



DISASTER PLAN

Addendum B

FY2020

Illinois Department of Children and Family Services

DCFS Disaster Preparedness Plan 2020

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, Issued February 26, 2019, 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.

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 provided 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)

Placement and Permanency Division

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- 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.
- 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.

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 the Department's main administrative office on 6th floor of the Thompson Center, 100 W. Randolph, Chicago, Illinois. The telephone number is 312-814-6800. The fax number is 312-814-3255.

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.

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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 designated offices are closed and to what alternative site to report for duty.

Service Intervention Division

- 1) Executive Staff – will be available at their respective sites or designated relocation sites.
- 2) Other Staff – will report to designated sites as directed. Service Intervention does not provide services directly to youth.

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.

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.

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.

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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 kendall.darling@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

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.

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Service Intervention Division

- 1) With External Entities (Governor's office, other state agencies, media, union leadership, provider leadership, foster parent leadership, law enforcement, State's Attorneys and Courts, etc)
- 2) With DCFS Staff - The Division of Service Intervention has a computerized data base of staff phone numbers. Hard copies are also available.

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.

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 sites.
- 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 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:

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- 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 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.

Service Intervention Division

The Division of Service Intervention does not provide direct services to youth, but is an administrative department. In the event of an emergency, staff will provide whatever assistance is needed to other departments.

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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

- 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.

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

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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

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secondary agencies sites, local Police Departments, Public city and County offices, schools, libraries and churches may be used as re-location sites.

- 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 can not 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.

Service Intervention Division

- 1) Executive Staff – The Deputy Director of Service Intervention will be available and will report to designated location.
- 2) Juvenile Court – The Administrator of Court Services will be available and will report to designated location.
- 3) Other Staff – The unit disaster and evacuation team will be mobilized and available.

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.

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).

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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 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

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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.

Service Intervention Division

- 1) With External Entities – Governor’s office, other state agencies, media, union leadership, provider leadership, foster parent leadership, law enforcement, State’s Attorneys and Courts will be established as needed.
- 2) 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.

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.

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 back up electricity as necessary for technology dependent children. 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.

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- 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
- 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.

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.

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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.

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 back up 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

- 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.

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. (List provided as Addendum A)

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.

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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.

Service Intervention Division

Service Intervention works collaboratively with POS agencies in the areas of Education Programs, Substance Abuse Programs, Post-Adoption, Housing and Health and provide Adjunct Services to Agency Divisions.

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

- 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

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- 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.

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.

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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.
- 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.

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Addendum A

The following Shelter programs are available for Department youth:

DANIEL J NELLUM YOUTH SERVICES, INC.
1458 WEST 51ST STREET
CHICAGO, IL 60609
(773) 927-9277

LAWRENCE HALL ESSEX
8117 S. ESSEX AVE
CHICAGO, IL. 60617
(773) 734-3787

AMY INC-CHILDREN RECEPTION CTR
5001 S MICHIGAN AVE
CHICAGO, IL 60615
(773) 451-4600

MADDEN CENTER
1658 W. GRAND AVE
CHICAGO, IL. 60622
(312) 491-3500

METHODIST YOUTH SERVICES
1737 W. TOUHY AVE
CHICAGO, IL. 60647
(773) 743-8837

SADIE WATERFORD HALFWAY HOUSE COMMITTEE
13651 CRAWFORD
CRESTWOOD, IL 60472
(708) 371-1969

AUNT MARTHA'S YOUTH SERVICE CTR. AURORA
123 SOUTH LAKE STREET
AURORA, IL 60506
(630) 892-5381

SOUTHERN THIRTY
OLD SALEM ROAD
PO BOX 964
MT VERNON, IL 62864
(618) 242-2238

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WEBSTER CANTRELL HALL
1942 E CANTRELL ST
DECATUR, IL 62521
(217) 423-6961

(EMERGENCY FOSTER CARE SHELTER)
ADA S MCKINLEY COMM SERV INC
7748 S. PHILLIPS
CHICAGO, IL. 60649
(773) 356-6972

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Addendum B

DIVISION OF CHILD PROTECTION
EMERGENCY CONTACT INFORMATION

Statewide Issues

Desi Silva	Office	217-786-6830
Senior Deputy, Operations	Desk	217-786-6830
4500 S 6th Street	Cell	309-838-9175
Springfield, IL 62703		

Nora Harms-Pavelski	Office	309-828-0022
Deputy Director, Child Protection	Desk	309-828-0022
401 Brown Street	Cell	217-622-0151
Bloomington, IL 61701		

Julia Barbosa	Office	630-801-3572
Administrator– Permanency	Desk	630-801-3572
8 E Galena Ave	Cell	779-771-3293
Harvey, IL 60426		

Michael Deschamps	Office	708-210-3716
Chief of Staff, Operations	Desk	708-210-3716
15115 S Dixie Highway	Cell	815-990-8570
Harvey, IL 60426		

State Central Registry

Gayle Hopper	Office	217-785-4010
Administrator	Desk	217-557-5736
2200 Churchill Road	Cell	217-494-1397
Springfield, IL 62701		

24 Hour Office #	Supervisor Desk	217-785-4020
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Statewide Intact Family Services

Julia Miller	Office	217/348-7661
Administrator	Desk	217/348-7683
825 18th Street	Cell	217/549-4092
Charleston, IL 61920		

Statewide Compliance

Roi Montalvo	Office	312-328-3235
Administrator	Desk	312/328-3235
1911 S Indiana, 10th Floor	Cell	312/909-4176

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Chicago, IL 60616

Statewide Adoption

Sylvia Fonseca	Office	312/808-5000
Administrator	Desk	312/328-2413
1911 S Indiana	Cell	217/260-0605
Chicago, IL 60616		

Region Issues

Cook Region Regional Administrator

Donna Steel	Office	708-210-3009
15115 S Dixie Highway	Desk	708-210-3009
Chicago, IL 60616	Cell	312-636-1512

Assistant Regional Administrators

Roi Montalvo	Office	312-328-3235
Child Protection	Desk	312-328-3235
1911 S Indiana	Cell	312-909-4176
Chicago, IL 60616		

Arlene Grant-Brown	Office	773-371-6009
Permanency	Desk	773-371-6009
15115 S Dixie Highway	Cell	312-636-1512
Harvey, IL 60426		

Area Administrators – Child Protection

1911 S Indiana, Maywood

Joyce Hall	Office Maywood	708-338-6754
1701 S 1st Street	Desk	708-338-6754
Maywood, IL 60153	Cell	217-299-9388

1026 S Damen & CCAC

Mario Martinez	Office CCAC	312/492-3700
1026 S Damen	Office 1026	312-793-4314
Chicago, IL 60612	Cell	630-280-7847

Deerfield

Tierney Stutz	Office	847-948-6783
1175 Lake Cook Road	Desk	847-948-6783
Deerfield, IL 60015	Cell	847-533-6656

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6201 S Emerald

Mechelle Anderson	Office	773-371-6000
6201 S Emerald	Desk	773-371-6013
Chicago, IL 60621	Cell	847-544-6874

Harvey

Charlotte Robinson	Office	708-210-2800
15115 S Dixie Highway	Desk	708-210-3749
Harvey, IL 60426	Cell	312-802-7276

After Hours/Weekends/Holidays & CDA's

Tanya Carriere (TA)	Office	312-328-2608
1911 S Indiana	Desk	312-328-2608
Chicago, IL 60616	Cell	312-507-1027

Area Administrators – Permanency

1911 S Indiana & Deerfield

Benny Kuriakose	Office 1911	312-808-5000
1755 Lake Cook Road	Desk 1911	312/328-2516
Deerfield, IL 60015	Office Deerfield	847-948-6700
	Desk Deerfield	847-948-6717
	Cell	847-313-9859

1026 S Damen, Maywood, Harvey

Carol Jones	Office 1026	312-793-8527
15115 S Dixie Highway	Office Maywood	708-338-6600
Harvey, IL 60426	Office Harvey	708-210-3063
	Cell	708-968-9658

6201 S Emerald

Fayette Coleman-Gill	Office	773-371-6519
6201 S Emerald	Desk	773-371-6519
Chicago, IL 60621	Cell	

Immersion Site Director

Vacant	Office	312/808-5000
1911 S Indiana, Suite 1038	Desk	312/328-2516
Chicago, IL 60616	Cell	

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Northern Region

Regional Administrator

Carole Ruzicka	Office	630-790-5347
800 Roosevelt Road	Desk	630-790-5347
Glen Ellyn, IL 60137	Cell	847-313-1745

Area Administrators – Child Protection

Aurora, Glen Ellyn, Elgin

Carole Ruzicka	Office Aurora	630-801-3400
8 East Galena	Office Glen Ellyn	630-790-6800
Aurora, IL	Office Elgin	847-888-7620
	Desk	630-844-8417
	Cell	847-313-1745

Glen Ellyn, Woodstock

Rhonda Laye	Office Glen Ellyn	630-790--6812
800 Roosevelt Road	Office Woodstock	815-338-1068
Glen Ellyn, IL 60137	Cell	630-642-9072

DeKalb, Freeport, Sterling

Patrick Mekeel	Office Sterling	815-625-7594
2607 Woodlawn	Office Freeport	815-235-7878
Sterling, IL 61081	Office DeKalb	815-787-5300
	Cell	815-216-6758

Waukegan

Pamela King	Office	847-249-7820
2133 Belvidere Road	Desk	847-249-7820
Waukegan, IL 60085	Cell	

Joliet, Kankakee

Mike Ferguson	Office Joliet	815-730-4034
1619 W Jefferson	Office Kankakee	815-939-8140
Joliet, IL 60435	Cell	

Rockford

Patrice Thomas	Office	815-987-7640
200 S Wyman	Desk	815-987-7640
Rockford, IL 61101	Cell	815-345-0990

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Area Administrators – Permanency

Freeport, Sterling, DeKalb, Rockford

Pedro Mendoza	Office Sterling	815-625-7594
200 S Wyman St., 2nd Floor	Office Rockford	815-987-7640
Rockford, IL 61101	Office DeKalb	815-787-5300
	Office Freeport	815-235-7878
	Cell	708-295-0346

Aurora, Glen Ellyn, Kankakee, Joliet, Waukegan, Woodstock, Elgin

Kathleen Berry	Office Aurora	630-844-8417
8 E Galena Blvd	Office Glen Ellyn	630-790-6800
Aurora, IL 60506	Office Joliet	815-730-4000
	Office Kankakee	815-939-8140
	Office Waukegan	847-249-7800
	Office Woodstock	815-338-1068
	Office Elgin	847-888-7620
	Desk	630-844-8417
	Cell	630-219-9467

Immersion Site Director

Norma Mackay	Office	630-801-3574
8 E Galena Avenue	Desk	630-801-3574
Aurora, IL 60506	Cell	630-487-8404

Central Region

Regional Administrator

Maria Miller	Office	217-208-3021
825 18th Street	Desk	217-208-3021
Charleston, IL 61920	Cell	217-836-2612

Area Administrators – Child Protection

Rock Island, Ottawa, Galesburg

James Marmion	Office Rock Island	309-794-3500
500 42nd Street, Suite 5	Office Ottawa	815-433-4371
Rock Island, IL 61201	Office Galesburg	309-342-3154
	Desk	309-794-3500
	Cell	309-236-4770

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Peoria & Canton

Shea Kemp	Office Peoria	309-671-7900
2001 N E Jefferson	Office Canton	309-647-0051
Peoria, IL 61603	Desk	309-671-7716
	Cell	309-264-6201

Springfield, Lincoln, Jacksonville, Quincy

Angela Kramp	Office Springfield	217-558-0571
1124 N Walnut Street	Office Lincoln	217-753-4402
Springfield, IL 62702	Office Jacksonville	217-479-4800
	Office Quincy	217-221-2525
	Desk	217-479-4808
	Cell	217-685-4426

Charleston, Decatur, Carlinville, Taylorville

Tara Gilman	Office Charleston	217-348-7661
508 S Race Street	Office Decatur	217-875-6750
Urbana, IL 61801	Office Carlinville	217-854-2566
	Office Taylorville	217-824-9649
	Desk	217-348-7661
	Cell	217-840-2726

Urbana, Danville, Bloomington

Tamela Atwood	Office Urbana	217-278-5400
508 S Race Street	Office Danville	217-443-3200
Urbana, IL 61801	Office Bloomington	309-828-0022
	Desk	217-278-5410
	Cell	217-714-9826

Area Administrators – Permanency

Quincy, Rock Island, Carlinville, Jacksonville, Jerseyville, Lincoln, Springfield

Shellee Fecht	Office Quincy	217-221-2525
107 N 3rd Street	Office Rock Island	309-794-3500
Quincy, IL 62301	Office Carlinville	217-854-2566
	Office Jacksonville	217-479-4800
	Office Jerseyville	618-498-9561
	Office Lincoln	217-735-4402
	Office Springfield	217-782-4000
	Office Galesburg	309-342-3154
	Cell	217-685-0061

Bloomington, Peoria, Urbana, Danville, Charleston, Decatur

Jennifer Seward	Office Peoria	309-671-7900
2001 NE Jefferson	Office Urbana	217-278-5400
Peoria, IL 61603	Office Danville	217-443-3200

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Office Charleston	217-348-7661
Office Decatur	217-875-6750
Office Bloomington	309-828-0022
Cell	309-824-0816

Immersion Site Director

Verletta Saxon	Office	309-794-3500
500 42nd Street	Desk	309-794-3500
Rock Island, IL 61201	Cell	309-824-0816

Southern Region

Regional Administrator

Hope Carbonaro	Office	618-244-8414
321 Withers Drive	Desk	618-244-8414
Mt Vernon, IL 62864	Cell	

Area Administrators – Child Protection

Wood River, Granite City, Alton, Carlyle

Stacy Short	Office Granite City	618-876-8985
1925 Madison Avenue	Office Alton	618-466-7014
Granite City, IL 62040	Office Wood River	618-259-8400
	Office Carlyle	618-594-4541
	Cell	618-972-4712

Marion, Metropolis, Anna, Cairo, Murphysboro, Harrisburg

Bob Cain	Office Metropolis	618-524-2428
2309 W Main Street	Office Anna	618-833-4449
Marion, IL 62959	Office Cairo	618-734-0858
	Office Murphysboro	618-687-1733
	Office Harrisburg	618-253-7604
	Office Marion	618-993-7100
	Cell	618-381-5341

Marion, Olney, Mt Vernon, Effingham

Robert Schmink	Office Marion	618-993-7100
2309 W Main	Office Olney	618-393-2979
Marion, IL 62959	Office Mt Vernon	618-244-8400
	Office Effingham	217-347-5561
	Cell	618-521-6989

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Area Administrators – Permanency/Paired

East St Louis, Belleville, Wood River, Alton, Carlyle

Janel Angell	Office E St Louis	618-583-2100
10 Collinsville Avenue	Office Belleville	618-257-7500
East St Louis, IL 62201	Office Wood River	618-259-8400
	Office Alton	618-466-7014
	Office Carlyle	618-594-4541
	Cell	618-363-4843

Marion, Murphysboro, Mt Vernon, Effingham, Olney, Harrisburg, Anna, Cairo, Metropolis

Courtney Field	Office Marion	618-993-8639
2309 W Main	Office Murphysboro	618-687-1733
Marion, IL 62959	Office Mt Vernon	618-244-8400
	Office Effingham	217-347-5561
	Office Olney	618-393-2979
	Office Harrisburg	618-253-7604
	Office Anna	618-833-4449
	Office Cairo	618-734-0858
	Office Metropolis	618-524-2428
	Cell	618-841-1387

Immersion Site Director

James Tooles	Office	618-583-2142
10 Collinsville Avenue	Desk	618-583-2127
East St Louis, IL 62201	Cell	618-304-0072

IEMA Documents

**ILLINOIS EMERGENCY MANAGEMENT AGENCY
MASS CARE/SHELTERING ANNEX**

OVERVIEW

Illinois has historically, and will again in the future, contend with a number of natural (flood, tornado, extreme weather), technological (utility failure, structural fire and/or collapse) or political (terrorist chemical, biological, radiological, explosive attack) hazards that could affect a significant portion of its population. The IEMA Mass Care & Sheltering Annex is being developed to provide an operational framework based on FEMA's estimation that a catastrophic, no notice incident could result in the evacuation of up to 1 million people, of which 100,000 persons or more would be in need of some form of sheltering assistance. To address this issue, IEMA is developing this plan based on the Hub Center and Spoke shelter concept. This relies on pre-identifying Hub Reception Centers (HRCs) and Spoke shelters around the State that could execute and accomplish the following goals and objectives.

DEFINITIONS

Catastrophic Incident: A calamitous occurrence that causes great damage, substantial loss of life, and/or hardship that will result in an extended recovery period. The incident could be caused by a natural, technological or political occurrence. County, state or federal response resources and activation of mutual aid agreements will be required for response and recovery.

Functional Need Populations: That portion of a given population requiring specialized support and assistance due in part to an impairment, which can be mobility, visual, hearing, speech and/or cognitive in nature.

Hub Reception Center (HRC): A facility that has the resources and logistical capabilities to facilitate the intake and processing of an evacuated population. Hub Reception Centers will receive evacuees from a disaster area and then intake, register and process evacuees based on assessment criteria. The main objective of the hub center is to identify and provide for immediate needs of evacuees and assign them into appropriate spoke shelters or other final destinations.

Spoke Shelter: A facility that will provide a safe and secure refuge based on evacuees needs and sheltering categories. Shelters will vary in their size, capacity, and categories of evacuees they may accommodate. Based on the type, scope and severity of an incident, shelters may be operational for short, mid or long-term use. Types of shelters include congregate, general population, functional needs, medical support,

Assembly and Transportation Center (ATC): A rally or staging point where evacuees can gather to be transported out of an affected area. ATCs should be pre-identified by local jurisdictions and need to be strategically located to maximize, 1) the ability of evacuees to get to, and 2) the ability of transportation resources to move evacuees out of the affected area.

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GOALS

The goal of this annex is to ensure the safety of a population impacted by a catastrophic incident. The primary objectives of this project are to:

- efficiently and accurately inform, evacuate, intake and register, and process people displaced by a catastrophic incident.
- efficiently direct and move people out of the affected area.
- direct those persons needing shelter assistance to pre-designated Hub Reception Centers.
- provide appropriate immediate health care and related services to evacuees.
- determine shelter needs (general population, special needs, medical, animal, etc); and,
- ultimately, place evacuees in appropriate shelter facilities or other final destinations.

In the event of a catastrophic disaster in Illinois, evacuations from the affected area will create a large demand for sheltering and mass care related functions. Pre-identified Hub Reception Centers will be located strategically throughout the State of Illinois. IEMA's intent is to have at least one Hub Reception Center identified in each of its eight regions. Spoke Shelters will be pre-identified throughout the State and directly coordinate with a contiguous Hub Reception Center. This Annex will be designed to address a catastrophic incident, and will be activated by the Director of IEMA or his designee. This Annex will NOT supersede any local jurisdiction's emergency operations plans or related protocols.

The IEMA Mass Care & Sheltering Annex is predicated on the same planning assumptions, policies, responsibilities and guidelines as stated in the Illinois Emergency Operations Plan (IEOP), and will provide specific operational guidance in support of Emergency Support Function #6, Mass Care. State agencies or departments with designated responsibilities in the IEOP will establish and institutionalize processes and procedures necessary to effectively operationalize and execute those responsibilities.

PURPOSE

This Annex will be scalable based on the size and scope of the incident, and will:

- coordinate the delivery of mass care, emergency assistance, medical services, housing and human care services by local, State federal and private sector partners.
- pre-identify strategic Hub Reception Centers for the initial intake and processing of evacuees as well as ultimate shelter destinations for populations displaced by a catastrophic event.
- define and clarify responsibilities, tasks, and operational actions of all levels of governmental agencies and private sector partners that have a role in providing mass care and sheltering services.
- define and describe the policies, processes, roles, and responsibilities inherent in the various functions before, during, and after a catastrophic incident requiring mass care and sheltering.
- efficiently and effectively inform, evacuate, process and place evacuees from a catastrophic incident that exceeds the capabilities of the jurisdiction(s) in which the incident occurs.
- provide appropriate immediate health care services at Hub Reception Centers.

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- determine shelter needs of the impacted population (general population, special needs, medical, animal, etc.); and
- ultimately place evacuees into appropriate “Spoke” shelter facilities based on need and duration of incident (short, mid or long-term).

PLANNING ASSUMPTIONS

- Mass sheltering planning assumptions are based on an “All Hazard” philosophy, worst case scenario such as a catastrophic earthquake, category 5 tornado, major flooding, or terrorist incident.
- Activated Hub Reception Centers will be outside the impacted disaster area.
- Each pre-identified Hub Reception Center should have the capacity to intake and process, and ultimately place up to 20,000 over a seven-day activation period.
- Thru-put capacity will vary for each Hub Reception Center facility, but a standardized expectation for each facility is to have the capabilities to:
 - process up to 2,857 evacuees per day ($2,857 \times 7 = 20,000$ over 7 days. This equals 119 persons per hour. (this number will vary based on several factors).
- There will probably be an unequal influx of evacuees into Hub Reception Centers based on the size, scope, type and location of the incident.
- Based on the scope of the incident and number of people evacuated, up to five (5) Hub Reception Centers may need to be opened throughout the State.
- Thousands of family members may be separated immediately following a no-notice disaster, such as children in schools and parents at work, which will necessitate activation of the Red Cross Disaster Welfare Inquiry System.
- The ARC Disaster Welfare Inquiry system inquiries will relate to persons who are residents of the disaster-affected area, as well as transients such as foreign and domestic tourists, business travelers, students, etc.
- Individuals will be anxious to identify the location and health/condition of family, friends and/or co-workers. The makeup of the dislocated will likely be diverse and will require attention to cultural, ethnic, language and other related needs.
- The nature and extent of the disaster event will require a preplanned, immediate and automatic response from all primary, support and cooperating agencies and organizations.
- Some victims will go to shelters; others will find shelter with friends or relatives. Some victims will remain with their damaged homes. Individuals who remain in their homes or who stay with friends or relatives may still require mass care services.
- Some disaster victims may be reluctant to stay inside shelter facilities for various personal safety and/or security reasons.
- A pre-planned recruitment, verification, credentialing, training and deployment strategy will be required to accommodate the large numbers of spontaneous volunteers.

HUB RECEPTION CENTER ESSENTIAL SUPPORT SERVICES (ESS)

- **Client Registration** – functions required for the intake, registration, assessment, and placement of evacuees into final destinations or shelters.

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- **Facility Management** – administrative and operational functions needed to open and operate facilities identified as Hub Reception Centers.
- **Facility Security & Access Control** – functions required to provide both internal and external facility security.
- **Parking, Staging & Traffic Control** – functions required to ensure the efficient movement of vehicles and people into, out of, and around secured facilities.
- **Public Information/Public Affairs/Media Relations** – functions required to coordinate the collection, analysis and release of information relative to Hub Reception Center operations, sheltering, and related issues with the incident Unified Command/Joint Information System.
- **Dormitory Considerations** – functions required to provide short term, temporary lodging at Hub Reception Centers for evacuees not placed into shelters or assisted to final destinations; also housing for staff as required.
- **Medical & Mental Health Services** – functions required to provide both physical and mental health care to evacuees during processing at Hub Reception Centers.
- **Meal Service** – functions required to produce meals for evacuees and staff.
- **Communications/Information Technology** – functions required to provide both internal and external communications to sustain Hub Reception Center operations and services.
- **Family Reunification** – functions required to assist evacuees to reconnect with family members and/or connecting with other agencies that provide family reunification services.
- **Janitorial/Sanitation** – functions required to maintain the cleanliness of the facility and minimize the potential spread of disease among Hub Reception Center occupants.
- **Building Maintenance & Engineering** – functions required to maintain the operational capacity of Hub Reception Centers when activated.
- **Logistical Support** – functions required in the identification, acquisition, transportation, and processing of supplies, equipment and other commodities needed in the operations of a Hub Reception Center as well as inclusive services.
- **Donation Management** - functions required to identify, acquire, store & distribute items appropriate for facility operations as well as in the provision of essential services to evacuees.
- **Child Care** – functions required to assist in the care of children while at a Hub Reception Center.
- **Companion Animal Care** – functions required to safely intake, register and process companion animals and household pets of evacuees during their intake, registration and placement process.
- **Transportation Services** – functions required to assist evacuees get to final shelters or other destinations once processed at Hub Reception Centers.

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Emergency Support Function 6 – Mass Care

Primary Agency American Red Cross (ARC)

Support Agencies Capital Development Board (CDB)
Illinois Board of Higher Education (IBHE)
Illinois Commerce Commission (ICC)
Illinois Community College Board (ICCB)
Illinois Department of Agriculture (IDOAg)
Illinois Department of Central Management Services (CMS)
Illinois Department of Children and Family Services (DCFS)
Illinois Department of Commerce and Economic Opportunity CEO

Illinois Department of Corrections (IDOC)

Illinois Department of Human Services (IDHS)

Illinois Department of Military Affairs (IDMA)

Illinois Department of Natural Resources (IDNR)

Illinois Department of Public Health (IDPH)

Illinois Department of Transportation - Division of Aeronautics (IDOT-A)

Illinois Department of Transportation - Division of Highways (IDOT-H)

Illinois Department of Veteran's Affairs (IDVA)

Illinois Department on Aging (IDOA)

Illinois Emergency Management Agency (IEMA)

Illinois State Board of Education (ISBE)

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I. Introduction

A. Purpose

1. provide coordination of sheltering, feeding, and emergency first aid following a disaster or other event that is beyond the capacity of local government to adequately meet the needs for mass care services in its community
2. operate a Disaster Welfare Inquiry system to collect, receive, and report information about the status of victims

3. coordinate bulk distribution of emergency relief supplies to disaster victims following a disaster.

B. Scope

1. The American Red Cross (ARC) independently provides mass care services to all disaster victims as part of a broad program of disaster relief, as outlined in its charter provisions enacted by the United States Congress, Act of January 5, 1905 and the Robert T. Stafford Disaster Relief and Emergency Assistance Act (P.L. 93-288 as amended by P.L. 100-107).
 - a. For the purposes of the IEOP, the ARC is deemed to be a state agency and operates under the IDMS in accordance with NIMS.
 - b. ARC provides assistance to disaster victims regardless of
Gubernatorial Proclamation or Presidential Declaration.
 - c. ARC has also agreed to assume primary responsibility under the
National Response Plan to coordinate Federal government
assistance to the mass care response of State and local
governments and the efforts of voluntary agencies.
2. Initial response activities will focus on meeting urgent needs of disaster victims on a mass care basis. The provision of the customary ARC disaster services of Emergency Assistance, Additional Assistance, Disaster Health and Mental Health Services will be considered based on the needs of disaster victims, the disaster situation, and available resources.
3. Mass Care encompasses the following.

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- a. sheltering, which includes using
 - (1) pre-identified shelter sites in existing structures
 - (2) creating temporary facilities
 - (3) constructing temporary shelters and using similar facilities outside the disaster-affected area

- b. Operations will be based on sound nutritional standards and will include provisions for meeting requirements of disaster victims and workers with special dietary needs. Feeding will be accomplished by using the following.
 - (1) fixed sites
 - (2) mobile feeding units
 - (3) bulk food distribution

- c. Emergency first aid will be provided to disaster victims and workers at mass care facilities and at designated sites within the disaster area. These services will be supplemental to emergency health and medical services established to meet the needs of disaster victims.

- d. The Disaster Welfare Inquiry System collects information regarding individuals within the affected area. This information can be provided to aid in reunification of family members who were separated at the time of the disaster or provided to immediate family members outside the affected area.

- e. bulk distribution of emergency relief items
 - (1) Sites will be established within the affected area for the distribution of emergency relief items.

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- (2) Distribution plans for these relief items will be determined by the requirement to meet the most urgent needs of disaster victims.

II. Assumptions

- A. Mass Care planning assumptions are based on a worst-case scenario, such as a catastrophic earthquake, in which a disaster occurs without warning at a time of day that will produce maximum casualties, but also considers other disasters that could cause numerous casualties and result in widespread damage necessitating the temporary relocation of disaster victims.
- B. The nature and extent of the disaster event will require a preplanned, immediate and automatic response from all cooperating agencies.
- C. Citizens in Illinois could become displaced from their homes following a catastrophic earthquake, specifically the New Madrid Fault. Mass Care shelters may be required to accommodate disaster victims and emergency workers for at least 30 days following the disaster. The Mass Care function may also be required to provide feeding support.
- D. Some victims will go to shelters. Others will find shelter with friends or relatives. Some victims will remain with their damaged homes. Individuals who remain in their homes or who stay with friends or relatives may still require mass care services. Some victims will travel to non-impacted areas of the State, necessitating that mass care services be provided at those locations.
- E. Some disaster victims may be reluctant to stay inside shelter facilities following an earthquake.
- F. Large numbers of spontaneous volunteers from the affected area and around the country will require a preplanned recruitment strategy and operational training effort.
- G. Surviving telephone service into and within the disaster area will be either inadequate or prioritized to emergency uses to the extent that it will be unable to handle disaster family well being inquiries.
- H. The magnitude of the disaster will require the operation of large long-term shelters.
- I. The massive relocation of disaster victims will limit or prevent routine mail delivery. This may cause financial hardship to those depending upon mail delivery (e.g., social security recipients, veterans benefit recipients, those depending on the receipt of insurance proceeds sent by mail, etc.).
- J. Large amounts of unsolicited donated goods and services will require that the implementation of a preplanned donations management strategy plan.
- K. The Disaster Welfare Inquiry system inquiries will relate to persons who are residents of the disaster-affected area, as well as transients such as foreign and domestic tourists, business travelers, students, etc. In addition, there will be many persons who are separated from their families.
- L. Some medical facilities will be so overtaxed that accurate record keeping on treated, released, hospitalized, and transferred individuals will be impossible. This will complicate the Disaster Welfare Inquiry system response.
- M. Mass care facilities will receive priority consideration for structural inspection to ensure safety of occupants.
- N. Mass care operations and logistical support will receive high priority by State and Federal support agencies.

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- O. The names of many of the injured, treated, and released will continue to appear on casualty lists.
- P. The more seriously injured will be transported to hospitals outside of the disaster area, some of them hundreds of miles away.

III. Concept of Operations

A. Policies

- 1. This annex will be implemented upon the determination of the IEMA Director or his designee; however, the provision of Disaster Services by ARC or other agencies acting under their own authorities will not be dependent upon a gubernatorial proclamation.
- 2. All services will be provided without regard to economic status, racial, religious, political, ethnic, or other considerations.
- 3. The IEOP will not supersede ARC response and relief activities nor shall it require ARC to perform any services contrary to its policies and procedures. ARC relief operations will conform to the ARC Board of Governor's Disaster Services Policy Statements and will be performed in accordance with the ARC Disaster Services Regulations and Procedures. ARC will maintain administrative and financial and operational control over its activities and direction of its own personnel.
- 4. All appropriate government (local, State and Federal), voluntary agency, and private sector resources will be used as available and needed.

B. General

- 1. ARC response will be initiated locally. This response will be augmented by ARC disaster personnel from other areas of the State and from throughout the United States. Regional assembly areas, staging areas, and mobilization centers have been pre-identified to facilitate the arrival of personnel from outside the affected area.
- 2. Pre-identified personnel from ARC's Quick Response Team will be dispatched to the disaster site to begin coordinating relief operations.
- 3. ARC will establish a disaster relief operations headquarters for on-site coordination and management of the disaster. Depending upon the size and scope of the disaster, various district offices may be established to coordinate activities on a regional basis.
- 4. The ARC representative in the SEOC will serve as the operational liaison with IEMA and other State government agencies.
- 5. The State Mass Care element will coordinate its actions with the Federal Mass Care Representative at the Regional Operations Center (ROC).
- 6. If the National Response Framework is implemented, the Advance Element of the Mass Care Emergency Response Team will convene at a location near the SEOC

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until a Disaster Field Office (DFO) has been established. A member of the team may also deploy to the SEOC to assist in the coordination of relief activities.

7. Following a widespread or catastrophic disaster, the ARC may convene a meeting of the entire State Mass Care Group. Support agencies (particularly those not represented in the SEOC) will be expected to provide full time liaisons for 24-hour representation as necessary. Support agency representatives will have sufficient knowledge of the capabilities and resources of their agencies, with appropriate authorities to commit resources to the response effort.
8. The ARC State Disaster Staffing Center will be activated to coordinate the recruitment and deployment of ARC disaster relief personnel.
9. An ARC representative may assist in Public Information activities.

C. Mass Care

1. Response agencies should plan for their workers to be self-supporting for at least the first 72 hours after arrival in the affected area.
2. Following this time period, alternate arrangements for feeding and sheltering emergency workers should be established by the workers' parent organization recognizing that the primary focus of mass care activities will be to provide immediate relief to disaster victims.
3. All appropriate government facilities will be utilized as needed in the provision of mass care services.

D. Disaster Welfare Inquiry

1. Information transmitted to the Disaster Welfare Inquiry system, consisting of the names of those persons identified on shelter lists, National Disaster Medical System (NDMS) casualty lists, and any further information made available by the SEOC and hospitals will be collected and made available to the immediate family members within or outside the affected area. ARC does not make notifications of death to family members.
2. Information about casualties evacuated from the affected area to other medical facilities will be restricted to that provided by NDMS tracking capability.
3. The category "missing" will not be used by the Disaster Welfare Inquiry system.
4. Agencies with communications capabilities will be tasked to transmit information to the Disaster Welfare Inquiry center. (See Annex 2 - Communications).
5. The Disaster Welfare Inquiry operation will be discontinued when practical.

E. Notification

1. IEMA is responsible for notifying agencies that send representatives to the SEOC when a disaster has occurred that could result in the activation of the IEOP. ARC

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maintains a 24-hour response number and has provided IEMA with a roster of duty officers who may be contacted directly.

2. Upon notification of the implementation of the Mass Care Annex, ARC will inform all Mass Care support agencies and the Illinois Voluntary Organizations Active in Disaster (VOAD) and share information about the incident and initial response actions. ARC does not provide confidential personal information provided to ARC by disaster victims or emergency workers without explicit consent of the individual. Support agencies shall provide ARC and IEMA rosters of liaison personnel for 24-hour contact.
3. Support agencies are responsible for making their own internal notifications.
4. The ARC Lead Unit for Disaster Services will notify ARC field units of the activation of the plan, share information about what has occurred, initial response actions, and direct that they initiate their appropriate response.

F. Organization

1. The ARC State Relations Disaster Liaison or designated alternate will initially serve as the State Mass Care Operational Liaison and will be the primary point of contact for requests for assistance and for communication with support agencies.
2. Once established, the Disaster Relief Operations Headquarters will organize and manage the ARC disaster relief operation, request mobilization and support from the ARC National Disaster Operations Center, and exchange information and request additional support from the State Mass Care element.

3. A Red Cross Coordinating Officer will be appointed to manage the coordination between State and Federal Mass Care agencies and the ARC Disaster Operations Headquarters.

G. Federal Coordination

Under a Presidential Declaration of a major disaster or emergency, State agencies' requests for support will be submitted through the State Coordinating Officer in the DFO.

IV. Responsibilities

A. Primary Agency - American Red Cross

1. supports the management and coordination of sheltering, feeding, supplemental disaster health services, bulk distribution of emergency relief items, and Disaster Welfare Inquiry services to the disaster affected population
2. establishes and operates mass care shelters and feeding facilities for disaster victims requiring these services
3. provides emergency feeding to disaster victims and emergency workers
4. provides bulk distribution of disaster relief supplies

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5. operates a Disaster Welfare Inquiry service to facilitate the communication between disaster victims and their anxious relatives outside the disaster area
6. coordinates the recruitment and assignment of personnel for mass care operations
7. coordinates, within its agreements with other organizations, the provision of relief efforts by all voluntary agencies actively engaged in providing assistance to disaster victims, including:
 - a. providing trained personnel in its Disaster Services Human Resources (DSHR) system in Illinois. Draws upon personnel from other chapters and units throughout the United States if warranted
 - b. maintaining Statements of Understanding with more than 70 organizations and professional or associations which have agreed to support the ARC in providing services
 - c. maintaining stockpiles of essential disaster relief supplies (cots, blankets, food and beverage containers, clean-up kits, comfort kits, etc.) at various ARC chapters throughout the State as well as in a central warehouse; coordinates delivery of additional supplies from several Disaster Field Supply Centers (DFSC's)
 - d. maintaining a Logistics Immediate Response Vehicle (LIRV) in Springfield containing administrative supplies, telephones, calculators, facsimiles, copiers, tables and chairs, etc. to establish an administrative headquarters to coordinate the ARC response
 - e. maintaining Emergency Response Vehicles (ERV's) and a Mass Care Kitchen in Illinois available for immediate deployment; Coordinates additional ERV's use from the national fleet; draws upon the additional vehicles (vans, trucks) maintained by major chapters for additional services
 - f. activating the Southern Baptist Convention (SBC) through their agreement to support ARC in mass feeding. The SBC maintains an 18-wheel semi-trailer in Illinois capable of providing support for mobile feed. The SBC maintains another trailer stocked with supplies

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(rakes, shovels, plastic bags, wet vacs, etc.) to support clean-up operations and emergency child care service

- g. providing ARC trained personnel including administrative staff, liaison staff, disaster health personnel (nurses, emergency medical technicians, first aid certified personnel), caseworkers, mental health professionals, logistics personnel, cooks, and communications staff. The technical staff is available to support ARC services; however, in some instances, the ARC could provide technical assistance to other agencies
- h. maintaining staff with significant experience in managing large groups of people, in registering disaster victims, in conducting damage assessment and determining quantities of food and water needed by disaster victims and relief workers
- i. maintaining contracts with all major vendors (food services, transportation, communications, etc.) to provide support for ARC services

B. Support Agencies

- 1. Illinois Department on Aging
 - a. arranges for the use of Senior Citizens Centers as mass care shelters and food preparation sites
 - b. assists with the distribution of food; many Senior Citizen Centers serve as nutrition sites and maintain emergency food provisions
 - c. provides outreach workers to provide specialized assistance to senior citizens who are disaster victims. In a Federally declared disaster, the Department on Aging can provide Federal grant funds to local Area Agencies on Aging to assist the clients they serve

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- d. assists in providing transportation of senior citizens to mass care facilities
- e. provides assistance with the distribution of food and other mass care items to senior citizens who may not be able to reach mass care facilities

2. Illinois Department of Agriculture

- a. arranges for the use of the Illinois State Fairgrounds in Springfield and DuQuoin as staging areas, mobilization centers, base camps, feeding centers, headquarters facilities, shelters, and warehouse facilities, as needed
- b. provides assistance with coordinating the use of county fairground facilities as staging areas, mobilization centers, shelters, and headquarters facilities as needed
- c. provides personnel as requested to staff mass care facilities
- d. assists in the coordination of the appropriate placement of animals brought to shelter facilities.
- e. The Humane Society of the United States has developed a plan for the care of animals after a disaster. A Memorandum of Understanding with the Humane Society of the United States has been established to provide supporting resources in the event of a disaster. (See Emergency Animal Disease/Animals in Disaster Annex)

3. Illinois Board of Higher Education

- a. maintains a current list of primary and secondary response coordinators for each public university campus
- b. provides dormitories to serve as shelters

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4. Capital Development Board

- a. coordinates the construction of temporary shelter facilities, if necessary, in the disaster area
- b. assists in providing qualified staff or contractors to inspect the structural safety of mass care shelter facilities

5. Illinois Department of Central Management Services

- a. assists in the procurement of needed disaster relief supplies
- b. assists in providing fuel, repair, and service to vehicles providing mass care relief services
- c. provides technical assistance for telecommunications services to the impacted area including the establishment of free phone banks for disaster victims use in assisting family reunification
- d. provides assistance in identifying foreign language interpreters, as needed
- e. provides telecommunications support to disaster relief facilities
- f. identifies and distributes information on the availability of State and Federal surplus property for disaster relief operations
- g. provides logistics support for disaster relief operations as appropriate
- h. provides technical assistance in the recruitment and deployment of State employees for temporary assignment as disaster relief workers to support mass care activities
- i. coordinates the provision of video conference services for use by disaster relief personnel

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- j. coordinates the use of CMS-managed State facilities (other than the Capitol Complex) and property for use as staging areas, headquarters facilities, and service delivery locations
- k. through the Illinois Information Service, provides media tracking of stories related to the disaster for obtaining disaster intelligence information about relief operation
- l. assists in providing information to disaster victims and emergency workers through the use of the state's web site or specifically designed web pages for the disaster relief operation and for assistance in notification of key personnel and facilities by broadcast, fax, or blast email

6. Illinois Department of Children and Family Services

- a. provides assistance in coordinating the placement of children separated from their parents or guardians following a disaster
- b. coordinates the provision of financial assistance to wards of the State who are disaster victims
- c. provides assistance directly or through the assistance of agencies contracted to DCFS in the operation of mass care facilities

7. Illinois Commerce Commission

- a. assists in coordinating the transportation of emergency disaster relief supplies by rail
- b. serves as a liaison with utility companies to arrange for high priority restoration of utility services to mass care facilities (shelters and kitchens)

8. Illinois Community College Board

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- a. coordinates the use of community colleges as mass care facilities, staging areas, mobilization centers, and headquarters facilities,
- b. assists in coordinating the assignment of personnel with specialized skills (i.e. food service staff, foreign language interpreters, health care personnel, logistics staff) to assist in mass care relief operations

9. Illinois Department of Commerce and Economic Opportunity

- a. arranges for the provision and analysis of census data of disaster affected areas
- b. assists in providing information about available housing in nearby communities

10. Illinois Department of Corrections

- a. arranges for the use of correctional institutions (including the use of inmate and correctional center staff) for the preparation of food for disaster victims and emergency workers
- b. provides inmate labor to assist with disaster relief activities (loading and unloading of supplies, cleaning of food and beverage containers, etc.)
- c. provides for the use of correctional center laundry facilities to clean disaster victims' and emergency workers' clothing (i.e., following long term sheltering)
- d. provides products from Correctional Industries for use by disaster victims and emergency workers

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- e. provides inmate and staff labor for the preparation of up to 250,000 meals per day from the correctional institutions. Additional meals may be prepared by institutions throughout the State and transported to the affected area
- f. provides correctional staff certified as Emergency Medical Technicians (EMTs) and CMTs. to assist with first aid needs and certified mental health staff to assist in family counseling
- g. provides staff as available for the management of mass care facilities
- h. provides assistance with storage of disaster relief supplies at correctional facilities

11. Illinois Department of Human Services

- a. takes responsibility for wards and other dependents of the state relying on state assistance
- b. coordinates the placement of disaster victims with Alcohol and Other Drug Abuse (AODA) problems who may not be appropriate for general population disaster shelters
 - (1) coordinates the delivery of AODA prevention, outreach, intervention, and treatment services to disaster victims during the recovery period
- c. coordinates the provision of mental health services to disaster victims living in shelters or at other disaster relief centers
- d. coordinates the provision of mental health services to disaster workers as needed
- e. assists in the placement of disabled individuals for whom congregate care living may not fully meet their special needs

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- (1) assists in coordinating the recruitment and placement of private care attendants for disabled individuals living in congregate care facilities or whose attendants are not available as a result of the disaster
- (2) assists in providing transportation for disabled individuals to mass care facilities or for the transportation of mass care supplies to disabled individuals who are not able to access public facilities because of the disaster

- f. assists in providing interpreters for the deaf and hard of hearing and translation of emergency information into braille for disaster victims who are visually impaired
- g. assists in coordinating vendors to provide assistance with mass care feeding operations
- h. coordinates the provision of infant and baby formula and replacement coupons issued through the Women Infant and Children (WIC) program
- i. provides assistance by distributing emergency food stamps to disaster victims
- j. provides financial assistance to disaster victims through the Crisis Assistance Program
- k. provides assistance in assigning social work staff in resolving difficulties in shelters and other places where disaster victims congregate
- l. provides assistance in coordinating emergency day care services for disaster victims

12. Illinois Department of Military Affairs

- a. provides armories as mass care shelters, feeding centers, base camps, staging areas, mobilization centers, or disaster relief centers
- b. provides logistical support and air/ground transportation of disaster relief supplies, personnel, and equipment
- c. provides available resources such as emergency communication, cots and blankets, tents, mobile kitchen trailers, emergency power generation, portable heaters, emergency lighting, water trailers, emergency refueling, food service and congregate care personnel and emergency food supplies (Meals-Ready-to-Eat - MREs),
- d. assists in providing potable water for disaster victims

13. Illinois Department of Natural Resources

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- a. provides State parks and facilities as shelters, feeding centers, mobilization centers, and staging areas
- b. provides assistance with transportation of food, supplies, and disaster relief personnel by boat or snowmobile to isolated areas
- c. provides personnel as available to manage shelter facilities and other mass care facilities
- d. provides disaster intelligence information about flood stages and the potential for evacuation

14. Illinois Department of Public Health

- a. collaborates with other local health care entities in locating health care workers to augment personnel assigned to first aid victims
- b. assists in obtaining ice and potable water to disaster victims at shelters, feeding centers, and other areas where disaster victims or emergency workers congregate
- c. assists in obtaining portable rest room facilities for congregate care areas, if available or will assist with the provision of emergency waste management information to control local defecation and to encourage the concentration of human wastes into areas where it can be managed properly
- d. provides technical assistance for shelter operations related to food, private water supplies, waste disposal, vectors, and vermin
- e. assists in the provision of medical supplies for use in shelters

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- f. assists with the provision of specialized meals (low sodium, diabetic meals, etc.) through hospitals and long-term care facilities, for disaster victims with specialized dietary needs
- g. in cooperation with other state agencies, assists with the determination of the proper existing care facility for those persons determined not to be medically appropriate for placement in congregate care facilities established for the general population (i.e., invalids, the frail elderly, persons with communicable diseases, disaster victims in need of constant medical attention such as those requiring life support equipment, dialysis patients, Alzheimer patients, etc.)

15. Illinois Department of Transportation - Division of Aeronautics

- a. provides air transportation of key medical personnel to an event area
 - 1. provides air transportation of emergency supplies to support personnel in an event area

16. Illinois Department of Transportation - Division of Highways

- a. provides transportation to support mass care efforts as required
- b. provides highway condition information about roads to and from disaster areas and relief centers
- c. provides the use of State rest areas as emergency Mass Care facilities
- d. provides storage of mass care supplies at IDOT facilities
- e. uses IDOT road information radio system and emergency highway signs to broadcast critical information to evacuees and disaster victims such as location of shelters and emergency first aid stations and assistance centers

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17. Illinois Department of Veteran's Affairs

a. arranges for the limited use of State Veteran's home facilities, property services as may be reasonable or available, or as resources permit

- (1) through coordination between the SEOC and the Director or his designee
- (2) through coordination between the UAC and the home administrator as approved by their respective supervisors

b. assists in the coordination of the provision of assistance to veterans who are disaster victims

c. provides staff as available to assist in the operation of mass care facilities including the provision of available medical staff from veterans' homes

18. Illinois Emergency Management Agency

a. assists in establishing priorities and coordinating the transition of mass care operations with recovery activities based upon the disaster situation information and the availability of resources that can be appropriately utilized

b. provides Disaster Intelligence information that impacts mass care activities

c. provides logistics support, including communications, for disaster operations as appropriate

d. coordinates the inspection of mass care shelter sites after the disaster to ensure suitability of facilities to safely shelter disaster victims and emergency workers

19. Illinois State Board of Education

a. coordinates the acquisition and transportation of United States Department of Agriculture (USDA) commodity foods

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- b. assists in coordinating the use of school facilities as shelters, feeding centers, headquarters facilities, staging areas, mobilization centers, and relief centers
- c. assists in coordinating the recruitment and assignment of school district personnel with specialized skills (school nurses, guidance counselors, school psychologists, school food service personnel, nutritionists, etc.) to assist in the provisions of mass care services
- d. provides technical assistance from nutritionists to assist in menu planning and development

20. Office of the Secretary of State

- a. provides for the use of facilities in the State Capitol Complex as shelters, feeding sites, staging areas, mobilizations centers, and disaster relief headquarters
- b. provides assistance in the replacement of identification (state ID cards, driver's licenses) for disaster victims and emergency workers
- c. provides for the issuance of specialized identification for restricted access to mass care or other disaster relief facilities

21. Other Agencies:

In addition to the responsibilities identified above, there are a number of State Agencies, State Colleges and Universities, and private voluntary organizations that may be expected to provide personnel and critical resources to support disaster operations. Responsibilities of many of these agencies are identified elsewhere in the IEOP.

V. Resource Requirements

A. Personnel

- 1. *Disaster relief personnel may be activated from ARC, voluntary agencies such as members of VOAD, veterans' groups, labor unions,*

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professional associations, private corporations with which the ARC has agreements, and various State agencies.

B. Equipment

1. *Many of the following items can be obtained through normal disaster supply channels. Cots and blankets, air mattresses, sleeping bags, water containers, cooking equipment, first aid and shelter medical supplies, vehicles for transport of personnel and supplies, ARC comfort and clean-up kits, portable lamps, generators, fans, office supplies, tables and chairs, tents, portable heaters, feeding equipment, two-way radios, phones and cellular phones, portable fax machines, portable computers with modems, and maps are some of the items that will be needed to support the mass care relief effort.*

C. Facilities

1. *Available undamaged facilities may have to be augmented by tents, mobile homes, railroad cars, etc., brought in from outside of the disaster area.*

VI. Authorities

- A. United States Congress Act of January 5, 1905, as amended, 36 U.S.C.
- B. *Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended)*

VII. References

- A. American Red Cross Board of Governors' Disaster Services Policy Statements
- B. *American Red Cross Disaster Service Regulations and Procedures (ARC 3000 Series)*
- C. *Statement of Understanding between the State of Illinois and the American Red Cross*
- D. *Statements of Understanding between the American Red Cross and various agencies active in disaster relief*