP Action & Relocation Team (CART)
Other staff
Vendors, media, others
6

Relocation Process:
CART Team uses COOP Plan to guide efforts
COOP Plan lists resources needed for relocation
Each CART team member performs associated tasks
7

1 to 3 Relocation Types
8

May change type of relocation if needed

Devolve operations to another group

Continue essential functions at **Alternate Facility**

Continue operations through **Remote Telework**

Primary facility ready for use?

No

Yes

Reconstitute at primary facility
9

Yes

Notify staff, others

Resumption of operations in primary facility

Recovery Members and Teams

CAAT: COOP Activation & Assessment Team
CART: COOP Action-Relocation Team

HHS - CAAT Leadership: This team will be making frontline decisions to implement recovery strategies:			
Employee	**Email**	**Business Phone**	**Emergency Phone**
BENSON, JESS	JBENSON1@DHS.STATE.IA.US	515-201-5931	
DRINNIN, ERIN	EDRINNI@DHS.STATE.IA.US	515-732-1177	
EKSTRAND, SARAH	SEKSTRA2@DHS.STATE.IA.US		
GARCIA, KELLY	KGARCIA@DHS.STATE.IA.US	515-281-5452	
HIGHLAND, MATT	MHIGHLA@DHS.STATE.IA.US	515-725-2046	
REISETTER, SARAH	SARAH.REISETTER@IDPH.IOWA.GOV	515-201-0926	
SLAYBAUGH, JEAN	JSLAYBA@DHS.STATE.IA.US	515-281-4987	
VAN ENGELENHOVEN, JEFF	JVANENG@DHS.STATE.IA.US	515-721-0401	

HHS – CAAT Cabinet: HHS Cabinet Members and full executive leadership team:			
Employee	**Email**	**Business Phone**	**Emergency Phone**
BENSON, JESS	JBENSON1@DHS.STATE.IA.US	515-201-5931	
DRINNIN, ERIN	EDRINNI@DHS.STATE.IA.US	515-732-1177	
CLARK, JESSICA	JCLARK4@DHS.STATE.IA.US	515-725-2570	
EYANSON, MARISSA	MEYANSO@DHS.STATE.IA.US	515-281-8580	
EKSTRAND, SARAH	SEKSTRA2@DHS.STATE.IA.US		
GARCIA, KELLY	KGARCIA@DHS.STATE.IA.US	515-281-5452	
HARVEY, JANEE	JHARVEY1@DHS.STATE.IA.US	515-2815521	
HIGHLAND, MATT	MHIGHLA@DHS.STATE.IA.US	515-725-2046	
LOVELADYY, JULIE	JLOVELA@DHS.STATE.IA.US	515-256-4644	
MALONE, CARRIE	CMALONE@DHS.STATE.IA.US	515-281-4387	
MATNEY, LIZ	EMATNEY@DHS.STATE.IA.US	515-322-3543	
McCAULEY, JULIE	JMCCAUL@DHS.STATE.IA.US	515-281-5452	
REISETTER, SARAH	SARAH.REISETTER@IDPH.IOWA.GOV	515-201-0926	
SLAYBAUGH, JEAN	JSLAYBA@DHS.STATE.IA.US	515-281-4987	
TURNER, CORY	CTURNER@DHS.STATE.IA.US	712-225-6948	
VAN ENGELENHOVEN, JEFF	JVANENG@DHS.STATE.IA.US	515-721-0401	

HHS – CAAT Disaster Response & Recovery: This team implements and stages field operations disaster response & recovery efforts, including service area incidents:			
Employee	**Email**	**Business Phone**	**Emergency Phone**
DRINNIN, ERIN	EDRINNI@DHS.STATE.IA.US	515-732-1177	
ALIBASIC, AMELA	AALIBAS@DHS.STATE.IA.US	515-281-4521	
LIPSCOMB, LORI	LLIPSCO1@DHS.STATE.IA.US	515-281-5741	

HHS – CAAT IT: This team is responsible for frontline decisions and implementation of technology recovery:			
Employee	**Email**	**Business Phone**	**Emergency Phone**
BATES, ADAM	ABATES@DHS.STATE.IA.US	515-281-5775	
BECKER, BRIAN	BBECKER@DHS.STATE.IA.US	515-281-5589	
CAMPAGNA, STEVEN	SCAMPAG@DHS.STATE.IA.US	515-281-6894	
VAN ENGELENHOVEN, JEFF	JVANENG@DHS.STATE.IA.US	515-721-0401	

HHS – CAAT PIO/Communications: This team ensures notification to public via news outlets and HHS website:			
Employee	**Email**	**Business Phone**	**Emergency Phone**
CARFRAE, ALEX	ACARFRA@DHS.STATE.IA.US	515-281-4848	
EKSTRAND, SARAH	SEKSTRA2@DHS.STATE.IA.US		
HIGHLAND, MATT	MHIGHLA@DHS.STATE.IA.US	515-725-2046	

HHS – CART Division SPOCs: This team is responsible for the update and maintenance of respective division call trees. This central point of contact team is authorized by their respective Division Administrators and the HHS COOP/COG Coordinator:			
Employee	**Email**	**Business Phone**	**Emergency Phone**
BATES, ADAM (DoIT)	ABATES@DHS.STATE.IA.US	515-281-5775	
VACANT (Fiscal)			
FREUDENBERG, NANCY (Dir/Deputy/Strategic Operations)	NFREUDE@DHS.STATE.IA.US	515-281-8438	
HENRY, JENINE (ACFS)	JHENRY@DHS.STAATE.IA.US	515-281-3133	
LANE-MOLNARI, JODY (COOP/COG – CART LEADER)	JLANEMO@DHS.STATE.IA.US	515-281-6027	
VACANT (MEDICAID)			
SYMONS, GLORIA (MHDS-Facilities)	GSYMONS@DHS.STATE.IA.US	515-281-7277	
VACANT (FIELD)			

HHS – CART Division Relocation Leaders: This team implements their respective division call tree initiative. The team is notified by their respective Division Administrators or CART Division SPOCs:			
Employee	**Email**	**Business Phone**	**Emergency Phone**
ALIBASIC, AMELA	AALIBAS@DHS.STATE.IA.US	515-281-4521	
ALLISON, JULIE	JALLISO1@DHS.STATE.IA.US	515-281-6802	
ARMSTRONG, THERESA	TARMSTR1@DHS.STATE.IA.US	515-281-3780	
BATES, ADAM	ABATES@DHS.STATE.IA.US	515-281-5775	
BECKER, BRIAN	BBECKER@DHS.STATE.IA.US	515-281-5589	
BUSHELL, COURTNEY	CBUSHEL@DHS.STATE.IA.US	515-281-6085	
CAMPAGNA, STEVEN	SCAMPAG@DHS.STATE.IA.US	515-281-6894	
HENRY, JENINE	JHENRY@DHS.STATE.IA.US	515-281-3133	
HIGHLAND, MATT	MHIGHLA@DHS.STATE.IA.US	515-725-2046	
JORDAN, KATHLEEN	KJORDAN@DHS.STATE.IA.US	319-232-0477	
LANE-MOLNARI, JODY	JLANEMO@DHS.STATE.IA.US	515-281-6027	
LOVELADY, JULIE	JLOVELA@DHS.STATE.IA.US	515-256-4644	
MALONE, CARRIE	CMALONE@DHS.STATE.IA.US	515-281-4387	
O'BRIEN, CINDY	COBRIEN@DHS.STATE.IA.US	515-281-5410	
SIGNS, GEORGE	WSIGNS@DHS.STATE.IA.US	515-256-4689	
SYMONS, GLORIA	GSYMONS@DHS.STATE.IA.US	515-281-7277	

HHS – Essential Function Care & Responsibility for Facility Clients: This team implements and stages the essential function response and recovery effort, mobilizing other staff and resources as necessary:			
Employee	**Email**	**Business Phone**	**Emergency Phone**
ARCHIBALD, BRANDI	BARCHIB1@DHS.STATE.IA.US	515-438-3778	
DAVE, BHASKER	BDAVE@DHS.STATE.IA.US	319-334-2583	
DETEMMERMAN, ERIC	EDETEMM@DHS.STATE.IA.US	515-725-2237	
EDGINGTON, MARSHA	MEDGING@DHS.STATE.IA.US	515-438-2600	
OLSON, CHRISTOPHER	COLSON2@DHS.STATE.IA.US	515-322-3158	
SODDERS, JASON	JSODDER@DHS.STATE.IA.US	641-858-5402	
SWORE, MARK	MSWORE@DHS.STATE.IA.US	515-281-8575	
TURNER, CORY	CTURNER@DHS.STATE.IA.US	712-225-6948	

HHS -Essential Function Child Support Recovery & Distribution: This team implements and stages the essential function response and recovery effort, mobilizing other staff and resources as necessary:			
Employee	**Email**	**Business Phone**	**Emergency Phone**
DRINNIN, ERIN	EDRINNI@DHS.STATE.IA.US	515-732-1177	
CLAYCOMB, KYLIE	KCLAYCO@DHS.STATE.IA.US	515-281-8244	
LATRHOP, ANGELA	ALATHRO@DHS.STATE.IA.US	515-697-1524	
SLOAN, DENA	DSLOAN@DHS.STATE.IA.US	515-242-3241	
STORM, NATALIE	NSTROM@DHS.STATE.IA.US	515-281-8047	

HHS – Essential Function Gateway to Assistance Programs: This team implements and stages the essential function response and recovery effort, mobilizing other staff and resources as necessary:			
Employee	**Email**	**Business Phone**	**Emergency Phone**
DRINNIN, ERIN	EDRINNI@DHS.STATE.IA.US	515-732-1177	
BOUSKA, THOMAS	TBOUSKA@DHS.STATE.IA.US	712-328-4860	
FRICK, LORI	LFRICK@DHS.STATE.IA.US	563-326-8794	
LIPSCOMB, LORI	LLIPSCO1@DHS.STATE.IA.US	515-281-5741	
VAN ENGELENHOVEN, JEFF	JVANENG@DHS.STATE.IA.US	515-721-0401	
MAJESKI, MATTHEW	MMAJESK@DHS.STATE.IA.US	319-892-6800	
RHOADS, JANA	JRHOADS@DHS.STATE.IA.US	515-725-2701	
ROBERTS, TRACEY	TROBERT@DHS.STATE.IA.US	515-725-1332	
TURNER, DAWN	DTURNER1@DHS.STATE.IA.US	319-291-2441	

HHS – Essential Function MHDS Core Services: This team implements and stages the essential function response and recovery effort, mobilizing other staff and resources as necessary:			
Employee	**Email**	**Business Phone**	**Emergency Phone**
ARMSTRONG, THERESA	TARMSTR1@DHS.STATE.IA.US	515-281-3780	
EYANSON, MARISSA	MEYANSO@DHS.STATE.IA.US	515-281-8580	
HYATT, KAREN	KHYATT@DHS.STATE.IA.US	515-281-3128	
JORDAN, KATHLEEN	KJORDAN@DHS.STATE.IA.US	319-232-0477	

HHS – Essential Function Protective Services: This team implements and stages the essential function response and recovery effort, mobilizing other staff and resources as necessary:			
Employee	**Email**	**Business Phone**	**Emergency Phone**
DRINNIN, ERIN	EDRINNI@DHS.STATE.IA.US	515-732-1177	
HOWAT, TERRY	THOWAT@DHS.STATE.IA.US	515-505-8125	
LIPSCOMB, LORI	LLIPSCO1@DHS.STATE.IA.US	515-281-5741	