

DHS

Business Continuity Management and HIN1

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Deputy Director

Department of Human Services

Business Continuity Management

Major Elements

Business Continuity Planning

The contingency planning for what, where, when and how we continue the services and processes that are critical to our business.

Technical Disaster Recovery

DHS' Technological recovery focuses on recovery of our software applications, networks etc.

Emergency Management and Response

This includes both the immediate health and safety response for both employees and our clients. And DHS' role in Oregon Emergency Management (OEM) activated responses.

Emergency Preparedness for Vulnerable Populations

Preparedness through Collaboration with local and state partners to ensure plans address the needs of DHS' most vulnerable populations.

Communications

DHS Partners

Media

DHS Employees

Clients

Providers

Other State Agencies/Tribes

DHS has multiple stakeholders that depend on information:

Internal:

•Employees

•Staff newsletters

•E-mail

•Websites

External:

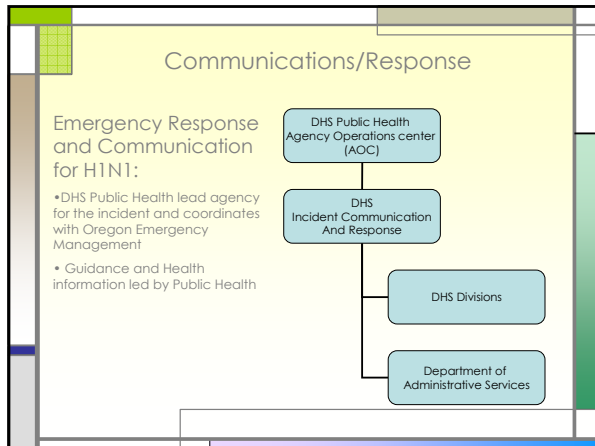
•DHS Partners, Providers, Other State Agencies/Tribes, Clients, Media

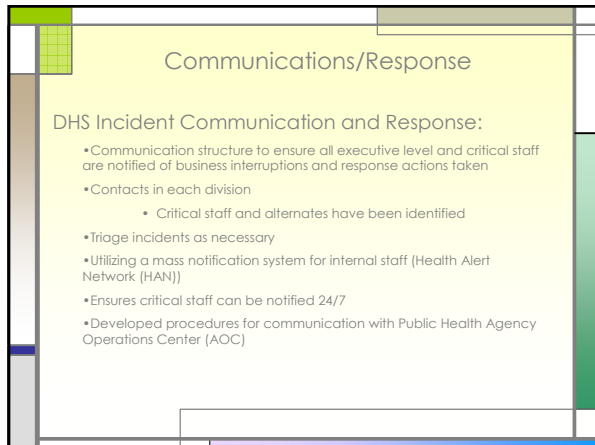
•Websites

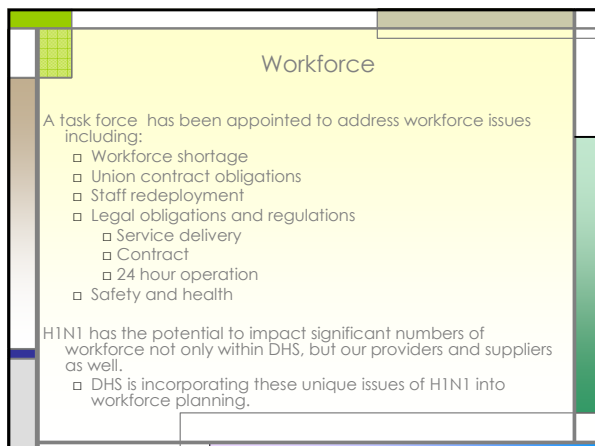
•Local Media Outlets

•Mailings

•Transmittals







Contingency Strategies for Critical Client Services and Internal Operations

Business Continuity and Emergency Preparedness Planning within the Department include:

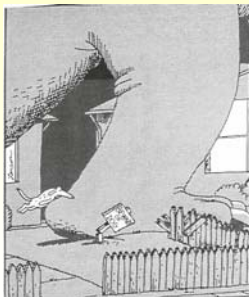
- Identifying staff certification/skills needed to perform critical client services and internal operations in case of redeployment needs
- Plans for providing services from alternate locations
 - Home, offices that remain open, etc.
- Vendor/Supplier shortage or unavailability
 - Emergency contracts
 - Alternate vendors/suppliers identified
- Business surge
- Contract/Licensing rules for providers
 - Reviewing/updating contract language to include business continuity planning
 - Licensing rules updated to include emergency preparedness requirements
- Conducting flu scenario exercises

Contingency Strategies for Critical Client Services and Internal Operations (continued)

Social distancing measures could be activated for communicable diseases such as H1N1 causing:

- Additional challenges to providing services to our clients
 - Contact may be limited
 - Offices may be closed
- Additional challenges to our clients coming to receive services
 - Public Transportation may be affected
 - Clients and family members may be sick

We don't want to be unprepared



Gary Larson, The Far Side

Thank you for your time!

Business Continuity Management
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