



DISASTER PLAN

Addendum D

FY23

Illinois Department of Children and Family Services

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DCFS Disaster Preparedness Plan FY23

I. Purpose of the Plan

The Disaster Preparedness Plan of the Illinois Department of Children and Family Services has been developed in order to establish procedures for handling and responding to disaster situations that may impact child welfare.

The following requirements specified in the Program Instructions ACYF-CB-PI-19-02, have been integrated into the final Disaster Preparedness Plan:

- Identify, locate, and continue availability of services for children under state care or supervision who are 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 who are displaced because of a disaster;
- Preserve essential program records; and
- Coordinate services and share information with other states.

To account for these requirements, each Division within DCFS responded with their plan for providing services within a disaster situation. It should be noted that not all Divisions provide services that would need to be continued during a disaster. For this reason, each Division replied only to those questions that were applicable.

In addition to this Plan, DCFS maintains staff safety procedures documented in Administrative Procedure 16, Staff Safety, which can be viewed at:

https://www2.illinois.gov/dcf/aboutus/notices/Documents/administrative_procedure_16.pdf#search=Administrative%20Procedures%2016

This Plan also supplements additional staff and consumer safety procedures that are contained in documents attached at the end of this Plan:

- Addendum A – Shelter Programs for Department Youth
- Addendum B – Child Protection Emergency Contact Information
- Addendum C – IEMA Documents

This plan specifies the procedures to be employed if an event:

- disrupts the ability of the Department to provide essential child protection and child welfare services;
- and/or results in a disaster within Illinois that causes the activation of the State of Illinois Emergency Operations Plan and the Department receives a request to provide mass care services as a result.

II. Essential Services and Functions

For the purpose of this plan, the Department considers the following services or functions to represent “essential services and functions” that must be restored in rank order of importance to the extent each is affected by an event that disrupts the availability:

- State Central Register (also known as the “Child Abuse and Neglect Hotline”);
- Investigations of reports of suspected child abuse and neglect and, as necessary for a child’s safety, the ability to promptly place a child in a safe out-of-home living arrangement;
- Ensuring the safety of children for whom the Department is legally responsible and who are placed in out-of-home care, with a priority focus on children who are dependent on medical technology;
- Ability to execute consents for children for whom the Department is legally responsible; and
- Ability to make payments to caregivers of children for whom the Department is responsible.

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Restoration of the above listed essential services and functions will take precedence over restoration of any other services or functions of the Department that might also be disrupted by an event.

Illinois Emergency Management Agency (IEMA)

The Department is an active member of the Illinois Emergency Management Agency. The Department is currently in the process of establishing a Safety Coordinator position which will serve as the liaison between the Department and IEMA.

The Illinois Emergency Management Agency is currently proposing new Illinois Emergency Operations Plan which is in draft form. Until such time it's completed, the Department continues to maintain compliance with the current plan.

The IEMA Mass Care/Shelter Annex is the general project overview; the Overview 2 document provides more detailed information on the project and what services will be provided at the Hub Reception Centers; the ESF 6 Mass Care document lists the roles/responsibilities state agencies have in providing mass care services. The Needs/Gap Analysis form is the primary one that tries to get clarification as to agency capabilities and capacities in fulfilling the tasks listed in the ESF. Information relative to major IEMA documents are incorporated at the end of this chapter. It is anticipated with the proposed plan revisions, the Department's responsibilities with IEMA will increase during the next five-year period.

The Department submits the Needs/GAP Analysis to IEMA and also provides reports on the location of our various offices as part of the IEMA requirements.

III. Risks and Activation of Plan

A. Risks

The Department has identified the following as the most likely events that would result in a disruption in the Department's ability to provide essential services and functions:

- A natural disaster such as a tornado, flood, fire, earthquake, etc.; or
- An act of violence perpetrated by a person who is unsatisfied with Department services or response;
- A major interruption in basic utility services, including but not limited to water and sewer service, telephone service, data management services, and/or electrical service.

The Department has also identified the natural disasters such as a tornado, flood, fire, earthquake, etc. as the most likely cause of a request for the Department to provide a mass care response under the State of Illinois Emergency Operations Plan.

B. Activation of the Plan

Upon notification from the Governor and/or the Department of Central Management Services, the Director of this Department or the Director's designee will be responsible for ordering the activation of such plan and for managing the Department's implementation of procedures as specified in the plan. Only the Director of the Department (or the Director's designee) is authorized to order the activation of any portion of this plan.

The Director will activate the plan whenever one or more of the following criteria are met:

- An event has disrupted the Department's ability to provide essential services and functions and the disruption involves more than one Department administrative office or field office in a geographical area.
- and the disruption in the ability to provide essential services is projected to last longer than 5 business days; and/or
- The Department receives a request to provide mass care services under the State of Illinois Emergency Operations Plan.

IV. Emergency Operations Centers Procedures

A. Location of Emergency Operations Center(s)

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Placement and Permanency Division

- 1) Chicago – Placement and Permanency staff will be co-located with Operations Management staff at the Maywood Field Office, or alternatively at 1026 S. Damen and work remotely with laptop.
- 2) Champaign Regional Office – The foster care licensing operations will be managed out of this office.

Field Operations Division

- 1) Springfield – N/A
- 2) Chicago – Maywood Field Office will be designated as the alternative site continue working with laptops.

Office of Employee Services

- 1) Springfield – The main Operations Center will be housed at 406 East Monroe, Springfield, Illinois. The telephone number is 217-557-0721. The fax number is 217-785-0395.
- 2) Chicago – The Office of Employee Services will also have one or more members of its Executive/Administrative Staff at their Chicago land office located at 2020 W Roosevelt Road and work remotely with laptop. The telephone number is 312-814-6800. The fax number is 312-814-3255.

Office of Administrative Services

- 1) Springfield – The main operation center will be housed at 406 East Monroe, Springfield, Illinois. The telephone number is (217) 785-2588. The fax number is (217) 557-2851.
- 2) Chicago – The Office of Administrative Services will also have one or more members of its Administrative Staff at the Department’s main administrative office on the 9th floor of 1911 Indiana Avenue, Chicago, Illinois. The telephone number is (312) 808-5000. The fax number (312) 328-2564.

Division of Guardian and Advocacy

- 1) Springfield – There will be no Emergency Operations Center for the Springfield staff of the Division of Guardian and Advocacy because staff in those offices has been deemed non-critical in the event of an emergency.
- 2) Chicago – If accessible, Consent Unit staff (deemed critical in the event of an emergency) will be directed to report to 17 N. State Street. If not accessible, management staff will work with the telecommunications staff to connect the 800 Consent Unit line to staff’s cell and home phones.

B. Staffing Plan and Roles

Placement and Permanency Division

- 1) Executive Staff – Each manager in the Placement and Permanency Division, as well as foster care licensing supervisors statewide, will be on duty.
- 2) Other Staff – Bargaining unit staff will be called into work as directed by the Governor’s Office or to maintain any critical functions that cannot be covered by management. In addition, to work remotely with provided laptops.

Field Operations Division

- 1) Executive Staff – Executive staff would remain available at their respective offices or the alternative site listed in IVA above. Also, communication by cell phone with the designated leadership staff will occur via a phone tree.
- 2) Other Staff – Other Management staff will report to designated field offices unless directed to alternative sites. Bargaining Unit staff will be advised if their

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designated offices are closed and to what alternative site to report for duty while working remotely with laptops.

Office of Employee Services

- 1) Executive Staff – The Senior Deputy Director and/or their designee will coordinate all Disaster Plan activity with their Divisions' administrative and supervisory staff.
- 2) Other Staff – The Senior Deputy Director and/or their designee will coordinate all Disaster Plan activity with other Department staff as needed.

Office of Administrative Services

- 1) Executive Staff – Emergency Preparedness and Response Administrator will be available at respective sites and coordinate all Disaster Plan activities with Divisions administrative and/or supervisory staffs needed.
- 2) Other staff – will report to designated sites as directed. Administrative Services does not provide services directly to youth.

Division of Child Protection

- 1) Executive Staff – Executive Staff will be available at their respective offices or at the designated relocation sites.
- 2) Other Staff – Other staff will report to designated relocation sites unless directed to alternate work sites. Bargaining unit staff will be advised of office closures and if they are to be deployed to alternative work sites while continues working remotely with laptops.

Division of Guardian and Advocacy

- 1) Executive Staff – Executive Staff will follow an established phone tree starting with Deputy Director flowing to all employees in the division; Guardian, Assistant Guardian and other division supervisors will be on duty and phones lines can be directed to their home and cell phones if necessary.
- 2) Other Staff – The Consent Unit has bargaining unit staff that must remain on duty to provide statewide consents in the event of an emergency. Other bargaining unit staff will be on duty, as directed by the Governor's Office, to maintain critical services if necessary.

C. Communications Plan

Division of Communications

- 1) State Agencies – The lines of Communication will remain open to all State agencies as DCFS Communications will be available to respond to all inquiries.
- 2) DCFS and Purchase of Service (POS) – If any new procedures occur as a result of a disaster, the Division of Communications will assist in the dissemination of the procedure to all DCFS and POS staff.
- 3) In the event of any disaster, the Regional Office of The Administration for Children and Families will be notified at 233 N. Michigan Ave., Suite 400, Chicago, IL 60601, ph: 312-353-9672, e-mail Cindy.Lowder@acf.hhs.gov.

Placement and Permanency Division

- 1) With External Entities (Governor's Office, other state agencies, media, union leadership, provider leadership, law enforcement, State's Attorneys, Courts, etc.) - Placement and Permanency will maintain communications with all placement agencies in the state, through the use of emergency, on call and cellular phones. Email contact will be utilized as available. Emergency notifications to Guardian ad Litem will be facilitated as necessary.
- 2) With Key Internal Staff (Central Office and Regional/Field Staff) - Placement and Permanency maintains a division phone tree as well as emergency contracts for consultations. Ongoing coordination will occur with Operations, Clinical, all Department POS monitoring units, as well as licensing, SCR and Placement Clearance

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Field Operations Division

- 1) With Key Internal Staff – The Deputy Director for Field Operations will remain in contact with the Director and other Central Office staff via computer and/or (land lines or cell) telephones.
- 2) With External Entities – Contact with the Governor’s Office, other state agencies, media, union leadership, provider leadership, foster parent leadership, law enforcement, State Attorneys and Courts, etc., will be as designated by Central Office.
- 3) Regional and Satellite Offices – These offices will be advised to make contact up the chain of command from caseworker to supervisor to Regional Administrator until a connection is maintained. Emergency contact individuals and phone numbers will be provided at the regional level for staff to send and receive status reports and make inquiries. All written communication must be approved at the Deputy level.

Office of Employee Services

- 1) With External Entities – The Senior Deputy Director and/or their designee will coordinate all Disaster Plan communication activity with Department Executive Staff for external entities. Division of Budget & Finance staff are available in each Region to assist with coordination of local Administrative Support Services
- 2) With Key Internal Staff (Central Office and Regional/Field staff) – The Senior Deputy Director and/or their designee will coordinate all Disaster Plan communication activity with Department Executive Staff and other Key Internal staff.

Office of Administrative Services

- 1) With External Entities – The Statewide Emergency Preparedness and Response Administrator and/or their designee will coordinate all Disaster Plan communication activity with Department Executive Staff for external entities. Contact with the Governor’s Office, other state agencies, media, law enforcement, State Attorneys and Courts, etc., will be as designated by Central Office.
- 2) With Key Internal Staff – The Statewide Emergency Preparedness and Response Administrator and/or their designee will coordinate/communicate all Disaster Plan activity by cell phone and/or computer with designated leadership. This will occur via a phone tree.

Division of Child Protection

- 1) With External Entities – Contact with the Governor’s office, other state agencies, media, union leadership, law enforcement, state’s attorneys and courts, will be designated by the Director’s office.
- 2) With Key Internal Staff – The Regional Lead site emergency contact person will notify the Deputy Director for Child Protection of the activation of the Emergency plan. The Deputy Director of Child Protection will notify the Director and other Central office staff via telephone and/or via computer. (A list of the Division of Child Protection Administrative Staff Emergency Contact Numbers is provided as Addendum B).
- 3) SCR Administrator – Under the direction of the Deputy Director, the SCR Administrator will have direct responsibility for managing the relocation of SCR and its staff in coordination with Office of Employee Services.
- 4) Regional Administrator – The Regional Administrator will have direct responsibility for managing the relocation of child protection and intact family caseworkers to the regional relocation sights.
- 5) Regional and satellite offices – These offices will be advised to make contact up the chain of command from caseworker to supervisor to Regional Administrator until a connection is made. Emergency contact information for individuals will be provided at the regional

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level for staff to send and receive status reports and make inquiries. All written communication must be approved at the deputy level.

Division of Guardian and Advocacy

- 1) With External Entities - On-call Guardian and Advocacy staff members will maintain communications with external entities, via cell phones, provided service is available. If phones are not available, Guardian and Advocacy staff will report to the Emergency Operations Center and assist as required.
- 2) With Key Internal Staff (Central Office and Regional/Field staff) Designated Guardian and Advocacy staff will communicate with key internal staff via a phone tree, beginning with the Guardian, our Deputy Director.

V. Procedures for Responding to DCFS-Specific Emergencies

A. Introduction

Each Division of the Illinois Department of Children and Family Services (DCFS) will follow the guidelines outlined in Administrative Procedure #16: Staff Safety when responding to DCFS-Specific Emergencies. In addition, each Division may need to consider the following bullet points in the event of a DCFS-Specific Emergency.

- Medical Care – If necessary, DCFS may need to engage external entities such as the Red Cross and local hospital to assist in a response.
- Transportation – Transportation to another site or location may be necessary.
- Food and Shelter – Food vouchers, cash, or pre-identified shelter facilities may need to be accounted for within planning.
- Disaster Coordination – The DCFS-specific emergency may require coordination with other external entities.

B. Responsibilities

Placement and Permanency Division

- 1) The Division of Placement and Permanency is responsible for ensuring the safety of children for whom the department is legally responsible and who are placed in out-of-home care, with a priority focus on children who are dependent on medical technology.
- 2) The Division is also responsible for identifying and facilitating emergency placement needs.

Field Operations Division

- 1) In an effort to assure the continuation of essential services to children, their caregivers and biological parents during an emergency for either short- or long-term duration, the Division of Field Operations will continue to provide the following program services:
 - a) Case management services either in-person or via telephone
 - b) Foster and natural parent referral services if available
 - c) Crisis intervention services
 - d) Court hearing presentations
- 2) In the event that staff is unavailable in a specific site or the building is closed Field staff will report to the Regional Administrator or the designated contact person in the phone tree up to and including the Associate Deputy Director to receive advice, instructions or decisions about specific case emergencies. A telephone number will be provided for local staff to contact managers with authority to make casework decisions. A triage system will be established by management to determine the level of crisis that requires immediate/urgent care decisions. All others will await

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the lessening or passing of the crisis/emergency when all information and records are available, generally within a period of no less than 48 hours.

- 3) DCFS Executives, Administrators, Managers and Supervisors will maintain Emergency Contact numbers including home and cell phones for all subordinate staff. This information may also include alternative phone numbers and contact persons. During a Disaster or Emergency, this information would be utilized to ensure communication between and among staff within the local office, those in administrative positions at other sites, and up the chain of command to Central Office. Management staff may be called upon in emergency to provide coverage at various sites and offices and may use this information to gather documentation of critical needs resources to meet expressed needs.

Child Protection Services Division

- 4) DCFS Division of Child Protection shall be capable of receiving and investigating reports of child abuse and neglect, twenty-four hours per day, seven days per week. The Department must be capable of protecting the health, safety, and best interests of children and offer protective services, including preventing further harm.
- 5) If the office site is deemed unsafe, the Deputy Director of Child Protection and the Regional Administrator will activate the Relocation Plan. Staff will be directed to the Regional Relocation sites and the emergency operations plans will be activated.

Division of Guardian and Advocacy

- 1) The Deputy Director for Guardian and Advocacy, or her designee, would be responsible for communicating information about a DCFS specific emergency. E-mail would most likely be sent out, and in the event that our e-mail system is not available, the phone tree would be put into use.
- 2) The Consent Unit will be able to provide medical consents for wards through POS agencies and DCFS cases; the Guardian will be able to consent to Do Not Resuscitate and Withdrawal of Life Support orders as well as transplant requests.

Division of Budget & Finance

- 1) The Division of Budget & Finance has Technical Support Staff that maintain the distribution of medical cards for Department wards. Emergency medical cards are distributed by the medical technical support staff to the Department's regional business office for logging and distribution to Department direct service staff that issue them to wards entering DCFS care.
- 2) The Division of Budget & Finance's technical support team acts as liaisons with the Department of Human Services and their staff that maintain the state's medical transportation program. Medical transportation for Department wards are scheduled by the Division of Budget & Finance Regional Business Staff. The contracted medical transportation program is maintained by First Transit 580 Waters Edge, Suite 200, Lombard, IL 60148, phone # 877-725-0569, fax# 312-327-3854.
- 3) Regional Business Staff maintain and distribute clothing vouchers for DCFS wards per Department Procedure 359. Department Foster Parents are eligible for emergency food vouchers when warranted and Board payment have not been received

Office of Employee Services

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- 1) The Office of Employee Services' Senior Deputy Director and/or designee is the principle disaster coordinator for the Office of Employee Services and will coordinate all disaster action activity with other divisions and/or state agencies.
- 2) The Office of Employee Services responds to specific emergencies by following the guidelines outlined in Administrative Procedure #16: Staff Safety.

Office of Administrative Services

- 1) The Office of Administrative Services' Statewide Emergency Preparedness and Response Administrator and/or designee is the principle disaster coordinator for the Office of Administrative Services and will coordinate all disaster action activity with other divisions and/or state agencies.
- 2) The Office of Administrative Services responds to specific emergencies by following the guidelines outlined in Administrative Procedure #16: Staff Safety.

Division of Communications

- 1) DCFS Communications will ensure that all staff is aware that these services are available through alerts on the D-Net and e-mail announcements. DCFS Communications will inform the media, upon request, that a plan is in place to address the immediate needs of our clients.
- 2) DCFS Communications will remind staff of their roles and responsibilities during this time period by updating the D-Net and e-mail announcements.
- 3) DCFS Guardians will be able to coordinate with other divisions and state agencies to make plans for youth; POS agencies will be able to contact the division to receive consents for youth on their caseloads.

B. Staffing Plan

Placement and Permanency Division

- 1) Executive Staff – Each manger in the Placement and Permanency Division as well as foster care licensing supervisors statewide will be on duty.
- 2) Other Staff – Bargaining unit staff will be called into work as directed by the Governor's Office or to maintain any critical functions that cannot be covered by management.

Field Operations Division

- 1) Executive staff – Executive Staff will report to assigned offices if possible. Otherwise a pre-determined DCFS alternative site will become their headquarters. Should those sites become unavailable, then other state agency sites, public offices of city or county, along with schools, libraries and churches in the vicinity, will be considered as headquarters. A skeleton staff of Administrators, managers and other essential staff will be determined with the authorization of the Director or Deputy. Those identified as essential staff will be pre-determined and listed as designated contact staff for local information about status. Office closures are coordinated between the Department's Director, Department of Central Management Services Director and the Governor's office and the Office of Employee Services. The Office of Employee Services will in turn coordinate said closure with staff involved.
- 2) Regional staff will follow the site selection in II.B.1 above
- 3) Other staff including Interstate, Child and Youth Investment Team (CAYIT), Local Area Network (LANS) /Resources, Adoptions, Child Location and Support Unit (CLSU), MAP and Foster Parent Reimbursement will also follow the housing pattern mentioned in II.B.1 above. This also applies to clerical support staff of all the specialty units, regional and site offices.

Child Protection Services Division

- 1) Executive Staff – Executive Staff will report to the re-location sites. If the designated relocation sites become unavailable, other state primary and secondary agencies sites, local Police Departments, Public city and County offices, schools, libraries and churches may be used as re-location sites.

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- 2) Regional and Child Protection bargaining unit staff - These staff will be deployed to the local re-location sites as directed by the Director and the Governor's office to maintain critical functions that cannot be covered by administrative staff.
- 3) Guardian/Authorized Agents of the Guardian. Regional and Child Protection staff is authorized agents thus will be able to provide guardianship consent. Also, State Central Register (SCR) is staffed with Authorized Agents who are available 24 hours 7 days a week to give consent.
- 4) Administrative Support Staff will perform critical support functions such as Placement Clearance and Law Enforcement Agency Data System (LEADS) checks.

Office of Employee Services

- 1) Executive Staff – The Senior Deputy Director and/or their designee will be available and will report to designated location.
- 2) Other Staff – Contract Administration, Financial Participation, and Administrative Support Staff will be available in Central Office and in each Region.

Office of Administrative Services

- 1) Executive Staff – The Statewide Emergency Preparedness and Response Administrator and/or their designee will be available to report to designated location.
- 2) Other Staff – Administrative Service Managers, Labors and Administrative Support Staff will be available in Central and in Chicago Offices.

Division of Guardian and Advocacy

- 1) The Division of Guardian and Advocacy maintains a Consent Unit, consisting of 8 child welfare advanced specialists, 2 clerical support staff and one supervisor (all bargaining unit). The team members are authorized to sign consents on behalf of the DCFS Guardian.
- 2) The Consent Unit provides ordinary and routine consents mainly in Cook County, but also provides statewide consents for psychotropic medication and psychiatric hospitalizations. The division also maintains a list of almost 500 authorized agents, whom are also registered with the Secretary of State's Office to sign consents on behalf of the DCFS Guardian. The list is updated monthly and includes the agent's name, title, work location and work telephone number. Most of the 500 agents on the list are non-bargaining unit Public Service Administrators, with some bargaining unit staff in units such as State Central Register (SCR) and Emergency Response Center (ERC). The Consent Unit provides consents during normal business hours and after-hour consents are provided by the Emergency Reception Center staff (Division of Child Protection).

C. Communications Plan

Placement and Permanency Division

- 1) With External Entities – Placement and Permanency will maintain communications with all placement agencies in the state, through the use of emergency, on call and cellular phones. Email contact will be utilized as available. Emergency notifications to the Guardian-Ad-Litem will be facilitated as necessary.
- 2) With DCFS Staff – Placement and Permanency maintains a division phone tree as well as emergency contracts for consultations. Ongoing coordination will occur with Operations, Clinical, all Department POS monitoring units, as well as licensing, SCR and Placement Clearance

Field Operations Division

- 1) Local sub-regional Administrators will report a minimum of twice daily to regional and Central Office on the operational status of their facilities, equipment, and staff. The last report will occur at 4:00 PM in order to announce program plans for the next work day. Reports will be both oral and written and may be faxed to the Deputy's Office or to the designated Central Office staff per the daily report schedule. Central Office will digest and

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coordinate all the regional reports into a clear and concise statement about current program status and next day operations unless it's a weekend.

- 2) All reports, whether oral or written, will be issued on a "Need to Know" basis with the authorization from Central Office. While some information may be site specific in terms of operations, other statements may be general in nature as required by the Communications Office or Central Office.
- 3) In the event that there are not any Central Office staff available, including the Director and Deputies, the next level of Administration will assume command and communicate with the Governor's Office, other state agencies, media, union leadership, provider leadership, foster parent leadership, law enforcement, State's Attorneys and Courts, etc.
- 4) DCFS Executives, Administrators, Managers and Supervisors will maintain Emergency Contact numbers including home and cell phones for all subordinate staff. This information may also include alternative phone numbers and contact persons. During a Disaster or Emergency, this information would be utilized to ensure communication between and among staff within the local office, those in administrative positions at other sites, and up the chain of command to Central Office. Management staff may be called upon in emergency to provide coverage at various sites and offices and may use this information to gather documentation of critical needs resources to meet expressed needs.

Child Protection Services Division

- 1) With External Entities – Communication with external entities such as the Governor's office, other state agencies, media, union leadership, provider leadership, foster parent leadership, law enforcement, State's Attorneys and Courts, etc. will be established as needed.
- 2) With DCFS Staff – The Division of Child Protection has a computerized database of Child Protection staff home numbers, cell phone number and the after-hours answering services.
- 3) With DCFS Staff – The Division of Service Intervention has a computerized data base of staff phone numbers.

Office of Employee Services

- 1) With External Entities – The Senior Deputy Director or their designee will coordinate all Disaster Plan communication activity with Department Executive Staff for external entities. Division of Budget & Finance staff are available in each Region to assist with coordination of local Administrative Support Services. Each local area maintains a listing of phone numbers and addresses for principal stakeholders and external entities.
- 2) With DCFS Staff – Each Division of the Department also maintains a listing of staff emergency phone numbers.

Office of Administrative Services

- 1) With External Entities – The Statewide Emergency Preparedness and Response Administrator will coordinate all Disaster Plan communication activity with Department Executive Staff for external entities.
- 2) Administrative Service Staff – Statewide Administrative Service Manager and subordinate Managers maintains a listing of staff emergency phone numbers.

Communications

- 1) With External Entities – As needed, DCFS Communications will be available to discuss all areas of disaster recovery internally and externally as required by the Director's office.
- 2) With DCFS Staff – The Division of Communications will be available to all Executive Staff members to assist in accurately providing word to all staff regarding contingency plans and new procedures during this critical period.

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Division of Guardian and Advocacy

- 1) Guardian and Advocacy staff will discuss the plans that other divisions have made to formulate the plan for this division. Divisions must work in conjunction with one another for a comprehensive plan.

D. Procedures for Re-establishing Essential Services

1. Child Protection and Child Welfare Services

Placement and Permanency Division

Child Welfare Services

- 1) Medical Care - Medical services for all youth in care will be facilitated through the health works system; if unavailable, emergency medical care will be triaged through the DCFS Medical Director and Chief Nurse. Agencies serving medically complex children will utilize medical personnel associated with the program to conduct well-being checks and provide backup electricity as necessary for technology dependent operations. Children needing psychiatric hospitalization will be triaged through the existing CARES 1-800 line and SASS services. Should these services be unavailable, psychiatric hospitalization triage and placement will be conducted by DCFS Placement and Permanency staff.
- 2) Food and Shelter - Emergency shelters and emergency foster placements have been pre-identified. Placement into these facilities will be facilitated by Placement and Permanency Division
- 3) Transportation (In area or out of area) - Primary emergency placement transportation needs will be the responsibility of the child's assigned care worker. Placement programs and foster parents will be expected to provide back up, as necessary.
- 4) Disaster Coordination with other divisions and/or state agencies. Placement and Permanency will coordinate with all internal divisions as necessary and with external contractors and stakeholders as requested by the Directors office.

State Central Register

- 1) Under the direction of the Deputy Director, Division of Child Protection (DCP), the Administrator of SCR will have direct responsibility for managing the re-location of the Hotline to the back-up site at 1124 N. Walnut Street, Springfield, Illinois.
- 2) The DCFS DoIT Disaster Recovery Manager shall have lead responsibility for managing the restoration of essential computer support as described in V.E below.
- 3) The Manager of the Administrative Services shall have lead responsibility for working with the Illinois Department of Central Management Services to move the Hotline "800" number to the back-up site.

2. Child Protection

Cook County

Under the direction of the Deputy Director, Division of Child Protection (DCP), the Cook County Associate Deputy Director for the DCP will have lead responsibility for re-establishing child protection services in Cook County.

The Associate Deputy Director will work directly with the following staff to re-establish child protection services capability:

- Child Protection Managers and Supervisors in Cook County;
- Associate Deputy Director, Division of Program Support to move staff to a new office location(s), if necessary;
- DCFS DOIT Disaster Recovery Manager to re-store computer support, if necessary; and the

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- Manager of the Administrative Services to re-store telecommunication services, if necessary.

Downstate

Under the direction of the Deputy Director, Division of Child Protection (DCP), the Downstate Associate Deputy Director for the DCP will have lead responsibility for re-establishing child protection services in any downstate region.

The Associate Deputy Director will also work directly with the:

- DCFS DoIT Disaster Recovery Manager to re-store computer support, if necessary; and the
- Manager of the Administrative Services to re-store telecommunication services, if necessary; and the
- Manager of the Administrative Services and the appropriate Regional Administrator to secure any office affected by an incident and the State assets in it, if necessary.

E. DCFS Department of Innovation and Technology (DoIT)

The DCFS DoIT Enterprise Support Services Manager will have lead responsibility for managing the restoration of essential computer support. The DCFS DoIT Enterprise Support Services Manager will coordinate all restoration activities with the Department of Central Management Services and other DCFS DoIT Management and line staff.

Critical Systems Business Continuity and Disaster Recovery Overview

The Department of Children and Family Services has identified three computer applications as being mission critical for providing child welfare services to the citizens of the State of Illinois. The 24 hours a day, seven days a week availability of these applications is protected with a disaster recovery process. This overview provides both the functional definitions of these applications and a high-level explanation of the disaster recovery process.

Critical Systems:

SACWIS – Statewide Automated Child Welfare Information System

SACWIS is a web-based SQL server application that is utilized by all DCFS and POS agency staff engaged in child welfare case management. The application is used statewide 24 hours a day, seven days a week supporting 69 DCFS sites and 268 POS sites. SACWIS is a comprehensive automated case management tool. It is used to support child welfare staff engaged in the following: a) child abuse and neglect case management; b) Title IV-A assistance eligibility determination c) foster care licensing and d) adoption assistance. Components of SACWIS include but are not limited to: Title IV-E eligibility determination and tracking; service and case planning, tracking and evaluation; case review and evaluation; licensed facilities support; juvenile court documentation; and staff management and reporting. SACWIS also interfaces with several other states SACWIS systems. The SACWIS system is available to approximately 9,000 users 24 hours a day, seven days a week.

PCD – Placement Clearance Desk

PCD is a child placement approval and tracking system. Child welfare caseworkers phone in new placement requests to the PCD desk. PCD staff enters placement data into the application wherein a set of approval rules are applied to the data. A determination is then made to either accept or deny the placement. The checklist for placements includes but is not limited to crime conviction, child abuse and number of existing resident children relative to the home capacity. A different set of approval rules is used by the system depending on the provider type. The licensed types are private agencies, supervised homes, and foster homes. The only unlicensed types are homes of relatives.

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PCD is a level one system available 24 hours a day, 7 days per week because placements of children occur around the clock. PCD is the mechanism used to ensure the safety of children being placed.

CLSU – Child Location Support

This is a web-based SQL server system that is used to assist the Child Location Support Unit to expedite the tracking and location of children missing from a DCFS placement.

Log Shipping Overview

Essentially log shipping is the process of automating the backup of database and transaction log files on a production SQL server and then restoring them on a standby server. The key feature of log shipping is that it will automatically backup transaction logs throughout the day and restore them on a standby server. This in effect keeps the two SQL servers in 'synch'. Should the production server fail, all you have to do is point the users to the backup server.

Critical Systems Infrastructure

The production servers for our critical systems are physically located at the Department of Central Management Services' Central Computing Facility (CCF). The CCF is located at 201 W. Adams in Springfield, Illinois. OITS maintains a Business Continuity/Disaster Recovery (DR) 'warm site' located at the Rockford Regional Office at 200 S. Wyman in Rockford, Illinois. The backup servers for our critical systems are physically located at this site. In our environment, the log shipping is designed with five (5) minute latency between the servers at the CCF and the servers at the Rockford DR site.

In the extremely unlikely event that both the production system servers and the disaster recovery site servers are destroyed or are otherwise corrupted, DCFS DoIT utilizes log-shipping to maintain a server located at the site of the Child Abuse Hotline in Springfield, Illinois. This server can be utilized to allow the use of the SACWIS application in a diminished capacity. The Child Abuse Hotline staff would be able manage the casework intake and assignment process while the production systems were being restored to full functionality.

Critical Systems Problem Management

DCFS DoIT has identified key management staff that serve in an 'On-call' capacity 24 hours a day seven days a week to provide guidance for technical staff in managing all outages to our critical systems. A DCFS DoIT Business Continuity/Disaster Recovery Manual contains process flows and contact information for technical staff that may be called in to assist in resolving an outage. The DCFS DoIT help desk staff are provided with all contact numbers and are instructed to contact an Enterprise Support Manager within 15 minutes of identifying an outage to any of the 3 critical systems. The primary goal is to restore services at the CCF; if that cannot be accomplished within two hours then the Enterprise Support Manager and/or DCFS DoIT Chief Information Officer will activate technical staff to enact failover processes.

Fail-over/Back Process

The 'fail-over' to the Business Continuity/Disaster Recovery site is a manual process and some additional downtime will be experienced. The problem with the production servers will be identified and corrected as soon as possible. The production servers will then be recovered using backup tapes retrieved from the Rockford DR site. Once the production servers are restored, log shipping will resume and the production servers will serve as DR servers. We can 'live' at either site for an indefinite period of time. The process is followed in reverse order to 'fail-back' to the production servers.

Help Desk

The DCFS DoIT Help Desk plays a critical role of responding to End User problems and performs high level systems monitoring. In most cases they will be the first of DCFS DoIT staff to recognize, diagnose, and escalate a system outage and/or disaster event.

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The DCFS DoIT Help Desk is located at #1 North Old State Capitol Plaza in Springfield, Illinois. If Help Desk staff cannot continue operations at this primary location, they will report to 607 E. Adams in Springfield, Illinois. They will use desktops and phones located in a training room at that location until operations can continue at their primary location. If for some reason they cannot be relocated to the secondary site, then the DCFS office at 405 Limit Street in Lincoln, Illinois will be used.

F. Telecommunication Services

The Department's Manager of Administrative Services will have lead responsibility for managing the restoration of essential telecommunication services. The Administrative Services Manager will, as necessary coordinate all restoration activities with the Department of Central Management Services, the appropriate Regional Administrator, and the appropriate local telephone services vendor(s).

G. Payment Services

The Deputy Director, Division of Program Support, shall have lead responsibility for managing all activities necessary to the restoration of essential payment functions. The Deputy Director will, as necessary, coordinate all restoration activities with the Illinois Office of the Comptroller and the appropriate Regional Administrator.

H. Protecting State Assets and Re-Creating Department Records

The Department's Manager of Administrative Services will have lead responsibility for all activities related to:

- securing any Department office site impacted by an incident;
- securing and inventorying all State assets (equipment, commodities and records) in the office; and
- if necessary, re-creating official Department records, including but not limited to client case records.

The Manager of Administrative Services will, as necessary, coordinate all activities with the appropriate Regional Administrator.

I. Relocation of Staff

The Department's Manager of Administrative Services will have lead responsibility for all activities related to relocating staff affected by an incident to another work location. The Manager of Administrative Services will, as necessary, coordinate all activities with the appropriate Regional Administrator.

J. Placement Resources for Children

Placement and Permanency Division

The Deputy Director of Placement and Permanency will be responsible for maintaining a database of all emergency placement resources and facilitating emergency placements as necessary. The backup database will be maintained at the University of Illinois at Chicago. The Deputy Directors of Operations and Purchase of Services Monitoring will be responsible for ensuring DCFS and POS staff conduct well-being checks on all children in foster care, independent or transitional living programs, at a minimum by telephone or if necessary in-person. Residential monitors will be responsible for conducting in person well-being checks on all residential facilities housing DCFS wards. Programs serving medically complex wards will be required to maintain backup generators for children who are dependent on medical technology. Nurses and aids will be responsible for conducting in person well-being checks on all such children. Placement and Permanency foster care licensing staff will be valuable to conduct back-up foster home on an as needed basis. System of Care providers are available 24/7 for foster care emergencies.

Field Operations Division

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- 1) In Cook County, the Resources Unit, Foster Parent Support Specialists and Lead Advocates, along with the Children's Reception Center are the contacts for placements in an emergency situation.
- 2) Downstate, Licensing and caseworker notes determine where the emergency placements will appear.
- 3) In extraordinary situations (like Katrina) whole communities require emergency placements. In such a situation, the Director and Governor will develop plans to serve the clients of this agency's need.

Division of Budget & Finance

For both Cook County and Downstate, the Office of Contract Administration maintains a database system that contains the name, location and phone numbers of all contracted service providers.

Division of Child Protection

- 1) In Cook County, the DCFS Emergency Reception Center staff in coordination with the Children's Reception Center will coordinate emergency placements.
- 2) Downstate, a foster parent vacancy list will be utilized to determine availability.

K. Guardian Consents for Children for Whom DCFS is Legally Responsible

Division of Guardian and Advocacy

In the event of an emergency, the Consent Team will have lead responsibility for all consents statewide. In addition, authorized agents throughout the state (about 500 employees) have the ability to provide consents on behalf of the DCFS Guardian.

VI. State of Illinois Emergencies Requiring a DCFS Mass Care Services Response

A. Introduction

Field Operations Division

In the unlikely event of a community-wide disaster (natural or man-made) a plan to provide for the needs of DCFS youth, caregivers, parents and staff is essential. DCFS would be responsible for the whereabouts of the 16,000+ youth now in our care. Records whether electronic or hard copy with their demographic and personal information would need to be made available to determine their whereabouts and well-being. A plan to logically relocate them to a safe and stable environment until return to their assignment placements would be necessary. The services of several emergency agencies would be necessary to accommodate this situation.

While Illinois does not currently have an interstate compact agreement with other states, all states are represented under an umbrella organization, the American Public Human Services Association (APHSA), which is, among other things, responsible for coordinating disaster recovery efforts with other states and agencies.

B. Communication Procedures

Placement and Permanency Division

- 1) With External Entities - Placement and Permanency will maintain communications with all placement agencies in the state, through the use of emergency, on call and cellular phones. Email contact will be utilized as available. Emergency notifications to Guardian ad Litem will be facilitated as necessary.
- 2) With Key Internal Staff (Central Office and Regional/Field Staff) - Placement and Permanency maintains a division phone tree as well as emergency contracts for consultations. Ongoing coordination will occur with Operations, Clinical, all Department POS monitoring units, as well as licensing, SCR and Placement Clearance Desk.

Field Operations Division

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- 1) American Red Cross – Downstate Region offices include local contact information in a binder that is site specific. Cook County has the local contact number and address on file.
- 2) Governor’s Office, IEMA, and other State Agencies (Deputy Director’s binder is updated with current names and contact numbers.
- 3) External Entities (Media, State’s Attorney’s Office/Courts) Binder updated by Region/Site.
- 4) Executive Staff (Local and Central Office phone trees are in place).
- 5) Designated Response Staff (phone trees by region/site updated)
- 6) Union Leadership, Foster Parent Leadership (via Office of Labor Relations.)

C. Staffing and Management of DCFS Staff Responding to the Emergency

- 1) Management Staffing/Coordination with ARC Staff
- 2) Casework/response staff
- 3) Guardian/Authorized Agents of the Guardian
- 4) Other Staff – Staff Safety Administrative Procedure #16

Division of Budget & Finance

- 1) The Division of Budget & Finance has Technical Support Staff that maintain the distribution of medical cards for Department youth. Emergency medical cards are distributed by the medical technical support staff to the Departments regional business office for logging and distribution to Department direct service staff that issue them to youth entering DCFS care.
- 2) The Division of Budget & Finance technical support team acts as liaisons with the Department of Human Services and their staff that maintain the states medical transportation program. Medical transportation for Department youth are scheduled by the Division of Budget & Finance Regional Business Staff. The contracted medical transportation program is maintained by First Transit 580 Waters Edge, Suite 200, Lombard, IL 60148, phone # 877-725-0569, fax# 312-327-3854.

Office of Employee Services

- 3) The Division of Employee Services responds to specific emergencies by following the guidelines outlined in Administrative Procedure #16: Staff Safety.

Office of Administrative Services

- 4) The Division of Administrative Services responds to specific emergencies by following the guidelines outlines in Administrative Procedure #16: Staff Safety.

D. Placement Resources for Children

Placement and Permanency Division

The Foster Care Licensing Unit of the Division of Placement and Permanency maintains a database of licensed homes in each region and a listing of DCFS foster homes with vacancies. The Placement and Permanency Unit will assist in identifying foster homes available for placement in an emergency and will assist with contacting those homes (either in person or via telephone) to assess their continued availability and safety. Foster Care Licensing staff will assist operations staff in matching displaced children with available resources.

Division of Budget & Finance

In addition to master contract listing of contracted vendors maintained by the Office of Contract Administration, each region maintains a listing of current placement resources available in their area.

Field Operations Division

- 1) In Cook County, the Resources Unit, Foster Parent Support Specialists and Lead Advocates, along with the Children’s Reception Center are the contacts for placements in an emergency situation.

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- 2) Downstate, Licensing and caseworker notes determine where the emergency placements will appear.
- 3) In extraordinary situations (like Katrina) whole communities require emergency placements. In such a situation, the Director and Governor will develop plans to serve the clients of this agency's need.

E. Guardian Consents for Children for Whom DCFS Becomes Legally Responsible
Division of Guardian and Advocacy

In the event of an emergency, the DCFS Guardian and Assistant Guardian can provide consultation and guidance to staff as needed; they can also provide consents for DNR and Withdrawal of Life Support orders. The Consent Unit will also be maintained, which consists of 8 Child Welfare Advanced Specialist (bargaining unit), to provide consents in Cook County and statewide consents for psychotropic medication and psychiatric hospitalizations. Select members of the list of DCFS Authorized Agents (almost 500 staff) will be on duty as well to provide consents throughout the various regions throughout the state.

The Department reviewed the Disaster Plan during the last year and it continues to meet the ongoing needs of the Department.