[REVISED]
Disaster Plan for the Indiana Department of Child Services
Effective December 1, 2011

In an emergency or disaster, the Indiana Department of Child Services (DCS) is responsible for ensuring the safety and security of all children in the agency's care, to provide on-going services, and to provide for the administration of new cases. To support the DCS mission, the attached plan addresses five core areas:

1. Locating children in care;
2. Identification and handling of new child welfare cases;
3. Provision of on-going services;
4. Coordination of services and sharing information with other states; and
5. Preservation of vital records, Indiana Child Welfare Information System (ICWIS) Management Gateway for Indiana's Kids (MaGIK), Indiana Support Enforcement Tracking System (ISETS), Indiana Verification and Enforcement of Support (INVEST), KidTraks.

In the event an emergency or disaster is declared by the Governor of the State of Indiana or the State Personnel Director, the DCS Agency Director or his or her designee will activate and direct appropriate emergency protocols for the agency.

The DCS Emergency Management Team includes:

1. DCS Agency Director;
2. Chief of Staff;
3. General Counsel;
4. Chief Financial Officer;
5. Human Resources (HR) Director; and
6. All DCS Deputy Directors.

Additionally, Assistant Deputy Directors, Deputy General Counsels, Executive Managers, Regional Managers, and Local Office Directors will be on-call during a declared emergency or disaster.

The chain of command during a declared emergency or disaster shall remain the same as during regular operations. In the event communications with the DCS Emergency Management Team is not possible by Regional Managers, DCS Local Office Directors, or DCS field staff, the highest ranking person within each DCS service area will assume management of the field operations for the area until such time that communication is possible with the Emergency Management Team.

The DCS Child Support Bureau (CSB) Emergency Management Team includes:

1. Child Support Bureau Deputy Director;
2. Child Support Bureau Assistant Deputy Directors;
3. Child Support Bureau Senior Managers;
4. Child Support Bureau Supervisors;
5. ISETS/INVEST Managers; and
6. ISETS/INVEST Supervisors.

The Child Abuse and Neglect Hotline Emergency Management Team include:
1. The Hotline Director;
2. The Hotline Assistant Deputy Director;
3. A Hotline Supervisor;
4. DCS Information Security Manager;
5. DCS IT Manager; and
6. DCS Field Operations Executive Managers.

I. Operations:

In a declared emergency or disaster the following locations will function as the main operations office for DCS:

A. Central Office Operations:

> DCS Central Office – Indiana Government Center South
> 302 West Washington Street
> Room E306, MS47
> Indianapolis, Indiana 46204
> (317) 234-5437

In the event Central Office is not functional, the DCS Child Support Bureau/Child Abuse and Neglect Hotline offices will function as the main operations office:

> 132 East Washington Street, 4th Floor
> Indianapolis, Indiana 46204
> (317) 234-1020
> Hotline: (800) 800-5556

In the event Central Office and the DCS Child Support Bureau/Child Abuse and Neglect Hotline offices are not functional, the Marion County DCS office will function as the main operations office:

> 4150 North Keystone Avenue
> Indianapolis, Indiana 46205
> (317) 968-4300

[NEW] Central office employees who may need additional support during a disaster or routine drill can fill out the voluntary self-identification form through which employees may identify their need for assistance during an emergency. The form is available on the [DCS Human Resources](#) information page.

B. Child Support Bureau Central (CSB) Office Operations:

> 132 East Washington Street, 4th Floor & Partial 3rd Floor (Child Support Bureau), 2nd Floor (ISETS)
> Indianapolis, Indiana 46204
> (317) 234-1020

In the event the CSB Central Office is not functional, the DCS Central Offices will function as the main operations office for CSB Senior Management only:

> DCS Central Office – IN Government Center South
> 302 West Washington Street
> Room E306, MS47
> Indianapolis, Indiana 46204
> (317) 234-5437

See attachment F for further information on Child Support Bureau

C. **[NEW] Hotline Operations:**

All hotline Intake Specialists (IS) are expected to take their state issued laptops home at the end of their scheduled shift daily. If an emergency is declared at the hotline facility the IS may be required to work from an alternate location. All IS are required to ensure their state issued laptops are kept in a secure area when they are taken from their work station. IS are required to bring their state issued laptop with them when they return to the hotline facility at their scheduled shift or as requested by hotline management. See attachment E for further information regarding Hotline Operations.

D. Local Office Operations:

In a declared emergency or disaster as defined in IC 10-14-3-12, DCS local offices will continue to operate during regular business hours unless the offices are impacted by the emergency or disaster, or if the DCS Local Office Director is otherwise instructed by the DCS Agency Director, the Deputy Director of Field Operations, or a member of the Emergency Management Team to relocate to another office or structure. In the event that conditions in the DCS local office would adversely impact the safety of employees or clients, or the ability of employees to perform required duties and there is no reasonable alternative site for staff to perform the work, the DCS Local Office Director should contact the HR Director to determine whether Emergency Conditions Leave may apply as soon as is practical, but no later than one (1) hour after the commencement of normal business hours, 9:00 a.m. local time.

In the event a DCS local office is not functional and an alternate location for conducting business is designated, the DCS Local Office Director must notify the DCS Deputy Director of Field Operations, Director of Communications, and DCS Human Resources Director as soon as is practical, but no later than one (1) hour after the commencement of normal business hours, 9:00 a.m. local time. The DCS Local Office Director must also ensure that notice and contact information for the alternate location are posted on the door to the DCS local office and that phones are forwarded appropriately.

II.   Communications:

The following information applies to all DCS staff including Child Support Bureau, DCS contracted providers, DCS licensed resource parents, unlicensed relatives, and Licensed Child Placing Agency (LCPA) resource parents.

A. In an emergency:

1. Listen to National Oceanic and Atmospheric Administration (NOAA) Weather Radio, which broadcasts Watches and Warnings from the National Weather Service, or access information via local television news websites or the National Weather Service Webpage http://www.nws.noaa.gov;
2. Monitor local television news stations and/or websites for emergency information and updates regarding closings from fire, police, and emergency management agencies;
3. Check the DCS website for updated information regarding declared emergencies or disasters at www.in.gov/dcs . DCS staff should continue to regularly check DCS email accounts for communications updates regarding operations; and
4. Keep DCS issued cell phones turned on and/or be prepared to receive phone calls at the numbers listed as the emergency contact number in the People Soft system.

    Note: The DCS Child Abuse and Neglect Hotline will remain in operation to receive reports of Child Abuse and/or Neglect and information updates regarding children in DCS care at (1-800-800-5556). Child Abuse and Neglect Hotline staff members will utilize a script outlining the information DCS needs to ask of incoming callers in an emergency or disaster situation. This script will request information regarding children in DCS care including, but not limited to: names of children, names of caregivers, location of children, all phone numbers, and additional contact names.

B. Chain of Communications:

In a declared emergency, it is essential that all DCS staff members assist in the accounting of all children in care, address new child welfare cases, and continue to provide on-going services. To meet this need, DCS staff must follow the communications chain by contacting the appropriate individuals to determine staff availability and identify staff members who may be displaced due to the emergency or disaster. In order to maintain continuity of services to children and families, the DCS Agency Director or designee may temporarily re-assign staff to meet a need created by an emergency or disaster.

The following communications chain should be followed during an emergency. See Attachment A for additional information. Regional Managers and/or senior management staff will be responsible for distributing the Emergency Contact Information Report, which includes contact phone numbers for all staff.

1. DCS Staff: To account for all DCS staff during an emergency or disaster, staff members will follow the chain of communication outlined below. (For example, staff will contact their immediate supervisor. After the supervisor has accounted for all staff, they will then contact the next person in the communications chain.)
   a. Supervisor or if Central Office staff, then immediate supervisor
   b. DCS Local Office Director
   c. Regional Manager
   d. Executive Managers
   e. Executive Team

2. Child Support Bureau: To account for all Child Support Bureau staff during an emergency or disaster, the following chain of communication will be followed:

    a. Child Support Bureau Supervisors and ISETS Supervisors
    b. Child Support Bureau Senior Managers and ISETS Managers
    c. Assistant Deputy Directors
    d. Deputy Director of Child Support

3. Child Abuse and Neglect Hotline: To account for Hotline staff during an emergency or disaster, the following chain of communications will be followed:
    a. Hotline Supervisors
    b. Hotline Director
    c. Deputy Director of Field Operations

4. Probation Services: To account for probation youth in DCS placements, the following chain of communication will be followed:
    a. Chief Probation Officers in each county
    b. Probation Service Consultants
    c. Special Initiatives Program Director
    d. Northern/Southern Executive Manager
    e. Deputy Director of Field Operations

5. DCS Licensed Resource Parents & Unlicensed Relative Placements: Account for child(ren) in care, then utilize the following chain of command:
    a. DCS FCM
    b. DCS Supervisor
    c. DCS Local Office Director
    d. Regional Manager

    After business hours, DCS licensed resource parents should contact the DCS Child Abuse and Neglect Hotline (1-800-800-5556).

6. Licensed Child Placing Agency (LCPA) Resource Parents: Account for child(ren) in care, then utilize the following chain of command:
    a. LCPA Case Manager
    b. LCPA Supervisor
    c. LCPA Administrator

7. LCPA staff, Group Homes (GH), Child Care Institutions (CCI), and Private Secure Facilities (PSF): Account for all children in care, then utilize the following chain of command:
    a. DCS Deputy General Counsel over Licensing; or
    b. DCS Child Abuse and Neglect Hotline (1-800-800-5556)

8. Direct Service Providers: To account for location of all contracted direct service providers during an emergency/disaster
    a. Contracted Frontline Workers;
    b. Contracted Supervisors;
    c. Contracted Agency's Emergency Liaison; and

d. DCS Deputy Director of Programs and Services.

Dissemination regarding availability of services and provider updates will be done via the following communications chain:
a. DCS Deputy Director of Programs and Services;
b. DCS Deputy Director of Field Operations;
c. DCS Assistant Deputies for Field Operations;
d. DCS Northern and Southern Executive Managers for Field Operations;
e. DCS Regional Managers;
f. DCS County Office Directors; and
g. Field staff.

9. **Hotline Staff:** To account for Hotline staff during an emergency or disaster, the following chain of communications will be followed:
   1. Hotline Supervisors
   2. Hotline Director
   3. Deputy Director of Field Operations

10. IOT to DCS: Incorporate language from the IOT Process Document once complete

C. Media Calls:
All media calls should be directed through the DCS Director of Communications or designee:
By contacting DCS at 317-234-5437.

D. Key Partners:
The DCS Emergency Management Team will serve as liaisons to the specified Key Partners during an emergency. (See Attachment A).

III. CORE AREAS:

A. Locating Children in Care
During an emergency or disaster, the first priority of DCS will be to locate all children in out-of-home care. DCS will presume children in DCS care that reside with parents (In-Home CHINS or Informal Adjustment) and/or in relative placement will be safeguarded by those individuals.

1. **Accounting for all children in care -** DCS staff, following the communications chain, will account for all children in care by following the communication chain, using the Master List of Children in Care, and checking off children as they are accounted for.

   a. *Foster Parents (DCS & LCPA):*
      1) After accounting for all children in their care and securing appropriate shelter, foster parents must contact DCS following the communications chain (see page 4),
      2) When the foster parent contacts DCS, they need to provide:
         a) Names of children in care with date of birth (DOB),
         b) Location of all children, and

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c) Phone contacts for where children are located.
3) If a foster parent is relocated, they must again contact DCS within 12 hours by following the communications chain, and
4) If the foster parent changes locations again, they must contact DCS immediately.

b. *LCPA staff, Group Homes (GH), Child Care Institutions (CCI), Private Secure Facilities):*
1) After accounting for all children and care and securing appropriate shelter, providers must contact the DCS licensing unit following the communications chain (see page 5),
2) When the provider contacts DCS, they need to provide:
a) Names of children in care with DOB,
b) Location of all children, and
c) Phone contacts for where children are located.
3) If a provider is relocated, they must contact DCS within 12 hours by following the communications chain, and
4) If the provider changes locations again, they must contact DCS immediately.

c. *Probation Services:*
1) The Probation Services Consultant will contact the Chief Probation Officers in all 92 Counties for a status and location of each probation youth in DCS placement on the Master List of Children in Care for that county. A query will also be made regarding children in care who may not be recorded on this list and;
2) Results of these contacts will be given to the Assistant Deputy Director of Field Operations, Probation Services to communicate to the Deputy Director of Field Operations.

d. *Birth Parents including Alleged Fathers:*
If birth parents contact DCS, staff will provide the status of the child(ren) if the information is known. If the status of the child(ren) is not known, then birth parents will be told the status of all children in care will be provided as soon as reasonably possible.

2. **Master List of Children in Care -** An electronic copy of information about all children in care will be placed on the DCS Field Operations Reports Sharepoint quarterly to be accessed by: the DCS Agency Director; Deputy Director of Field Operations; Child Abuse and Neglect Hotline Director; Executive Managers; Assistant Deputy Directors of Field Operations; and Regional Managers. The Regional Managers will transfer the list to an electronic storage device (flash drive, CD-ROM, etc.) which can be accessed in the event of a disaster or emergency. The Master List of Children in Care shall include the following information listed by county:
a. Name of children (including: Older Youth in Foster Care & JD/JS);
b. Name of primary caregiver(s);
c. Name of biological parent(s) if available;
d. Name(s) of siblings in care;
e. Address of children and primary caregiver;

  f. Phone number(s) for children and primary caregiver (including cell phones, if applicable);

  g. Identification of placement from another state or in another state (ICPC); and

  h. FCM assigned.

3. **Master List of Licensed Facilities and Resource Parents -** An electronic copy of all Licensed Facilities and Resource Parents will be placed on the DCS Field Operations Reports Sharepoint quarterly to be accessed by: the DCS Agency Director; Deputy General Counsel for licensure; Deputy Director of Field Operations; Child Abuse and Neglect Hotline Director; Executive Managers; Assistant Deputy Directors of Field Operations; and Regional Managers. These individuals will transfer the list to an electronic storage device (flash drive, CD-ROM, etc.) which can be accessed in the event of a disaster or emergency. The Master List of Licensed Facilities and Resource Parents shall include:

  a. Name of licensed facility;

  b. Address of facility;

  c. Name of facility administrator(s);

  d. Phone information for administrator(s);

  e. E-mail information for administrator(s);

  f. Name of licensed Resource Parents;

  g. Address of licensed Resource Parents; and

  h. Phone number(s) for licensed Resource Parents.

4. **Master List of Contract Service Providers -** An electronic copy of all Contracted Service Providers will be maintained through the DCS Deputy Director of Programs and Services. The list will be updated as contracts with service providers are updated. The list will be placed on the DCS Field Operations Reports Sharepoint to be accessed by: the DCS Agency Director; Deputy Director of Field Operations; Child Abuse and Neglect Hotline Director; Executive Managers; Assistant Deputy Directors of Field Operations; and Regional Managers. These individuals will transfer the list to an electronic storage device (flash drive, CD-ROM, etc.) which can be accessed in the event of a disaster or emergency. The Master List of Contract Service Providers will include:

  a. Name of Service Provider or Transitional Housing Provider;

  b. Name of two (2) emergency liaisons for each contracted agency;

  c. Emergency phone information for liaisons;

  d. Emergency e-mail information for liaisons; and

  e. Address of facility.

B. **Child Support Bureau -** Will protect all data and facilitate child support fund collections continuously and disburse with limited interruption during an emergency. See attachment F for further information.

C. Preparation for Emergencies and/or Disasters

In order to ensure the safety of all children under the care and supervision of DCS and to continue to provide needed services, it is essential that each DCS Local Office, Contracted Provider, and Licensed Foster Parent have plans in place for what to do in the event of a disaster

or emergency situation. The Regional Manager is responsible for developing emergency response plans that are appropriate for the needs of the region. These plans include, but are not limited to: evacuation plans, alternative shelter, supplies, etc.

1. **By DCS Local Offices** – Per Indiana Department of Homeland Security requirements, each DCS local office is responsible for preparing an Emergency Response Plan including:
   a. Emergency Phone Numbers – a list of phone numbers for local law enforcement, fire departments, emergency medical services and hospitals,
   b. Employee Emergency Phone List – a list of all employees assigned to a particular local office, phone numbers and their supervisors,
   c. Accountability List – a list of employee names for accounting of each employee when they arrive at their "Safe" location during an emergency, and
   d. Evacuation Plan – instructions on how to evacuate the building and get to the safest and quickest route to a place of safety outside of the building.

   Additional information regarding how to prepare an Emergency Response Plan is available via the DCS Intranet State Links Tab (Emergency Info) or at http://www2.idoa.state.in.us/facilities/ERT%20Book/index_for_emergency_response_plan_book.htm.

2. **By Resource Parents (DCS and LCPA) and Licensed Providers (Group Home, Child Caring Institution and Private Secure Facility) -** All resource parents and licensed providers need to prepare a plan for sheltering or evacuation during an emergency or disaster.

   Requirements include, but are not limited to, the following items:
   a. All providers are required to prepare a plan for evacuating and sheltering during an emergency or disaster,
   b. All providers, other than resource parents, must have a posted plan for evacuation in case of fire and other emergencies,
   c. Resource parents must have a plan for evacuation that is easy to implement in case of fire and other emergencies,
   d. All providers are to train staff as a part of their orientation regarding sheltering or evacuation plans for the agency,
   e. All providers must conduct emergency drills,
   f. Documentation of a plan, inspections of emergency materials, and drills are addressed in annual review by the State Fire Marshall under the Indiana Department of Homeland Security for those providers that are inspected by the State Fire Marshall,
   g. All providers must have readily accessible Child Placement Information. (See Attachment C),
   h. All providers should include the following as a part of their emergency plan:
      1) First aid/Evacuation kit. (See Attachment D)

2) Three locations where they might seek refuge – including one in the area (i.e. same city or county) and one outside the area (i.e. a different city or different county).

All resource parents and licensed providers need to prepare a plan for sheltering or evacuation during an emergency or disaster. Information about emergency and disaster preparedness planning and training can be found on the following websites:

Agency	Website
Indiana Department of Homeland Security (IDHS)	http://www.in.gov/dhs/
American Red Cross	http://www.redcross.org/
Federal Emergency Management Agency (FEMA)	http://www.fema.gov/areyouready/ http://www.ready.gov/
Federal Emergency Management Agency (FEMA) Site for Children	http://www.fema.gov/kids/
Centers for Disease Control and Prevention (CDC)	http://www.bt.cdc.gov/

D. Identification and Handling of New Child Welfare Cases

In an emergency, DCS must continue to respond to any new cases of abuse and neglect. Reports of abuse and neglect will still be routed through the DCS Child Abuse and Neglect Hotline (1-800-800-5556). FCMs and all DCS staff will respond to each new allegation per DCS policies and Indiana statute.

Staff will follow the chain of communications for DCS staff to identify their location. Through the Child Abuse and Neglect Hotline, DCS will be able to respond accordingly to reports of child abuse and/or neglect. Some staff may be required to be temporarily re-assigned by the executive management team to address any staffing shortages that may have resulted from the emergency.

If ICWIS/MaGIK databases are not accessible, then the appropriate paper forms should be used. Each DCS local office should maintain a supply of printed 310's, contact logs, and a detention packet to use until computers and ICWIS/MaGIK are available. See attachment E for further information.

E. Provision of On-going Services

Facilitation of on-going services to children in care and families, as well as, addressing new child welfare cases is paramount during an emergency. To ensure the continuity of services, it is essential that DCS staff and providers remain in contact with each other during an emergency.

1. **DCS Child Welfare Staff**:

DCS staff should continue to perform all regular duties during an emergency. In cases where DCS staffs are not able to perform all duties, staff should follow the communication chain to notify appropriate members of the management team for instructions on how to proceed. The DCS Emergency Management Team may temporarily reassign DCS staff to areas in need.

2. **Child Support Bureau:**
The Child Support Bureau will facilitate on-going services to insure child support funds continue to post and disburse with limited interruption during an emergency.

3. **Contracted Services:**
Providers are expected to report the status of their operations and capability to deliver services per contract requirements within four (4) hours of a declared state of emergency. Should DCS staff need to contact contracted services providers, they will use the list of contracted service providers to contact them and determine their capacity to provide services during an emergency. Daily updates are to be provided to DCS during the state of emergency. Communication between emergency points of contact will continue until the declared state of emergency is dismissed. Contracted Service Providers are to report the following information to the DCS Deputy Director of Programs and Services:
1) Status of facility or community based service delivery capacity;
2) Status of employees, including work capacity assessment;
3) Status of support services needed to maintain service delivery as specified per contract; and
4) Changes in service delivery caused by the emergency and a plan to return to original services.

F. Coordination of services and sharing information with other states

1. **The Request:** When the Governor of the State of Indiana and the DCS Agency Director agree to accept dependent children from another state or jurisdiction for placement in Indiana during an emergency in another state, the Agency Director will request that the sending state first obtains custody of the children who are not already in the state's custody.

After the sending state initiates custody, it will then initiate an expedited Interstate Compact for the Placement of Children (ICPC) process. The expedited process will consist of the sending state faxing the appropriate ICPC paperwork to the ICPC Coordinator in Indiana. DCS will place out-of-state children in approved and trained foster homes.

If the sending state is unable to obtain custody of children due to the nature and magnitude of the emergency, the State of Indiana and DCS Agency Director may still approve accepting the children for placement when the request is made by a high-level official from the sending state. Any legal issues will be resolved at a later date.

2. **The Placement -** DCS plans to use existing foster parents who would be willing to accept children from other states during an emergency. In an emergency, DCS may

approve temporary placement of children exceeding the allowable number of children for the home. Placements exceeding an allowable number will only occur if the safety and well-being of the children already in the placement is not jeopardized. Children may be placed by DCS using contracted foster care or group care.

G. Preservation of Vital Records (ICWIS/MaGIK, KidTraks, ISETS/INVEST)

Payments to foster parents, adoptive parents, and service providers as well as providing child support payments is paramount to on-going care of children in DCS' care. Additionally, the records for all children in care are vital to DCS' ability to continue to provide services.

1. **DCS Databases -** DCS has taken steps, through the Indiana Department of Administration and in compliance with State protocols, to protect the agency's vital records. ICWIS/MaGIK, KidTraks, and ISETS/INVEST are backed-up to a secure off-site location in Bloomington, Indiana.

2. **DCS Child Abuse and Neglect Hotline –** The child abuse and neglect hotline is utilizing a centralized intake process for receiving all incoming reports of child abuse and/or neglect. See attachment E for further details.

IV.   Additional Functions:

A. Protocols for supporting children in a Temporary Disaster Shelter

In the event of an emergency and disaster, it is likely that the Red Cross and/or other local community partners (i.e. local shelter, emergency personnel, etc.) will establish temporary disaster shelters for individuals who have become displaced. In the event that children are abandoned at the shelter or their parents are unable to be located by shelter staff, a report should be made to the Child Abuse and Neglect Hotline and DCS will respond accordingly. The DCS Local Office Director is responsible for working with the county's Emergency Management Team to develop plans specific to meeting the specific needs of their community.

B. Temporary Shut Down of Government

1. **DCS Field Operations**
   In the event of an announced temporary shutdown of State Government or should an emergency or declared disaster require, DCS Field Operations will establish a skeleton crew of 22 workers on-call statewide to perform only the most basic Child Protection Service (CPS) functions. The CPS worker distribution is one worker per region except Lake (2), Allen (2) and Marion (3) counties for a total of 22. Additionally, one DCS attorney will be identified in each region for a total of 18 local office legal staff.

   DCS Field Operations will use the following protocols:
   a. Regional Managers will identify a CPS worker(s) to cover the region,
   b. The CPS worker's name, cellular phone number(s), and PeopleSoft employee number are to be sent to the DCS Agency Director, Deputy Director of Field Operations, and the Assistant Deputy Directors of Field Operations prior to the shutdown,

c. Regional Managers will identify one (1) DCS attorney to cover each region for a total of 18,

d. The Regional Manager will send the DCS attorney's name, cellular phone number(s), and PeopleSoft number to the DCS General Counsel for approval,

e. After approving the on-call attorneys, the DCS General Counsel will send the names and contact information to DCS Agency Director, Deputy Director of Field Operations, and the Assistant Deputy Directors of Field Operations,

f. The Deputy Director of Field Operations will disseminate contact information for all CPS workers and DCS attorneys to employees on the skeleton crew for communication purposes. The list will also be sent to all members of the DCS Emergency Management Team, Assistant Deputy Directors of Field Operations, Northern and Southern Executive Managers for Field Operations, and Regional Managers,

g. CPS workers are to stock paper 310's and contact logs in the event that ICWIS/MaGIK are unavailable,

h. The Deputy Director of Field Operations will send CPS workers a list of foster homes and shelters with phone numbers for each region. CPS workers will also take home the IARCCA resource directory,

i. Each DCS Local Office Director or designee is to call local LEA and advise them of a possible government shutdown. The DCS Local Office Director will provide LEA with DCS staff on call and contact information,

j. In the event of a temporary government shut down or disaster, the Child Abuse and Neglect Hotline will continue to respond to CPS reports if conditions allow as determined by the Emergency Management Team. In the event the Child Abuse and Neglect Hotline is not operational due to the emergency situation, all CPS calls will be forwarded to the backup site in Bloomington, Indiana. If the Child Abuse and Neglect Hotline cannot operate at the back up site, the Hotline Director will ensure that all Hotline calls are transferred to an alternative number (another DCS local office, on-call worker cell phones, LEA),

k. Most on-going functions will be suspended. Placement disruptions in out-of-home care will be routed to the on-call worker by LEA,

l. If DCS is unable to respond timely because of the small number of CPS workers available the on-call worker must either seek help from an FCM Supervisor or Local Office Director in the impacted county or ask LEA to detain the child(ren) until placement into foster care or shelter care can be facilitated.

2. **DCS Child Support Bureau**
In the event of an announced temporary shutdown of State Government, DCS Child Support Bureau will establish a skeleton crew of 10 to 12 workers including both state employees and vendors to perform only the most basic Child Support/ISETS/INVEST functions.

DCS Child Support Bureau will use the following protocols:
a. Child Support Bureau Deputy Director, Assistant Deputy Directors, and ISETS/INVEST Managers will identify Child Support Bureau and ISETS staff to cover during the shutdown, and

b. The Child Support Bureau or ISETS/INVEST worker's name, cellular phone number(s), and PeopleSoft number are to be sent to the Emergency Management Team prior to the shutdown.

V. Attachments

A. Key Partner Contacts: -

Agency	Phone
Governor's Office	317-232-3515
Recognized Indian Tribes	616-782-8998
IARCCA	317-849-8497
Association of Indiana Counties (AIC)	317-684-3710
Indiana Prosecuting Attorney's Council (IPAC)	317-233-3925

B. Child Placement Information for LCPA's & Resource Parents

The Child Placement Information should remain in a secure location that is easily accessible.
The placement information must be taken when evacuating and should include:
1. Names and phone numbers of the three emergency locations provided to DCS,
2. Emergency contact information for DCS,
3. Names of all children in care,
4. Birth certificate or copies,
5. Insurance or Medicaid Card,
6. Supply of medications and medical information, and
7. List of current medications.

C. First Aid or Evacuation Kit

The following are recommended items for a first aid / evacuation kit:
1. Sterile adhesive bandages in assorted sizes,
2. Sterile gauze pads (4-6),
3. Hypoallergenic adhesive tape,
4. Sterile roller bandages (3 rolls),
5. Scissors,
6. Tweezers,
7. Needle,
8. Moistened towelettes,
9. Antiseptic,
10. Thermometer,
11. Tube of petroleum jelly or other lubricant,
12. Assorted sizes of safety pins,
13. Cleansing agent or soap,
14. Latex gloves (2 pair),
15. Sunscreen,
16. Non-prescription drugs, such as:
    a. Aspirin or non-aspirin pain reliever,
    b. Anti-diarrhea medication,

  c. Antacid (for stomach upset),
  d. Syrup of Ipecac (use to induce vomiting, only if advised by the Poison Control Center), and
  e. Laxative.

17. Current maps of the area surrounding the provider home or facility,
18. Non-electric can opener,
19. Extra batteries,
20. 72-hour supply of drinking water and non-perishable canned food, and
21. Duct tape.

D. Essential Evacuation Items

Additional recommended items to take when evacuating include:
1. A portable, battery-powered radio and extra batteries,
2. Flashlight and extra batteries,
3. First aid kit and placement information for each child in care,
4. Supply of prescription medication for each child,
5. Credit card(s) and cash,
6. Personal ID,
7. An extra set of car keys,
8. Map of the area and phone numbers of your DCS and emergency contact persons, and
9. Special needs items (i.e. baby items, spare eyeglasses).

E. [NEW] Hotline Disaster Plan Communication and Operations for Hotline Staff & Local Offices

In the event of an emergency or disaster where the Hotline location is unavailable:

Hotline Chain of Communication
  1. Hotline Director will contact:
    a. Deputy Director of Field Operations
    b. DCS Security Manager
    c. DCS Chief Information Officer
    d. Director of Communications
    e. Director of Human Resources

  2. Director of Communications will:

    a. Contact IDOA for a 24 hr back-up site, security badges and parking for hotline operations, and
    b. Contact Capital Police & Indiana State Police Data Center to alert them of the situation and if staff are relocated to the Indiana Government Center, to notify them of staff presence during overnight hours, and
    c. Collaborate with Deputy Director of Field Operations on communicating one message to the field, and

d. Ensure that notice and contact information for how to make reports of abuse and neglect during the emergency situation is posted on the DCS website and pre-drafted communications prompts are in place.

3. The Chief Information Officer will contact:

   a. IOT helpdesk
   b. All remaining members of the DCS Emergency Management Team (Agency Director, Chief of Staff, Deputy Chief of Staff, General Counsel, Chief Financial Officer, and all Deputy Directors) to advise of the emergency situation and report back once a final plan is put into place.

4. IOT Helpdesk will:

   a. Open a trouble ticket and assign it to IOT Telecom. IOT Telecom level 1 will do initial troubleshooting to determine if the problem is a Call Center or IP Phone related issue and route the trouble ticket to the appropriate IOT Telecom level 2 support group.
   b. IOT Telecom level 2 will evaluate the Call Center and/or IP Phone issue to determine if the problem can be resolved internally by an IOT Telecom engineer.
   c. IOT Telecom level 2 will escalate trouble ticket and open a trouble ticket with Netech for level 3 Call Center or IP Phone support for any major Call Center or IP Phone outage. IOT Telecom will then notify Heidi Jordan.
   d. For network related outages IOT Telecom level 2 will work with the IOT Network Management group.
   e. IOT Telecom will update DCS Child Abuse and Neglect Hotline supervisor and/or contacts of trouble ticket status every 30 minutes until the issue is resolved. Contacts: DCS Security Manager, Heidi Jordan or DCS MaGIK Project Executive, Bobby Johnson.
   f. IOT will work with the DCS Child Abuse and Neglect Hotline staff to test and verify Call Center and IP Phone functionality has been fully restored.
   g. If problem persists an IOT Telecom or Network engineer will dispatch to site to work through the issue.

   Note: If the Hotline Director or Deputy Director is unavailable, their designee will initiate this chain of communication.

In the event that there is an emergency or disaster declared by the Governor or SPD Director regarding DCS operations:

The Emergency Management & Hotline Team will:

Be responsible for evaluating the severity of the emergency situation and making decisions with regard to the appropriate course of action including:

a. Whether Hotline operations should be managed remotely and/or re-assigned to DCS local offices.
b. Receive, document, and track reports of Abuse and Neglect including paper 310's and screen outs.
c. Appropriate staffing levels.
d. Resuming normal operations and implementing a communication plan to notify impacted individuals.
e. Scheduling appropriate debriefing meetings and making necessary revisions to practices and procedures as appropriate.
f. Managing Operations from an Alternative Location
    1. Reassignment of Staff to Surrounding Local Offices.
    2. Activating Remote Access Sites.
g. Making determinations whether to initiate an assessment or screen out a report as well as determining the appropriate timeframe for initiation and completion of the assessment.
h. Transmitting all reports to the Hotline (via email attachment or fax) for data entry into ICWIS/MaGIK.

In the event that ICWIS or MaGIK are unavailable:

The Intake Specialist (IS) will:

a. Take all reports on the report template that is loaded on their desktop & H Drive.
b. Obtain any involvement with DCS from the Report Source as any information obtained will be useful in determining response times and making report determinations.
c. Print the report and turn it in to the supervisor on shift to be reviewed. On reports with 24 hour/1 hour responses, once the IS has entered the report they should also email a copy of that report with the subject line including 24 hour report/1 hour report and the report name to the supervisor so the report can be sent to the 24 hour distribution list for that county once the report is approved. IS will need to contact the county on-call worker just as DCS does when using ICWIS/MaGIK.

In the Event that the Hotline is unable to function in any manner:

DCS Local Offices will be expected to take intake calls and act upon them should the report call for immediate action. DCS Local Offices should email the report to the dcshotlinereports@dcs.in.gov.

F. [NEW]Child Support Bureau (CSB) and ISETS/INVEST Disaster Plan Communication and Operations

In the event of an emergency or disaster that the CSB/ISETS/INVEST location is unavailable:

CSB chain of Communication:

    The Deputy Director of CSB will contact:

        a. Director of Communication
        b. DCS Security Manager
        c. DCS Chief Information Officer
        d. Director of Human Resources

    The Deputy Director of Communication will:

        a. Ensure that notice and contact information for how to make child support payments and inquires during the emergency situation is posted on the DCS website and pre-drafted communications prompts are in place.
        b. Contact IDOA for a 24 hr back-up site, security badges and parking for CSB Senior Management operations, and
        c. Collaborate with Deputy Director of Field Operations on communicating one message to the field.

    The Chief Information Officer will contact:

        a. IOT helpdesk
        b. All remaining members of the DCS Emergency Management Team (Agency Director, Chief of Staff, Deputy Chief of Staff, General Counsel, Chief Financial Officer, and all Deputy Directors) to advise of the emergency situation and report back once a final plan is put into place.

        Note: If the Deputy Director of CSB is unavailable, their designee will initiate communication.

In the event that there is an emergency or disaster declared by the Governor or SPD Director regarding DCS operations:

The Emergency Management & CSB Team will:

        a. Be responsible for evaluating the severity of the emergency situation and making decisions with regard to the appropriate course of action including:
        b. Whether CSB operations should be managed remotely.
        c. Appropriate staffing levels (skeleton crew).
        d. Resuming normal operations and implementing a communication plan to notify impacted individuals.
        e. Scheduling appropriate debriefing meetings and making necessary revisions to practices and procedures as appropriate.

The ISETS/INVEST Disaster Plan Skeleton Crew & Duties contained in this Disaster Plan are only effective if the disaster is for a period of five (5) days or less. In the event that it will take longer than five (5) days, other directions will be provided by the Executive Management Team:

I5 Administrator:

    a. Ensure ISETS/INVEST system is up and running in the counties & stays running
    b. Mini Check Sum Completions
    c. Banking files transmit
    d. Tape Backup

Batch Lead:

    a. Ensure batch and next day completion starts
    b. Amend by-passes

Help Desk Supervisor:

    a. CSR/Webmail situation updates
    b. Limited county help (password resets)

Production Support-On Call:

    a. Ensure all major systems are up including Support Net, License Suspension, and SharePoint application links and support any system issues that need immediate attention.

ISETS/INVEST Manager:

    a. Rotational support to ISETS/INVEST disaster skeleton crew.

The ISETS/INVEST Disaster Plan Skeleton Crew & Duties contained in this Disaster Plan are only effective if the disaster is for a period of five (5) days or less. In the event that it will take longer than five (5) days, other directions will be provided by the Executive Management Team:

CSB Executive Management will:

    a. Work with building staff at 132 E. Washington St. Indianapolis, IN;
    b. Work with DCS/IT regarding computer and telecommunication issues;
    c. Work with ISETS/INVEST;
    d. Notify DCS Director of Communications

Financial Manager will:

    a. Notify Indiana State Central Collection Unit (INSCCU)
    b. Notify the State of Indiana Auditors Office

    c. Notify DCS Financial Management
    d. Notify DCS Cash Management
    e. Oversee financial team work
    f. Work with CSB Executive & Operations Management

Financial Team will:

    a. Post incoming checks
    b. Complete adjustments
    c. Handle SupportNet/Electronic funds transfer (EFT) Scrubber
    d. Notify Affiliated Computer Services (ACS)/Debit card vendor
    e. Notify Indiana Treasurers Office
    f. Notify PNC Bank
    g. Approve adjustments
    h. Request appropriate check pulls

Operations/Security Manager will:

    a. Oversee mail operations
    b. Oversee ID resets
    c. Assist financial team where needed
    d. Coordinate computer access for key staff
    e. Work with CSB Executive & financial manager

Operations/Security team will:

    a. Coordinate mail operations with Pitney Bowes
    b. Open mail
    c. Copy incoming checks
    d. Coordinate INSCCU, Post Office, and Interdepartmental mail
    e. Pull check pulls
    f. Contact Governor liaison for correspondence

Program Support:

    a. Handle scheduled hearings