**Continuity of Operations Plan**

Capital Consortium

|  |  |
| --- | --- |
| Plan Lead: | Shawn Tessmann |
| Contact Info: | (608) 242-7463 |
| Plan Lead Back-Up: | Tony Sis |
| Contact Info: | (608)-242-7465 |
| Emergency Information Line | (608)-263-6300 |

**Continuity of Operations Plan – County Plan Leads**

|  |  |  |
| --- | --- | --- |
| **Consortium Name: Capital Consortium** | **County Plan Lead** | **Contact Info** |
| **County** |  |  |
| Adams | Amber Taylor (608) 339-4505 | 108 East North Street Friendship, WI 53934 |
| Columbia | Carol Sjoblom (608) 742-9220 | 111 E. Mullett St., Portage 53901 |
| Dane | Shawn Tessmann (608) 242-7463 | 1819 Aberg Ave, Suite D Madison, WI 53704 |
| Dodge | Amy Beranek (920) 763-2268 | 199 County Road DF, Second Floor Juneau, WI 53039 |
| Juneau | Diana Wood (608) 393-4917 | 200 Hickory Street Mauston, WI 53948 |
| Richland | Briana Turk (608) 604-0820 | 221 W. Seminary Street Richland Center, WI 53581 |
| Sauk | Jeana Neumaier (608) 393-5709 | 505 Broadway Street Baraboo, WI 53913 |
| Sheboygan | Tim Gessler (920) 889-6031 | 1011 N. 8th Street Sheboygan, WI 53081 |

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**Role Definitions:**

|  |  |
| --- | --- |
| Plan Lead | Person responsible for making key decisions, providing direction and disseminating information to the COOP team and staff pool. |
| Plan Lead Back-Up | Person assisting plan lead with their responsibilities - is successor if plan lead is unavailable to fulfill responsibilities.  |
| County Plan Lead | Lead person at county level; coordinates with plan lead, makes key decisions at county level, coordinates implementation and disseminates information from COOP team. |
| County Plan Lead Back-Up | Person assisting county plan lead with their duties – is successor if county plan lead is unavailable to fulfill responsibilities.  |
| COOP Team Member | Implements decisions and direction from team leads. |
| Reconstruction Team Lead | Person responsible for making key decisions, providing direction and disseminating information to the COOP Team and Reconstruction Team |
| Reconstruction Team Back-Up | Person assisting Reconstruction Team lead with their responsibilities - is successor if Reconstruction Team lead is unavailable to fulfill responsibilities |
| Reconstruction Team Member | Implements decisions and direction from Reconstruction Team lead |

**Other Definitions:**

|  |  |
| --- | --- |
| Maximum Outage | Maximum acceptable outage time (in 24 hour increments, 24, 48, 72, 96, 120, etc.) that you could function without the resource (automated system, building, staffing, equipment, or other resource) if a disaster or disruption occurred and rendered that resource inoperable, unavailable or inaccessible, before temporary operating procedures are implemented. |

**Executive Summary**

The Capital Consortium Continuity of Operations Plan (COOP) has been created as an effort within individual county agencies to ensure that Primary Mission Essential Functions (PMEFs) of the consortium continue to be performed during a wide range of emergencies, including localized acts of nature, accidents and technological or attack-related emergencies.

The main goals of the plans are:

* To identify the Capital Consortium essential functions
* Identify what resources you need to support those essential functions
* Identify what records are vital to support those essential functions

**Narrative**

The Continuity Operations Phase begins when one of the following scenarios is identified:

* Less than 49% of the consortium will be down for a day or more
* 50% or more of the consortium will be down for a day or more
* DHS will be down for a day or more
* DHS and consortium will be down for a day or more

In the event that one of the scenarios is identified, the Capitol Consortium must continue to perform the following essential functions:

1. Complete Eligibility Applications and Re-determinations for all Income Maintenance Programs
2. Issue Vault Cards
3. Facilitate customer communication/messaging re-access to IM services
4. Maintain some form of lobby services
5. Maintain call center customer service
6. Maintain Food Share on Demand capabilities
7. Support ongoing communication with DHS staff

The plan is to include how the Capital Consortium would be able to perform these essential functions. Appendixes A through G describe the strategies to cover these essential functions with regards to different lengths of outages and to describe the resources needed to return services to normal as quickly as possible for each of the counties in the consortium, excluding Dane County. As the operational lead and the largest county, Dane constitutes 52% of the Capital Consortium. As a result, the strategies for Dane County are listed under the 50% or more of the consortium will be down for a day or more scenarios.

Upon the decision to activate this plan, the designated Accountable Team Member for each function will notify all the Capital Consortium Economic Support personnel via the phone tree, as well as affected and inter-dependent entities including the public at large, with information regarding the activation with the anticipated duration, as well as any re-location requirements.

The immediate primary continuity facility for Dane County will be Malcolm Shabazz City High School located at 1601 N. Sherman Avenue, Madison WI 53704 (see appendix H). An intermediate to long-term alternate location capable of supporting 60 essential personnel will be the City County Building 210 Martin Luther King Jr. Boulevard Madison, WI 53703. In the event that an emergency requires crowd control in the lobby, Dane County has acquired megaphones and has equipped the lobby with analog phone lines if the network is not operational. In addition, a laptop and printer has been purchased and stored in the Dane County Facility located at 125 Veteran Road, Stoughton, with the purpose of storing forms, phone trees, and other essential information in the event that the Dane County and DHS networks are not operational. Each of the remaining Capital Consortium counties alternate locations are listed in Appendixes A through H.

Communication avenues will be available, via radio, through the Emergency Management website and through press releases. With the assistance of Emergency Management and the Public Information Officer (PIO), additional communications will be issued for customers related to the issuance of vault cards and the availability of additional Lobby Services. The vault card inventory has been increased to ensure that the consortium has at least a one-month supply of vault cards at any given time. Communication will be made with the consortium partners regarding details for customers that contact the call center.

The Plan Leader and Team Leaders should periodically discuss with team members the need to remain calm and be patient with their co-workers, partners and customers, advising them that this will be a challenging time and asking all to work together respectfully. Team members should be advised to ask for ‘down time’ if they believe they are becoming too stressed.

The Reconstitution Plan should provide for the phased movement of personnel from the alternate site and any additional temporary sites and work from home to the repaired normal operating facility or the new facility. The Reconstitution Plan should ensure that the essential function’s most critical processes and other activities will not be interrupted. The plan should also include timely communication to all affected personnel, service providers, contractors, customers, stakeholders and the general public.

Once the Reconstitution Phase has been completed, an after-action review should be conducted within a week of the effectiveness of the COOP plan, procedures and communications including identifying how plans and procedures can/should be corrected or improved and other lessons learned. A Corrective Action Plan should be prepared and tracked to ensure that plans and training materials are updated. The changes and lessons learned should be included in the next annual training session for ERG personnel.

Training was developed and to be delivered to staff in November, 2017. The training consists of the use of manual forms to determine eligibility for COOP purposes. The training will be conducted once a year to ensure that the staff is adequately trained to handle an emergency.

For consistency, a repository of electronic forms has been created. The repository is available online to download the forms at [https://countyofdane.sharefile.com/d/84c78618b9fb4c8d](https://urldefense.proofpoint.com/v2/url?u=https-3A__countyofdane.sharefile.com_d_84c78618b9fb4c8d&d=DwMFaQ&c=TF2U4ckipsZU1iyatko1Ztuc8pmH43loaleEsWXLKkk&r=40EpS3o9bHwrdL-72twDzRlmdjGaweOeeywnQgFuUgk&m=NYulzapvzkzOG4BfcOzadPLrmCfocVn85CdOnT5eedQ&s=k7L7M7mWxpZjYQzSzrE9ZXyHSkLKOiZhkgZzu1s25s4&e=). Each county in the consortium is responsible for downloading the forms, store them locally in a laptop or thumb drive, and have the ability to print them in the event of an emergency.

Tony Sis is part of DCHS’ Emergency Response Team and would need to report to Badger Prairie in the event of an ‘Emergency’ that affects more than the EAWS Division and results on the activation of the Dane County’s general COOP Plan. In that event, Tony Sis will be responsible for executing the Capital Consortium COOP Plan with Phoua Her as the primary back up.

The Capital Consortium relies heavily on email communications. On some occasions, it is possible that Dane supervisors can still communicate by email, even when Outlook is down on the Citrix workstations, using the mail client on the iPads. A hard copy of the emergency contacts has been distributed to all the Capital IM Supervisors to have available in case of an emergency. Also, a communication plan for disseminating information to staff should include supervisor and/or leads going around and relaying to workers what should be done in the event that email communications are down.

**Additional Details**

This document provides planning and program guidance for implementing the Continuity of Operations Plan and programs to ensure the organization is capable of conducting its essential missions and functions under all threats and conditions. All Capital Consortium Supervisors have been given a binder with a copy of the plan and have been instructed to take it home.

**Consortium Continuity of Operations Team**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Job Title** | **Email** | **Phone Number** | **County** | **Role on Team** **(from page 4)** | **Essential Function Responsibilities****(from page 9)** |
| Shawn Tessmann  | EAWS Division Administrator | Tessmann.Shawn@countyofdane.com | (608) 242-7463 | Dane County | Plan Lead | Support ongoing communication with DHS staff |
| Tony Sis | EAWS Associate Division Manager | sis@countyofdane.com | (608) 242-7465 | Dane County | Plan Lead Back-Up | Support ongoing communication with DHS staff |
| JoAnne Jaehnke | EAWS Supervisor | Jaehnke@countyofdane.com | (608) 283-1343 | Dane County | County Plan Lead Back-Up | Maintain Food Share on Demand capabilities |
| Antonio Esterrich | EAWS Supervisor | Esterrich@countyofdane.com | (608) 242-7434 | Dane County | County Plan Lead Back-Up | Maintain call center customer service |
| Tanya Buckingham | Communication Director | Buckingham.Tanya@countyofdane.com |  | Dane County | COOP Team Member | Facilitate customer communications (messaging) access to IM services |
| Kara Ponti | EAWS Supervisor | ponti@countyofdane.com | (608) 242-4544 | Dane County | COOP Team Member | Issue Vault Cards |
| Brenda Nickel | Admin Manager | Nickel.Brenda@countyofdane.com | (608) 242-7400 | Dane County | COOP Team Member | Maintain some form of lobby services |
| Courtney Ann Hebel | EAWS Supervisor | Hebel.Cortney@countyofdane.com | (608) 288-7118 | Dane County | COOP Team Member |  |
| Heidrun Kovach | EAWS Supervisor | kovach.heidrun@countyofdane.com | (608) 242-7516 | Dane County | COOP Team Member | Maintain some form of lobby services |
| Courtney Cohen Zubow | EAWS Supervisor | **CohenZubow.Courtney@countyofdane.com** | (608) 242-7472 | Dane County | COOP TeamMember |  |
| Amber Taylor | Economic Support Manager | Amber.Taylor@co.adams.wi.us | (608) 393-5709 | Adams County | County Plan Lead Back-Up | Process Eligibility applications and redeterminations, Maintain some form of lobby services, Issue Vault Cards |
| Carol Sjoblom | Economic Support Administrator | carol.sjoblom@co.columbia.wi.us | (608) 724-9220 | Columbia County | County Plan Lead Back-Up | Process Eligibility applications and redeterminations, Maintain some form of lobby services, Issue Vault Cards |
| Amy Beranek | Economic Support Supervisor | aberanek@co.dodge.wi.us | (920) 763-2268 | Dodge County | County Plan Lead Back-Up | Process Eligibility applications and redeterminations, Maintain some form of lobby services, Issue Vault Cards |
| Diana Wood | Economic Support Division Manager | dwood@co.juneau.wi.us | (608) 393-4917 | Juneau County | County Plan Lead Back-Up | Process Eligibility applications and redeterminations, Maintain some form of lobby services, Issue Vault Cards |
| Briana Turk | Economic Support Manager | Briana.turk@co.richland.wi.us | (608) 649-5721 | Richland County | County Plan Lead Back-Up | Process Eligibility applications and redeterminations, Maintain some form of lobby services, Issue Vault Cards |
| Jeana Neumaier | Economic Support Supervisor | jeana.neumaier@saukcountywi.gov | (608) 477-3692 | Sauk County | County Plan Lead Back-Up | Process Eligibility applications and redeterminations, Maintain some form of lobby services, Issue Vault Cards |
| Tim Gessler | Economic Support Manager | timothy.gessler@sheboygancounty.com | (920) 889-6031 | Sheboygan County | County Plan Lead Back-Up | Process Eligibility applications and redeterminations, Maintain some form of lobby services, Issue Vault Cards |
| Adam Chorlton | Economic Support Supervisor | chorlton.adam@countyofdane.com | (608) 242-7515 | Dane County | COOP Team Member | Process Eligibility applications and redeterminations, Maintain some form of lobby services, Issue Vault Cards |
| Renee Lyman | Economic Support Supervisor | rrusteika1509@gmail.com | (920) 386-4825 | Dodge County | County Plan Lead Back-up | Process Eligibility applications and redeterminations, Maintain some form of lobby services, Issue Vault Cards |
| Joan Corcoran | Economic Support Supervisor | corcoran@countyofdane.com | (608) 242-4573 | Dane County | COOP Team Member | Process Eligibility applications and redeterminations, Maintain some form of lobby services, Issue Vault Cards |

**DHS Support for Consortia COOP Event**

|  |  |  |  |
| --- | --- | --- | --- |
| **Function** | **Strategies/Plan** | **DHS COOP Team** | **Contact Information** |
| Communication with Consortium | DCTM is initial point of contact for consortia to report COOP event.DCTM will:1. Provide responses to consortia/county requests for or need for support and resources.
2. Coordinate response activities with and among other DHS COOP team members
3. Meet with DHS COOP team members at least once annually to review plan and response coordination

4)Point of contact for communications will be Plan Leads and Operational Leads | Jonelle Brom | Jonellem.Brom@dhs.wisconsin.gov608-867-4515 |
| Communication with FNS | DCTM is primary point of contact for communication with FNS relating to COOP related event, including:1. initial notification to FNS of event scope and projected duration
2. initiating discussion around event implications for eligibility process or customer service
3. impact on and potential waiver of performance measures or other FNS expectations

4)evaluating alternative strategies for implementation during the event | Julie Taylor | Julie.Taylor@dhs.wisconsin.gov(608) 266-8471 |
| Communication with CMS | DCTM is primary point of contact for communication with CMS relating to COOP related event, including:1. initial notification to CMS of event scope and projected duration
2. initiating discussion around event implications for eligibility process or customer service
3. impact on and potential waiver of performance

measures or other CMS expectations4) evaluating alternative strategies for implementation during the event | Autumn Arnold | Autumn.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| Security for System Access | DCTM is responsible for triggering process to expeditiously create new accounts for expanded statewide staff access to systems upon notification of a COOP related event that indicates need for broader balance of state support. Scope of request will be defined and documented by impacted consortia Plan Lead, Consortia tri chairs and DHS DCTM Debbie Waite. Upon notification, CARES Security will provide staff or other resources to implement expanded security access as a high priority. | Carla TreuthardtRandy Norton | Carla.Treuthardt@dhs.wisconsin.gov (608) 261‐9324Randal.Norton@dhs.wisconsin.gov (608) 261‐8343 |
| Creating Customer Messaging | The GENESYS Systems team is the initial point of contact for all issues related to GENESYS.  Call centers may contact the GENESYS Systems team by phone or email.  | Paul Michael | Paul.Michael@dhs.wisconsin.gov 608 264‐8552 |
| Technology Infrastructure Support – General IT |  | Christian Moran | Christian.Moran@dhs.wisconsin.gov (608) 266-8532 |
| CARES Access |  | Christian Moran | Christian.Moran@dhs.wisconsin.gov (608) 266-8532 |
| interChange Access | DHS contracts with DXC Technology to provide Medicaid Management Information System (MMIS) and fiscal agent services. DXC provides MMIS system support, claims processing and payment, financial services, federal reporting, Wisconsin Immunization Registry, managed care, provider and member enrollment, member services call center, pharmacy benefits and point of sale, premium payment, SeniorCare application processing, and drug rebate administration. DXC Technology is located independent of 1 W Wilson and could maintain operations under the direction of Bureau of Systems Management. | Nicholas Havens |  Nicholas.Havens@dhs.wisconsin.gov (608) 267‐7729 |
| GENESYS Access | The GENESYS Systems team is the initial point of contact for all issues related to GENESYS.  Call centers may contact the GENESYS Systems team by phone or email.During a coop event, the GENESYS Systems team may:* Assess the scope of the event’s impact on GENESYS
* Assist call center admin functions, including:
	+ Setting business events in GENESYS which close the call center and provide the customer with additional information
	+ Making changes to user profiles to better handle calls
* Redirect toll free number(s) to an alternate IVR which informs the customer the call center is closed provides information regarding ACCESS
* Assist in any local or system troubleshooting.

Communications regarding any GENESYS impact is sent directly from the GENESYS Systems Team based on the scope of the event. | Paul Michael | Paul.Michael@dhs.wisconsin.gov 608 264‐8552 |
| Forms and Policy Documents | DCTM is responsible for insuring that IM agencies have access to paper applications, change reports and other critical forms to support members and applicants. These forms include:* F‐16019A FoodShare Registration/Important Information Application Form
* F‐16019B FoodShare Application/Registration Form
* F‐16006 FoodShare Change Report Form
* F‐16066 FoodShare Income Change Form
* F‐10182 BadgerCare Plus Application (also for Family Planning Only Services)
* F‐10183 BadgerCare Plus Information Change Report
* F‐10101 Wisconsin Medicaid for the Elderly, Blind or Disabled Application (Also for MAPP)
* Paper forms can be requested by e‐mail (Use form F‐80025A) and e‐mail

:dhsfmhcfphc@wisconsin.gov. The Forms Center will mail the paper applications to requesters.* Paper forms can also be accessed and printed from the DHS Forms Library.

The DTCM will also:* Explore the creation and use of a Consortium SharePoint site for storage of the current versions of forms identified above
* Explore the efficacy of populating thumb drive technology with current versions of the forms identified above
 | Lisa Strawn | Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
| EBT Cards | For requests resulting from a COOP event, contact the DHS EBT Unit to obtain additional vault cards by email: DHSFSEBT@dhs.wisconsin.gov; we will expedite the request. If unable to use email contact Courtney Harris or Kat Van Hampler.For non COOP, requests will be processed per Process Help: 80.12.1 Vault Card Inventory; as follows: 1. Contact the DHS EBT Unit to obtain vault cards by email at: DHSFSEBT@dhs.wisconsin.gov.
2. A replacement quantity will be made in two weeks.
3. Provide the name of the individual at the IM agency and street address for card delivery. IM agencies must email a copy of the Emergency Vault EBT Card Log indicating the cards issued and remaining cards in inventory to the DHS EBT Unit (DHSFSEBT@dhs.wisconsin.gov) before receiving a new supply of cards.
 | Julie TaylorBruce Kress | Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconson.gov(608) 267-4573 |

**Consortium Call Tree Page**

|  |
| --- |
| **EMERGENCY CONTACT-MOBILE PHONE AND PERSONAL EMAIL**  |
| Dane County | Emergency number for directions | 608-263-6300 |  |
| Adams County | Amber Taylor | 715-213-9595 | ayeske@gmail.com |
| Columbia County | Carol Sjoblom | 608-697-8031 | carol\_bride@yahoo.com |
| Dodge County | Amy Beranek | 920-763-2268 | aberanek@ymail.com |
| Dodge County | Renee Lyman | 920-296-8569 | rlyman@co.dodge.wi.us |
| Juneau County | Diana Wood | 608-393-4917 | woody6870@yahoo.com |
| Richland County | Briana Turk | 608-604-0820 | Bri.l.turk@gmail.com |
| Sauk County | Jeana Neumaier | 608-393-5709 | jeananeumaier@yahoo.com |
| Sheboygan County | Tim Gessler | 920-889-6031 | tgessler@wi.rr.com |
| Sheboygan County | Kris Schmidt | 920-226-4569 | krsschmidt72@gmail.com |
| Sheboygan County | Clarissa Roberts | 920-208-5920 | clarissaroberts2@gmail.com |
| Dane County | Shawn Tessmann | 608-333-6932 or 608-320-5506 | derek.and.shawn@gmail.com |
| Dane County | Tony Sis | 608-556-3284 | tonysis775@gmail.com |
| Dane County | Joan Corcoran | 608.621.0499 or 608.239.8694 | joanc0522@gmail.com |
| Dane County | Michele Chiuchiolo | 608-867-9576 or 608-770-7012 | michele.chiuchiolo.mc@gmail.com |
| Dane County | Antonio Esterrich | 608-867-9585 or 608-320-0380 | aesterrich@yahoo.com |
| Dane County | JoAnne Jaehnke | 608-504-0260 or 920-988-0935 | gjaehnke@tds.net  |
| Dane County | Kara Ponti  | 608-867-9566 or 608-345-9426 | kponti70@gmail.com |
| Dane County | Ron Redell  | 608-867-9565 or 608-234-2020 | ron\_redell@yahoo.com |
| Dane County | Brenda Nickel | 608-867-9567 or 920-210-2056 | Brenda.nickel@live.com |
| Dane County | Cortney Hebel  | 920-266-7448 | Cakauss77@gmail.com |
| Dane County | Astra Miriaku Iheukumere |  608-242-6200  | Iheukumere.Astra@countyofdane.com |
| Dane County | Heidrun Kovach | 608-867-9568 or 608-807-7010 | hrkovach@gmail.com |
| Dane County | Adam Chorlton | 608-867-9573 or 608-322-7994 | adamcrascal@yahoo.com |
| Dane County (FSET) | Gwen Schmidt-Hannes | 608-286-8177 or 608-335-4762 | gshannes@aol.com |

**Consortia Essential Functions**

**Consortia Essential Function:**

1. Process Eligibility applications and redeterminations
2. Issue Vault Cards
3. Facilitate customer communications/messaging access to IM services
4. Maintain some form of lobby services
5. Maintain call center customer service
6. Maintain FoodShare on Demand capabilities
7. Support ongoing communication with DHS staff

**Consortia Non-Essential Functions**

1. Work discrepancies/SWICA natives
2. Process overpayments
3. Quest card tracking reports

**Consortia Essential Functions**

1. **Complete Eligibility Applications and**

**Redeterminations for all Income Maintenance Programs**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Scenario | Max outage (when used or implemented) | Strategies to Cover Essential Function | Resources Needed\* | Strategies/Resources in Place? (Y/N/In Progress) | Accountable Team Member | DHS PartnerName or N/A | DHS Support Role | DHS Partner Contact Info |
| <49% of the consortium is down | 1 day | Work absorbed by other consortia staff. | GENESYS Manager and Workload coordinator | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 2-7 days | Redistribute work to other consortia staff. | GENESYS Manager and Workload coordinator | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 7 more days | Relocate staff to other consortia locations.  | Computers and internet access, phone, work space | In Progress | County Plan Lead Back-Ups | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 50% or more of the consortium is down | 1 day | Work absorbed by all other consortiums. | Super user ID’s for access to all cases in the state, GENESYS Managers | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 2-7 days | Redistribute work to other consortiums. | Super user ID’s for access to all cases in the state, GENESYS Managers and workload coordinator. | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 7 or more days | Relocate staff to an alternate location.  | Computers and internet access, phone, work space | In progress | Shawn Tessmann | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| DHS is down | 1 day | Set up filing dates on paper apps. | Paper forms, Fax, Lobby | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 2-7 days | Determine eligibility on applications that are due, manually, using paper forms. | Laptop, printer, paper forms, crowd control | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 7 or more days | Determine eligibility and re-determine all applications, manually, using paper forms. | Laptop, printer, paper forms, crowd control | y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| DHS and consortium are down | 1 day | Set up filing dates on paper apps. | Paper forms, Fax, Lobby | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 2-7 days | Determine eligibility on applications that are due, manually, using paper forms. | Laptop, printer, paper forms, crowd control | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 7 or more days | Determine eligibility and re-determine all applications, manually, using paper forms. Relocate staff to an alternate location.  | Laptop, printer, paper forms, crowd control. Instructions from DHS.  | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
|  | \***Footnote**: Technology, Equipment, Staff, Forms & Policy Documents  |

**Consortia Essential Functions**

**2. Issue Vault Cards**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Scenario | Max outage (when used or implemented) | Strategies to Cover Essential Function | Resources Needed\* | Strategies/Resources in Place? (Y/N/In Progress) | Accountable Team Member | DHS PartnerName or N/A | DHS Support Role | DHS Partner Contact Info |
| <49% of the consortium is down | 1 day | See appendix A to G | See appendix A to G | See appendix A to G | See appendix A to G | Christian MoranJulie TaylorBruce Kress | CaresAccessEBT CardsEBT Cards | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconsin.gov(608) 267-4573 |
| 2-7 days | See appendix A to G | See appendix A to G | See appendix A to G | See appendix A to G | Christian MoranJulie TaylorBruce Kress | CaresAccessEBT CardsEBT Cards | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconsin.gov(608) 267-4573 |
| 7 more days | See appendix A to G | See appendix A to G | See appendix A to G | See appendix A to G | Christian MoranJulie TaylorBruce Kress | CaresAccessEBT CardsEBT Cards | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconsin.gov(608) 267-4573 |
| 50% or more of the consortium is down | 1 day | Utilize current vault card inventory and Issue vault cards from the Stoughton location. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranJulie TaylorBruce Kress | CaresAccessEBT CardsEBT Cards | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconsin.gov(608) 267-4573 |
| 2-7 days | Relocate lobby to an alternate location and issue vault cards from the alternate location utilizing current vault card inventory. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | In progress | Antonio Esterrich and Joanne Jaehnke | Christian MoranJulie TaylorBruce Kress | CaresAccessEBT CardsEBT Cards | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconsin.gov(608) 267-4573 |
| 7 or more days | Relocate lobby to an alternate location and issue vault cards from the alternate location utilizing current vault card inventory. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | In progress | Antonio Esterrich and Joanne Jaehnke | Christian MoranJulie TaylorBruce Kress | CaresAccessEBT CardsEBT Cards | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconsin.gov(608) 267-4573 |
| DHS is down | 1 day | Distribute from current vault card inventory, direct customers to contact EBT for activation.  | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | y | Antonio Esterrich and Joanne Jaehnke | Christian MoranJulie TaylorBruce Kress | CaresAccessEBT CardsEBT Cards | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconsin.gov(608) 267-4573 |
| 2-7 days | Distribute from current vault card inventory, direct customers to contact EBT for activation.  | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | y | Antonio Esterrich and Joanne Jaehnke | Christian MoranJulie TaylorBruce Kress | CaresAccessEBT CardsEBT Cards | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconsin.gov(608) 267-4573 |
| 7 or more days | Distribute from current vault card inventory, direct customers to contact EBT for activation.  | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | y | Antonio Esterrich and Joanne Jaehnke | Christian MoranJulie TaylorBruce Kress | CaresAccessEBT CardsEBT Cards | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconsin.gov(608) 267-4573 |
| DHS and consortium are down | 1 day | Distribute from current vault card inventory, direct customers to contact EBT for activation.  | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | y | Antonio Esterrich and Joanne Jaehnke | Christian MoranJulie TaylorBruce Kress | CaresAccessEBT CardsEBT Cards | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconsin.gov(608) 267-4573 |
| 2-7 days | Distribute from current vault card inventory, direct customers to contact EBT for activation. Relocate lobby to an alternate location. Relay DHS information to customers regarding the availability of funds. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | y | Shawn Tessmann, Antonio Esterrich, and Joanne Jaehnke | Christian MoranJulie TaylorBruce Kress | CaresAccessEBT CardsEBT Cards | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconsin.gov(608) 267-4573 |
| 7 or more days | Distribute from current vault card inventory, direct customers to contact EBT for activation. Relocate lobby to an alternate location. Relay DHS information to customers regarding the availability of funds. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | y | Tony Sis, Antonio Esterrich, and Joanne Jaehnke | Christian MoranJulie TaylorBruce Kress | CaresAccessEBT CardsEBT Cards | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Julie.Taylor@dhs.wisconsin.gov(608) 266-8471Bruce.Kress@dhs.wisconsin.gov(608) 267-4573 |
|  | \* Technology, Equipment, Staff, Forms & Policy Documents  |

**Consortia Essential Functions**

**3. Facilitate customer communication/messaging re-access to IM services**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Scenario | Max outage (when used or implemented) | Strategies to Cover Essential Function | Resources Needed\* | Strategies/Resources in Place? (Y/N/In Progress) | Accountable Team Member | DHS PartnerName or N/A | DHS Support Role | DHS Partner Contact Info |
| <49% of the consortium is down | 1 day | **See appendix A to G** | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 2-7 days | **See appendix A to G** | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 7 more days | **See appendix A to G** | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 50% or more of the consortium is down | 1 day | Contact Staff; Announcement message on agencyemergency number 263-6300, Website update | Phones, Computers, Printer(s), Internet Access, 242-6300, ES Staff Listing, ES Staff | Y | Tony Sis | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 2-7 days | Contact Staff; Announcement on agencyemergency number 263-6300, Website update, Building signs, News/Press Release, Relocate staff, as needed.  | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff | Y | Tony Sis | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 7 or more days | Contact Staff; Announcement message on agencyemergency number 263-6300, Website update, Building signs, News/Press Release, Relocate staff, as needed. | Alternate Work Site available & set up, Phones, Computers, Printer(s), Internet Access, 242-6300, ES Staff Listing, ES Staff | Y | Tony Sis | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| DHS is down | 1 day | Contact Staff; Announcement message on agencyemergency number 263-6300, Website update. | Phones, Computers, Printer(s), Internet Access, 242-6300, ES Staff Listing, ES Staff | y | Tony Sis | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 2-7 days | Determine staffing needs, Contact Staff, Announcement message on agencyemergency number 263-6300, Website update, Building signs, News/Press Release. | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff | y | Tony Sis | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 7 or more days | Determine staffing needs, Contact Staff, Announcement Message on agency line, Website update, Building signs, News/Press Release, Relay DHS information to customers regarding the availability of benefits. | Alternate Work Site available & set up, Phones, Computers, Printer(s), Internet Access, 242-6300, ES Staff Listing, ES Staff | y | Tony Sis | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| DHS and consortium are down | 1 day | Contact Staff, Announcement Message on agency line, Website update. | Phones, Computers, Printer(s), Internet Access, 242-6300, ES Staff Listing, ES Staff | y | Tony Sis | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 2-7 days | Determine staffing needs, Contact Staff, Announcement Message on agency line, Website update, Building signs, News/Press Release, Relocate staff, as needed. | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff | Y | Tony Sis | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 7 or more days | Determine staffing needs, Contact Staff, Announcement Message on agency line, Website update, Building signs, News/Press Release, Relocate staff as needed, Relay DHS information to customers regarding the availability of benefits. | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff | Y | Tony Sis | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
|  | \*Technology, Equipment, Staff, Forms & Policy Documents  |

**Consortia Essential Functions**

**4. Maintain some form of lobby services**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Scenario | Max outage (when used or implemented) | Strategies to Cover Essential Function | Resources Needed\* | Strategies/Resources in Place? (Y/N/In Progress) | Accountable Team Member | DHS PartnerName or N/A | DHS Support Role | DHS Partner Contact Info |
| <49% of the consortium is down | 1 day | See appendix A to G | See appendix A to G | See appendix A to G | See appendix A to G | Jonelle BrownLisa Strawn | Communication withConsortiumForms and PolicyDocuments | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
| 2-7 days | See appendix A to G | See appendix A to G | See appendix A to G | See appendix A to G | Jonelle BrownLisa Strawn | Communication withConsortiumForms and PolicyDocuments | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
| 7 more days | See appendix A to G | See appendix A to G | See appendix A to G | See appendix A to G | Jonelle BrownLisa Strawn | Communication withConsortiumForms and PolicyDocuments | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
| 50% or more of the consortium is down (Dane is Down) | 1 day | Dane Staff will meet at Shabazz. | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff | Yes, MOU see appendix I  | Tony Sis | Jonelle BrownLisa Strawn | Communication withConsortiumForms and PolicyDocuments | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
| 2-7 days | Alternate Medium-term location | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff | Yes, Dane has a contract with the Municipal Property Insurance Company which is responsible for finding an alternate location. | Tony Sis | Jonelle BrownLisa Strawn | Communication withConsortiumForms and PolicyDocuments | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
| 7 or more days | Alternate location | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff | Yes, Dane has a contract with the Municipal Property Insurance Company which is responsible for finding an alternate location. | Tony Sis | Jonelle BrownLisa Strawn | Communication withConsortiumForms and PolicyDocuments | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
| DHS is down | 1 day | Set up filing dates on paper apps | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff | y | Antonio Esterrich and Joanne Jaehnke | Jonelle BrownLisa Strawn | Communication withConsortiumForms and PolicyDocuments | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
| 2-7 days | Determine eligibility on applications that are due, manually, using paper forms. | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff. | y | Tony Sis, Antonio Esterrich, and Joanne Jaehnke | Jonelle BrownLisa Strawn | Communication withConsortiumForms and PolicyDocuments | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
| 7 or more days | Determine eligibility and re-determine all applications, manually, using paper forms. | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff | y | Tony Sis, Antonio Esterrich, and Joanne Jaehnke | Jonelle BrownLisa Strawn | Communication withConsortiumForms and PolicyDocuments | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
| DHS and consortium are down | 1 day | Set up filing dates on paper apps. | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff | y | Tony Sis, Antonio Esterrich, and Joanne Jaehnke | Jonelle BrownLisa Strawn | Communication withConsortiumForms and PolicyDocuments | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
| 2-7 days | Determine eligibility on applications that are due, manually, using paper forms. Relocate staff to an alternate location, if needed. | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff | y | Tony Sis, Antonio Esterrich, and Joanne Jaehnke | Jonelle BrownLisa Strawn | Communication withConsortiumForms and PolicyDocuments | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
| 7 or more days | Determine eligibility and re-determine all applications manually, using paper forms. Relocate staff to an alternate location, if needed.  | Phones, Computers, Printer(s), Internet Access, Paper, Pens, 242-6300, ES Staff Listing, ES Staff | y | Tony Sis, Antonio Esterrich, and Joanne Jaehnke | Jonelle BrownLisa Strawn | Communication withConsortiumForms and PolicyDocuments | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Lisa.Strawn@dhs.wisconsin.gov (608) 264‐6751 |
|  | \*Technology, Equipment, Staff, Forms & Policy Documents  |

**Consortia Essential Functions**

**5. Maintain call center customer service**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Scenario | Max outage (when used or implemented) | Strategies to Cover Essential Function | Resources Needed\* | Strategies/Resources in Place? (Y/N/In Progress) | Accountable Team Member | DHS PartnerName or N/A | DHS Support Role | DHS Partner Contact Info |
| <49% of the consortium is down | 1 day | Work absorbed by other consortium staff. | Internet access, computers, phones. | Y | Antonio Esterrich and Joanne Jaehnke | Paul Michael | Genesys Access | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
| 2-7 days | Redistribute work to other consortium staff. | Internet access, computers, phones. | y | Antonio Esterrich and Joanne Jaehnke | Paul Michael | Genesys Access | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
| 7 more days | Relocate staff to other consortium locations.  | Internet access, computers, phones, and office space. | y | Shawn Tessmann | Paul Michael | Genesys Access | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
| 50% or more of the consortium is down | 1 day | Work absorbed by other consortium staff. | Internet access, computers, phones. | y | Antonio Esterrich and Joanne Jaehnke | Paul Michael | Genesys Access | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
| 2-7 days | Relocate staff to an alternate location, if needed. | Internet access, computers, phones, and office space. | y | Antonio Esterrich and Joanne Jaehnke | Paul Michael | Genesys Access | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
| 7 or more days | Relocate staff to an alternate location, if needed. | Internet access, computers, phones, and office space. | In progress | Shawn Tessmann | Paul Michael | Genesys Access | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
| DHS is down | 1 day | Relay DHS information to customers regarding the availability of systems.  | Internet access, computers, phones, and office space. | y | Antonio Esterrich and Joanne Jaehnke | Paul Michael | Genesys Access | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
| 2-7 days | Manually take changes, applications, determine and re-determine eligibility. Relay DHS information to customers regarding the availability of systems and funds. | Internet access, computers, phones, and office space. | y | Antonio Esterrich and Joanne Jaehnke | Paul Michael | Genesys Access | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
| 7 or more days | Manually take changes, applications, determine and re-determine eligibility. Relay DHS information to customers regarding the availability of systems and funds. | Internet access, computers, phones, and office space. | y | Shawn Tessmann | Paul Michael | Genesys Access | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
| DHS and consortium are down | 1 day | Relate DHS information to customers regarding the availability of systems.  | Internet access, computers, phones, and office space. | y | Antonio Esterrich and Joanne Jaehnke | Paul Michael | Genesys Access | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
| 2-7 days | Manually take changes, applications, determine and re-determine eligibility. Relay DHS information to customers regarding the availability of systems and funds. Relocate staff to an alternate location, if needed. | Internet access, computers, phones, and office space. | y | Antonio Esterrich and Joanne Jaehnke | Paul Michael | Genesys Access | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
| 7 or more days | Manually take changes, applications, determine and re-determine eligibility. Relay DHS information to customers regarding the availability of systems and funds. Relocate staff to an alternate location, if needed. | Internet access, computers, phones, and office space. | y | Shawn Tessmann | Paul Michael | Genesys Access | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
|  | \*Technology, Equipment, Staff, Forms & Policy Documents  |

**Consortia Essential Functions**

**6. Maintain FoodShare on Demand capabilities**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Scenario | Max outage (when used or implemented) | Strategies to Cover Essential Function | Resources Needed\* | Strategies/Resources in Place? (Y/N/In Progress) | Accountable Team Member | DHS PartnerName or N/A | DHS Support Role | DHS Partner Contact Info |
| <49% of the consortium is down | 1 day | Work absorbed by other consortium staff. | GENESYS Manager and Workload coordinator | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 2-7 days | Redistribute work to other consortium staff. | GENESYS Manager and Workload coordinator | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 7 more days | Relocate staff to other consortium locations.  | Computers and internet access, phone, work space | Y | County Plan Lead Back-Ups | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 50% or more of the consortium is down | 1 day | Work absorbed by all other consortium members  | GENESYS Manager and Workload coordinator | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 2-7 days | Redistribute work to other consortia. | Super user ID’s for access to all cases in the state, GENESYS Managers and workload coordinator. | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 7 or more days | Relocate staff to an alternate location.  | Computers and internet access, phone, work space | Y | Shawn Tessmann | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| DHS is down | 1 day | Set up filing dates on paper apps. | Paper forms, Fax, Lobby | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 2-7 days | Determine eligibility on applications that are due, manually, using paper forms. | Laptop, printer, paper forms, crowd control | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 7 days or more | Work absorbed by other consortia staff. | Super user ID’s for access to all cases in the state, GENESYS Managers and workload coordinator. | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| DHS and consortium are down | 1 day | Set up filing dates on paper apps. | Paper forms, Fax, Lobby | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 2-7 days | Determine eligibility on applications that are due, manually, using paper forms. | Laptop, printer, paper forms, crowd control | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
| 7 or more days | Determine eligibility and re-determine all applications, manually, using paper forms. | Laptop, printer, paper forms, crowd control. Instructions from DHS.  | Y | Antonio Esterrich and Joanne Jaehnke | Christian MoranPaul MichaelCarla TreuthardtRandy Norton | Cares AccessGenesysSecurity for SystemAccessSecurity for SystemAccess | Christian.Moran@dhs.wisconsin.gov(608) 266-8532Paul.Michael@dhs.wisconsin.gov608 264‐8552Carla.Treuthardt@dhs.wisconsin.gov(608) 261‐9324Randal.Norton@dhs.wisconsin.gov(608) 261‐8343 |
|  | \***Footnote**: Technology, Equipment, Staff, Forms & Policy Documents  |

**Consortia Essential Functions**

**7. Support ongoing communication with DHS staff**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Scenario | Max outage (when used or implemented) | Strategies to Cover Essential Function | Resources Needed\* | Strategies/Resources in Place? (Y/N/In Progress) | Accountable Team Member | DHS PartnerName or N/A | DHS Support Role | DHS Partner Contact Info |
| <49% of the consortium is down | 1 day | Report emergency to the Call Center, provide Status reports through the duration of event. | Internet access, computers, phones, email service | Y | Antonio Esterrich | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 2-7 days | Report to the Call Center the actions taken to continue to provide essential services. Continue with the status reports through the duration of event.  | Internet access, computers, phones, email service | y | Shawn Tessmann | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 7 more days | Communicate reconstruction/recovery strategy, timeline, and alternate location. Continue with the status reports through the duration of event. | Internet access, computers, phones, email service | y | Tony Sis | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 50% or more of the consortium is down | 1 day | Report emergency to the Call Center, provide Status reports to the consortium through the duration of event. | Internet access, computers, phones, email service | y | Antonio Esterrich | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 2-7 days | Report to the Call Center the actions taken to continue to provide essential services. Continue with the status reports to the consortium partners through the duration of event.  | Internet access, computers, phones, email service | y | Shawn Tessmann | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 7 or more days | Communicate reconstruction/recovery strategy, timeline, and alternate location. Continue with the status reports to the consortium through the duration of event. | Internet access, computers, phones, email service | y | Shawn Tessmann | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| DHS is down | 1 day | Relay DHS status to the consortium staff and customers.  | Internet access, computers, phones, email service | y | Antonio Esterrich | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 2-7 days | Continue with the status reports through the consortium during the duration of event.  | Internet access, computers, phones, email service | y | Shawn Tessmann | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 7 or more days | Communicate reconstruction/recovery strategy, timeline, and possible alternate locations. Continue with the status reports through the consortium during duration of event. | Internet access, computers, phones, email service | y | Shawn Tessmann | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| DHS and consortium are down | 1 day | Relay DHS status to the consortium staff and customers.  | Internet access, computers, phones, email service | y | Antonio Esterrich | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 2-7 days | Continue with the status reports through the consortium during duration of event. | Internet access, computers, phones, email service | y | Shawn Tessmann | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
| 7 or more days | Communicate reconstruction/recovery strategy, timeline, and possible alternate locations. Continue with the status reports through the consortium during duration of event. | Internet access, computers, phones, email service | y | Shawn Tessmann | Jonelle BromJulie TaylorAutumn Arnold | Communication withConsortiumCommunication withFNSCommunication withCMS | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515Julie.Taylor@dhs.wisconsin.gov(608) 66-8471Autunum.Arnold@dhs.wisconsin.gov(608) 261‐6869 |
|  | \*Technology, Equipment, Staff, Forms & Policy Documents |

**Non-Essential Functions &**

**Reconstruction Planning**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Non-Essential Function** | **Reconstruction/Recovery Strategy** | **Reconstruction/Recovery Timetable/Expectation**  | **Resources Needed\*** | **Responsible Reconstruction Lead or Team Staff** | **Contact Info** | **DHS Role** | **DHS Partner** |
| SWICAS  | Damage assessment  | 1 day | Fiber optic line | AT&T  | Kari Clemens | CARES | Christian Moran |
| Process Overpayments | Plan and execute a reconstruction/recovery strategy consistent with the local county disaster recovery strategies. | <30 days | Shared Drive Storage | Dane County IT  | Kari Clemens  | BRITTSCARES | DCFChristian Moran |
| Quest card tracking reports | Find alternate locations | 1 day | Servers | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Telecommute  | 1 day | Internal Network | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | 1 day | Internet | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | 1 day | Mitel Phones | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | 1 day | Fax machines/ Analog | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | 1 day | Analog lines for client phones | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | >30 days | Cell phones | Verizon | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | >30 days | iPads | Verizon | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | >30 days | Wi-Fi | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | 1 day | Radio Connection to Annex | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | 1 day | Door System | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | >30 days | Room AV Equipment | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | 1 day | Charter connection for client computers | Charter Communications | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | <30 days | Cameras / Security | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | 1 day | BadgerNet Link | State of Wisconsin | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | 1 day | Email | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | <30 days | Storage | Dane County IT | Kari Clemens | CARES | Christian Moran |
|  | Building reconstruction | 1 day | Network Closet Cooling | Dane County IT | Kari Clemens | CARES | Christian Moran |
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|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| \* Technology, Equipment, Staff, Forms & Policy Documents |

**DHS COOP Event Scenarios & Internal Preparation**

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| --- | --- | --- | --- |
| **Responsibility** | **Strategies/Plan** | **DHS COOP Team Member Contact** | **Contact Info** |
| CARES | DCTM is responsible for triggering implementation ofthe CARES COOP Plan and for implementation ofCARES related components of DHS’ overall COOP planin the event of a CARES related COOP event. Thisshall include:1) Serving as primary point of contact forcommunication and problem resolution with CARESvendor2) (Insert other responsibilities?)3) Providing or coordinating appropriatecommunications of system status, instructions, workarounds, and progress updates to Consortia COOPPlan Leads and Operational Leads. | Christian Moran | Christian.Moran@dhs.wisconsin.gov(608) 266-8532 |
| interchange | DCTM is responsible for triggering implementation ofthe interchange (iC) COOP Plan and forimplementation of iC related components of DHS’overall COOP plan in the event of an iC related COOPevent. This shall include:1) Serving as primary point of contact forcommunication and problem resolution with the iCvendor2) (Insert other responsibilities?)3) Providing or coordinating appropriatecommunications of system status, instructions, workarounds, and progress updates to Consortia COOPPlan Leads and Operational Leads. | Nick Havens | Nicholas.Havens@dhs.wisconsin.gov(608) 267‐7729 |
| Genesys | DCTM is responsible for triggering implementation ofthe Genesys COOP Plan and for implementationof any Genesys related components of DHS’overall COOP plan in the event of a Genesys-related COOP event. This shall include:1) Serving as primary point of contact forcommunication and problem resolution with theGenesys vendor2) (Insert other responsibilities?)3) Providing or coordinating appropriatecommunications of system status, instructions, workarounds, and progress updates to Consortia COOPPlan Leads and Operational Leads. | Paul Michael | Paul.Michael@dhs.wisconsin.gov608 264‐8552 |
| Electronic Case Files | DCTM is responsible for triggering implementation ofthe CDPU/ECF COOP Plan and for implementation ofrelated components of DHS’ overall COOP plan in theevent of a CDPU/ECF-related COOP event. This shallinclude:1) Serving as primary point of contact forcommunication and problem resolution with the ECFvendor2) (Insert other responsibilities?)3) providing or coordinating appropriatecommunications of system status, instructions, workarounds, and progress updates to Consortia COOPPlan Leads and Operational Leads. | Christian Moran | Christian.Moran@dhs.wisconsin.gov(608) 266-8532 |
| CDPU | DCTM is responsible for:• determining the level of service interruption foreach CDPU related incident based on the expectedtimeframe of the outage.a) Short term outages of 24 hours or less areresolved on site with the appropriate communicationwith State contacts.b) Outages with an expected timeframe of 24 to72 hours or more may be resolved on‐site or off‐site,depending on the severity. In the event of an emergency which results in sitedisruption, activating the CDPU’s off‐site emergency control area at Blettner Boulevardfacility in Madison.• following documented communication protocolsfor system outages with designated State staff andDXC Technology staff. Assisting State staff with creation ofcommunications on system status, instructions,work arounds and progress updates to ConsortiaCOOP plan Leads and Operational Leads | Rob TillmomCDPU Manager  | Robert.Tillmon@wisconsin.gov(608)717‐0336 |
| BRITs | DCTM is responsible for: Determining the level of service interruption foreach BRITS related incident based on expectedtimeframe of outage Coordinating system recovery activities withDCF Bureau of Information Technology and DOADivision of Enterprise Technology.BRITS has been deemed a critical function withinDCF and is considered a priority during a disasterrecovery event. (Note: DCF COOP plan indicatesno current work around options for thisapplication) Assisting DCF and DHS staff with creation ofcommunications on system status, instructions,work arounds and progress updates to ConsortiaCOOP plan Leads and Operational Leads | Matthew Crampton | Matthew.Crampton@wisconsin.gov608 422‐6325 |
| Consortia Communications | DCTM is DHS point of contact for communicatingoccurrence of COOP event to consortia.DCTM will:1) Initiate and coordinate initial notice of COOPevent to2) Coordinate needed updates from DHS businessareas on status of state systems (CARES, iC,Genesys, ECF, training environment, other), onprojected timetable for resolution, and on need toimplement COOP customer service alternatives3) Coordinate needed updates on other resourceimplications (state staffing, facilities availability)4) Point of contact for communications will be PlanLeads and Operational Leads | Jonelle Brown | Jonellem.Brom@dhs.wisconsin.gov(608) 867-4515 |

**Appendix A (Adams County)**

**Narrative:**

In the event that the Adams County Health & Human Services building is uninhabitable the following will assist in the direction Adams County ES must take.

1. Establish confidential workspace- relocate if necessary- IT support for confidential internet access
2. Equipment needs

In the event a partner county Health & Human Services is uninhabitable the following will assist in reassigning to this office.

1. Establish confidential workspace- IT support for confidential internet access in the Landing Pad
2. Equipment needs

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| **Adams County Alternate Worksites:** Local 1: Adams County Community Center (569 N. Cedar St. Friendship); Local 2: Adams County Court House (402 Main St. Friendship) |
| **ROLE** | **NAME** | **CONTACT INFORMATION** |
| County Plan Lead | Amber Taylor | Work: (608) 339-4363; Cell: (715) 213-9595 |
| County Plan Lead Back-up | Cindi Hildebrand | Work: (608) 339-4367; Cell: (563) 929-0134 |
| Reconstruction Team Lead | Amber Taylor | Work: (608) 339-4363; Cell: (715) 213-9595 |
| Reconstruction Team Back-up | Cindi Hildebrand | Work: (608) 339-4367; Cell: (563) 929-0134 |
| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Issue Vault Cards** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| County EAWS is down all scenarios | 1 day | Utilize current Vault card inventory or contact Juneau County (Diana Wood) @ (608) 847-9421) as back-up. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Amber Taylor or Cindi Hildebrand |
| 2-7 days | Utilize current stock of Vault cards or contact Juneau County (Diana Wood) @ (608) 847-9421 as back-up. Relocate staff, as needed. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Amber Taylor or Cindi Hildebrand |
| 7 or more days | Utilize current stock of Vault cards or contact Juneau County ((Diana Wood) @ (608) 847-9421 as back-up. Relocate staff, as needed. | Alternate Work Site available & set up, Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Amber Taylor or Cindi Hildebrand |

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| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Facilitate customer communications/messaging access to IM services** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| County EAWS is down all scenarios | 1 day | Contact Staff via text or cell phone, message on Agency line, Website update. | Phones, Printer(s) Contact Info (voiceservice@marconet.com, copierservice@marconet.com, (800) 847-3098); Computers, Internet Access, IT Contact Info (itdept@co.adams.wi.us (608) 339-4567) | Y | Amber Taylor or Cindi Hildebrand |
| 2-7 days | Contact Staff via text or cell phone. Emergency Management will determine communication to the Community Members. May use Message on agency line, Website update, Building signs; News/Press Release; Relocate staff as necessary  | Phones, Printer(s) Contact Info (voiceservice@marconet.com, copierservice@marconet.com, (800) 847-3098); Computers, Internet Access, IT Contact Info (itdept@co.adams.wi.us (608) 339-4567) | Y | Amber Taylor or Cindi Hildebrand |
| 7 or more days | Contact Staff via text or cell phone. Emergency Management will determine communication to the Community Members. May use Announcement Message on agency line, Website update, Building signs; News/Press Release; Relocate staff as needed | Alternate Work Site available & set up, Phones, Printer(s) Contact Info (voiceservice@marconet.com, copierservice@marconet.com, (800) 847-3098): Computers, Internet Access, IT Contact Info (itdept@co.adams.wi.us (608) 339-4567) | Y | Amber Taylor or Cindi Hildebrand |
| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Maintain some form of lobby services** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| County EAWS is down all scenarios | 1 day | Establish confidential work space with necessary equipment; Relocate staff as necessary. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | In Progress | Amber Taylor or Cindi Hildebrand |
| 2-7 days | Establish confidential work space with necessary equipment; Relocate staff as necessary. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | In Progress | Amber Taylor or Cindi Hildebrand |
| 7 or more days | Establish confidential work space with necessary equipment; Relocate staff as necessary. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | In Progress  | Amber Taylor or Cindi Hildebrand |

\***Footnote**: Technology, Equipment, Staff, Forms & Policy Documents

**Appendix B (Columbia County)**

**Narrative:**

**If Columbia has an emergency/disaster and is incapacitated, then 1) establish confidential workspace(s) with necessary staff and equipment, 2) relocate to alternate site, as needed, 3) provide essential functions**

|  |
| --- |
| **Columbia County Alternate Worksites: Columbia County Administration Building 112 E. Edgewater St. Portage WI and/or Law Enforcement Center 711 E. Cook St. Portage WI** |
| **ROLE** | **NAME** | **CONTACT INFORMATION** |
| County Plan Lead | Carol Sjoblom | Work (608) 742-9220 |
| County Plan Lead Back-up | Jeanette Gessner | Work: (608) 742-9221 Ext. 221; Cell: (608)-683-4398 |
| Reconstruction Team Lead | Carol Sjoblom | Work: (608) 742-9220 |
| Reconstruction Team Back-up | Becky Wegner | Work: (608) 742-9225 Ext. 225; Cell: (608) 683-4400 |
| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Issue Vault Cards** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Columbia County is down-all scenarios | 1 day | Utilize current stock of Vault cards or contact Dodge County (920) 386-3607 as back-up. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Carol Sjoblom, Jeanette Gessner or Becky Wegner |
| 2-7 days | Utilize current stock of Vault cards or contact Dodge County (920) 386-3607 as back-up. Relocate staff, as needed. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Carol Sjoblom, Jeanette Gessner or Becky Wegner |
| 7 or more days | Utilize current stock of Vault cards or contact Dodge County (920) 386-3607 as back-up. Relocate staff, as needed. | Alternate Work Site available & set up, Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Carol Sjoblom, Jeanette Gessner or Becky Wegner |

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| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Facilitate customer communications/messaging access to IM services** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Columbia County is down-all scenarios | 1 day | Contact Staff, Announcement Message on agency line, Website update. | Phones, Computers, Printer(s), Internet Access, IT Contact Info (MIS@co.columbia.wi.us, (608) 742-9626); ES Staff Listing, ES Staff | Y | Carol Sjoblom, Jeanette Gessner or Becky Wegner |
| 2-7 days | Contact Staff, Announcement Message on agency line, Website update, Building signs, News/Press Release, Relocate staff, as needed.  | Phones, Computers, Printer(s), Internet Access, Paper, Pens, IT Contact Info (MIS@co.columbia.wi.us, (608) 742-9626); ES Staff Listing, ES Staff | Y | Carol Sjoblom, Jeanette Gessner or Becky Wegner |
| 7 or more days | Contact Staff, Announcement Message on agency line, Website update, Building signs, News/Press Release, Relocate staff, as needed. | Alternate Work Site available & set up, Phones, Paper, Pens, Computers, Printer(s), Internet Access, IT Contact Info (MIS@co.columbia.wi.us, (608) 742-9626), ES Staff Listing, ES Staff | Y | Carol Sjoblom, Jeanette Gessner or Becky Wegner |
| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Maintain some form of lobby services** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Columbia County is down-all scenarios | 1 day | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Pens, Paper, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application logs | Y | Carol Sjoblom, Jeanette Gessner or Becky Wegner |
| 2-7 days | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Pens, Paper, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application logs | Y | Carol Sjoblom, Jeanette Gessner or Becky Wegner |
| 7 or more days | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Pens, Paper, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application logs | Y | Carol Sjoblom, Jeanette Gessner or Becky Wegner |

**Appendix C (Dodge County)**

**Narrative:**

**If Dodge has an emergency/disaster and is incapacitated, then 1) establish confidential workspace(s) with necessary staff and equipment, 2) relocate to alternate site as necessary 3) provide essential functions**

**If a Partner County has an emergency/disaster and is incapacitated, then provide alternate worksite to partner staff to 1) establish confidential workspace(s) with necessary staff and equipment 2) assist in providing essential functions.**

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| **Dodge County Alternate Worksites:** Local 1: Dodge County IT Training Room (127 E. Oak, 2nd FL, Juneau); Local 2: D.C. Highway Dept. (853 Horicon St., Mayville |
| **ROLE** | **NAME** | **CONTACT INFORMATION** |
| County Plan Lead | Amy Beranek | Work: (920) 386-3955, Work Cell: (920) 763-2268, Cell: (920) 248-6188 |
| County Plan Lead Back-up | Renee Lyman | Work: (920) 386-4825; Cell: (920) 296-8569 |
| Reconstruction Team Lead | Amy Beranek | Work: (920) 386-3955, Work Cell: (920) 763-2268, Cell: (920) 248-6188 |
| Reconstruction Team Back-up | Renee Lyman | Work: (920) 386-4825; Cell: (920) 296-8569 |
| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Issue Vault Cards** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Dodge County is down-all scenarios | 1 day | Utilize current Vault card inventory or contact Columbia County (608) 742-9227 as back-up. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Amy Beranek or Renee Lyman |
| 2-7 days | Utilize current stock of Vault cards or contact Columbia County (608) 742-9227 as back-up. Relocate staff, as needed. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Amy Beranek or Renee Lyman  |
| 7 or more days | Utilize current stock of Vault cards or contact Columbia County (608) 742-9227 as back-up. Relocate staff, as needed. | Alternate Work Site available & set up, Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Amy Beranek or Renee Lyman |

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| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Facilitate customer communications/messaging access to IM services** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Dodge County is down-all scenarios | 1 day | Contact Staff; Announcement Message on agency line, Website update. | Phones, Computers, Printer(s), Internet Access, IT Contact Info (helpdesk@co.dodge.wi.us, (920) 386-3200); ES Staff Listing, ES Staff | Y | Amy Beranek or Renee Lyman  |
| 2-7 days | Contact Staff; Announcement Message on agency line, Website update, Building signs, News/Press Release; Relocate staff, as needed.  | Phones, Computers, Printer(s), Internet Access, Paper, Pens, IT Contact Info (helpdesk@co.dodge.wi.us, (920) 386-3200); ES Staff Listing, ES Staff | Y | Amy Beranek or Renee Lyman  |
| 7 or more days | Contact Staff; Announcement Message on agency line, Website update, Building signs, News/Press Release; Relocate staff, as needed. | Alternate Work Site available & set up, Phones, Computers, Printer(s), Internet Access, IT Contact Info (helpdesk@co.dodge.wi.us, (920) 386-3200), ES Staff Listing, ES Staff | Y | Amy Beranek or Renee Lyman  |
| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Maintain some form of lobby services** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Dodge County is down-all scenarios | 1 day | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | Y | Amy Beranek or Renee Lyman  |
| 2-7 days | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | Y | Amy Beranek or Renee Lyman  |
| 7 or more days | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | Y | Amy Beranek or Renee Lyman  |

\***Footnote**: Technology, Equipment, Staff, Forms & Policy Documents

**Appendix D (Juneau County)**

**Narrative:**

**If Juneau County has an emergency/disaster and is incapacitated, then 1) establish confidential workspace(s) with necessary staff and equipment, 2) relocate to alternate site as necessary 3) provide essential functions**

**If a Partner County has an emergency/disaster and is incapacitated, then provide alternate worksite to partner staff to 1) establish confidential workspace(s) with necessary staff and equipment 2) assist in providing essential functions**

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| **Juneau County Alternate Worksites:** Local 1: Juneau County Courthouse or Justice Center Local 2: Adams County DHS |
| **ROLE** | **NAME** | **CONTACT INFORMATION** |
| County Plan Lead | Diana Wood | Work: (608) 847-9272, Cell: (608) 393-4917 |
| County Plan Lead Back-up | April Lee | Work: (608) 847-9274, Cell: (608) 547-2367 |
| Reconstruction Team Lead | Diana Wood | Work: (608) 847-9272, Cell: (608) 393-4917 |
| Reconstruction Team Back-up | April Lee | Work: (608) 847-9274, Cell: (608) 547-2367 |
| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Issue Vault Cards** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Juneau County is down-all scenarios | 1 day | Utilize current Vault card inventory or contact Adams County (608) 339-4505 as back-up. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Diana Wood or April Lee  |
| 2-7 days | Utilize current stock of Vault cards or contact Adams County (608) 339-4505 as back-up. Relocate staff, as needed. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Diana Wood or April Lee  |
| 7 or more days | Utilize current stock of Vault cards or contact Adams County (608) 339-4505 as back-up. Relocate staff, as needed. | Alternate Work Site available & set up, Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Diana Wood or April Lee  |

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| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Facilitate customer communications/messaging access to IM services** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Juneau County is down-all scenarios | 1 day | Contact Staff; Announcement Message on agency line, Website update. | Phones, Computers, Printer(s), Internet Access, IT Contact Info (juneaumh@co.juneau.wi.us, (608) 847-9343); ES Staff Listing, ES Staff | In Progress | Diana Wood or April Lee  |
| 2-7 days | Contact Staff; Announcement Message on agency line, Website update, Building signs, News/Press Release; Relocate staff, as needed.  | Phones, Computers, Printer(s), Internet Access, Paper, Pens, IT Contact Info (juneaumh@co.juneau.wi.us, (608) 847-9343); ES Staff Listing, ES Staff | In Progress | Diana Wood or April Lee |
| 7 or more days | Contact Staff; Announcement Message on agency line, Website update, Building signs, News/Press Release; Relocate staff, as needed. | Alternate Work Site available & set up, Phones, Computers, Printer(s), Internet Access, IT Contact Info (juneaumh@co.juneau.wi.us, (608) 847-9343, ES Staff Listing, ES Staff | In Progress | Diana Wood or April Lee  |
| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Maintain some form of lobby services** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Juneau County is down-all scenarios | 1 day | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | In Progress | Diana Wood or April Lee |
| 2-7 days | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | In Progress | Diana Wood or April Lee |
| 7 or more days | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | In Progress | Diana Wood or April Lee  |

\***Footnote**: Technology, Equipment, Staff, Forms & Policy Document

**Appendix E – Richland County**

Richland County Economic Support has the responsibility of maintaining certain, essential Income Maintenance (IM) lobby services in the event of an emergency such that the Richland County Community Services Building is not operational. The plan is to include how Richland County Economic Support would be able to *Issue Vault Cards*, *Facilitate Communications/Messaging to Consumers of Access to IM Services,* and *Maintain Some Form of Lobby Services.* Appendix F describes strategies to cover these essential functions with regards to different lengths of outages and to describe the resources needed to return services to normal as quickly as possible.

Upon the decision to activate this plan, the designated *Accountable Team Member* for each function will notify all Richland County Economic Support personnel via phone tree, as well as affected and interdependent entities, including the public at large, with information regarding the activation with the anticipated duration, as well as any re-location requirements.

**Our primary continuity facility will be located at the Richland County Highway Department, 120 Bowen Circle, Richland Center. Our secondary continuity facility will be located at the Pine Valley Community Village, 25951 Circle View, in Richland Center.** Both facilities are owned by Richland County and the Richland County Health and Human Services Continuity of Operations Plan describes the details of the space needed and the ability to provide essential IM services in all outage scenarios.

Communication avenues will be via radio, through the *Emergency Manage*ment website, and through press releases. With the assistance of *Emergency Management and the Public Information Officer (PIO)* additional communications will be issued for customers related to the issuance of vault cards and the availability of additional Lobby Services. Communication will be made with the consortium partners regarding details for customers that call the call center.

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| **ROLE** | **NAME** | **CONTACT INFORMATION** |
| County Plan Lead | Briana Turk | Work: (608) 649-5721; Cell: (608) 604-0820 |
| County Plan Lead Back-up | Darin Steinmetz | Work: (608) 649-5725; Cell: (608) 604-0452 |
| Reconstruction Team Lead | Briana Turk | Work: (608) 649-5721; Cell: (608) 604-0820 |
| Reconstruction Team Back-up | Darin Steinmetz | Work: (608) 649-5725; Cell: (608) 604-0452 |
| Scenario | Max outage (when used or implemented) | Strategies to Cover Essential Function: **Issue Vault Cards** | Resources Needed\* | Strategies/Resources in Place? (Y/N/In Progress) | Accountable Team Member |
| Richland County is down-all scenarios | 1 day | Relocate staff to an alternate location; direct customers where to go. Utilize current Vault card inventory (if available) or contact Sauk County (608) 963-8723 as back-up. | Relocate staff to an alternate location; direct customers where to go. Utilize current Vault card inventory (if available) or contact Sauk County (608) 963-8723 as back-up. | Y | Primary Darin Steinmetz; Back-up Briana Turk (608) 604-0820 |
| 2-7 days | Relocate staff to an alternate location; direct customer where to go. Utilize current Vault card inventory (if available) or contact Sauk County (608) 963-8723 as back-up. | Refer to the Richland County Health and Human Services Continuity of Operations Plan regarding technology and equipment requirements already established for alternate location set-up. In addition, acquire Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464. | Y | Primary Darin Steinmetz; Back-up Briana Turk (608) 604-0820 |
| 7 or more days | Relocate staff to an alternate location; direct customers where to go. Utilize current Vault card inventory (if available) or contact Sauk County (608) 963-8723 as back-up. | Refer to the Richland County Health and Human Services Continuity of Operations Plan regarding technology and equipment requirements already established for alternate location set-up. In addition, acquire Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464. | Y | Primary Darin Steinmetz; Back-up Briana Turk (608) 604-0820 |
| Scenario | Max outage (when used or implemented) | Strategies to Cover Essential Function: **Facilitate customer communications/messaging access to IM services** | Resources Needed\* | Strategies/Resources in Place? (Y/N/In Progress) | Accountable Team Member |
| Richland County is down-all scenarios | 1 day | Work with Emergency Management and the PIO. In addition, Contact staff, Announcement Message on Agency Phone Line, Website Update. | Refer to the Richland County Health and Human Services Continuity of Operations Plan regarding technology and equipment requirements already established for alternate location set-up. | Y | Primary Stephanie Ronnfeldt; Back-up Darin Steinmetz |
| 2-7 days | Work with Emergency Management and the PIO. In addition, Contact staff, Announcement Message on Agency Phone Line, Website Update. | Refer to the Richland County Health and Human Services Continuity of Operations Plan regarding technology and equipment requirements already established for alternate location set-up. | Y | Primary Stephanie Ronnfeldt; Back-up Darin Steinmetz |
| 7 or more days | Work with Emergency Management and the PIO. In addition, Contact staff, Announcement Message on Agency Phone Line, Website Update. | Refer to the Richland County Health and Human Services Continuity of Operations Plan regarding technology and equipment requirements already established for alternate location set-up. | Y | Primary Stephanie Ronnfeldt; Back-up Darin Steinmetz |
| Scenario | Max outage (when used or implemented) | Strategies to Cover Essential Function: **Maintain some form of lobby services** | Resources Needed\* | Strategies/Resources in Place? (Y/N/In Progress) | Accountable Team Member |
| Richland County is down-all scenarios | 1 day | Refer to the Richland County Health and Human Services Continuity of Operations Plan regarding technology and equipment requirements already established for alternate location set-up. | Refer to the Richland County Health and Human Services Continuity of Operations Plan regarding technology and equipment requirements already established. In addition, acquire date stamp; inventory of paper applications and other forms, logs and resources; lock box (homeless mail, documents with PII). | Y | Primary Stephanie Ronnfeldt; Back-up Darin Steinmetz |
| 2-7 days | Refer to the Richland County Health and Human Services Continuity of Operations Plan regarding technology and equipment requirements already established for alternate location set-up. | Refer to the Richland County Health and Human Services Continuity of Operations Plan regarding technology and equipment requirements already established. In addition, acquire date stamp; inventory of paper applications and other forms, logs and resources; lock box (homeless mail, documents with PII). | Y | Primary Stephanie Ronnfeldt; Back-up Darin Steinmetz |
| 7 or more days | Refer to the Richland County Health and Human Services Continuity of Operations Plan regarding technology and equipment requirements already established for alternate location set-up. | Refer to the Richland County Health and Human Services Continuity of Operations Plan regarding technology and equipment requirements already established. In addition, acquire date stamp; inventory of paper applications and other forms, logs and resources; lock box (homeless mail, documents with PII). | Y | Primary Stephanie Ronnfeldt; Back-up Darin Steinmetz |

\* Technology, Equipment, Staff, and Forms & Policy Documents.

**Appendix F. Sauk County**

**Narrative:**

**If Sauk County has an emergency/disaster, in order to make sure that essential functions are being completed – establish confidential workspace(s) with necessary staff and equipment, relocating to alternate site as necessary.**

**If a Partner County has an emergency/disaster and is incapacitated – provide alternate worksite to partner staff to establish confidential workspace(s) with necessary staff and equipment and assist in providing essential functions.**

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| **Sauk County Alternate Worksite: Baraboo Civic Center – Second & Ash Street, Baraboo, WI 53913** |
| **ROLE** | **NAME** | **CONTACT INFORMATION** |
| County Plan Lead | Jeana Neumaier | Work: (608)355-4274, Cell: (608) 477-3759 |
| County Plan Lead Back-up | Kay Kippley  | Work: (608)355-4276, Cell: (608) 370-2233 |
| Reconstruction Team Lead | Jeana Neumaier | Work: (608) 355-4274, Cell: (608) 477-3759 |
| Reconstruction Team Back-up | Melissa Klamer | Work: (608) 393-5628, Cell: (608) 576-8073 |
| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Issue Vault Cards** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Sauk County is down-all scenarios | 1 day | Utilize current Vault card inventory or contact Richland County (608)306-3269 as back-up. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Jeana NeumaierOr Kay Kippley |
| 2-7 days | Utilize current stock of Vault cards or contact Richland County (608) 306-3269 as back-up. Relocate staff, as needed. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Jeana Neumaier Or Kay Kippley |
| 7 or more days | Utilize current stock of Vault cards or contact Richland County (608) 306-3269 as back-up. Relocate staff, as needed. | Alternate Work Site available & set up, Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Jeana NeumaierOr Kay Kippley |

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| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Facilitate customer communications/messaging access to IM services** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Sauk County is down-all scenarios | 1 day | Contact Staff; Announcement message on agency line, website update  | Phones, Computers, Printer(s), Internet Access, IT Contact Info – Sauk Co. MIS Help Desk (608) 355-3555; ES Staff Listing, ES Staff | Y | Jeana Neumaier or Melissa Klamer |
| 2-7 days | Contact Staff; Announcement Message on agency line, Website update, Building signs, News/Press Release, Emergency Management will send out Nixle Alerts Relocate staff as needed.  | Phones, Computers, Printer(s), Internet Access, Paper, Pens, IT Contact Info. – Sauk Co. MIS Help Desk (608)355-3555; ES Staff Listing, ES Staff | Y | Jeana Neumaier or Melissa Klamer |
| 7 or more days | Contact Staff; Announcement Message on agency line, Website update, Building signs; News/Press Release; Nixle alerts sent out by Emergency Management; Relocate staff, as needed. | Alternate Work Site available & set up, Phones, Computers, Printer(s), Internet Access, and IT Contact Info. – Sauk Co. MIS Help Desk (608)355-3555; ES Staff Listing, ES Staff | Y | Jeana Neumaier or Melissa Klamer |
| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Maintain some form of lobby services** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Sauk County is down-all scenarios | 1 day | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes(homeless mail, confidential docs), Application and Premium Payment logs | Y | Jeana Neumaier or Melissa Klamer |
| 2-7 days | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | Y | Jeana Neumaier or Melissa Klamer |
| 7 or more days | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | Y | Jeana Neumaier or Melissa Klamer |

**Appendix G (Sheboygan County)**

**Narrative:**

**If the Sheboygan County ES Division has an emergency/disaster that impacts our ability to operate from our present locations, we will: 1) establish a temporary offsite work location with necessary staff and equipment, 2) if necessary, plan for longer term operations at an offsite location with necessary staff and equipment, 3) continue to provide essential functions**

**If a partner county ES team has an emergency/disaster that impacts their ability to operate from their present locations, we will provide an alternate worksite location to the partner county accommodating all of the needs as identified in the paragraph above.**

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| **Sheboygan County Alternate Worksites:** Location 1: Sheboygan County DHHS Training Room (H&HS Bldg. 1011 N. 8th Street, 2nd floor, Sheboygan, WI); Location 2: Sheboygan County IS Training Room (Administration Bldg. 508 New York Ave. , 2nd floor, Sheboygan, WI) Location 3: Sheboygan County ADRC Meeting Room (ADRC Bldg. 650 Forest Avenue, Sheboygan Falls, WI) |
| **ROLE** | **NAME** | **CONTACT INFORMATION** |
| County Plan Lead | Tim Gessler | Work: (920) 208-5892; Cell: (920) 889-6031 |
| County Plan Lead Back-up | Kris Schmidt | Work: (920) 208-5908; Cell: (920) 946-7603 |
| Reconstruction Team Lead | Tim Gessler | Work: (920) 208-5892; Cell: (920) 889-6031 |
| Reconstruction Team Back-up | Clarissa Roberts | Work: (920) 208-5920; Cell: (920) 917-2120 |
| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Issue Vault Cards** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Sheboygan County is down- all scenarios | 1 day | Utilize current Vault card inventory or contact Dodge County (920) 386-3955 as back-up. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Tim GesslerOr Back-up |
| 2-7 days | Utilize current stock of Vault cards or contact Dodge County (920) 386-3955 as back-up. Relocate staff, as needed. Communicate to consumers if operating from different location. | Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Tim GesslerOr Back-up |
| 7 or more days | Utilize current stock of Vault cards or contact Dodge County (920) 386-3955 as back-up. Relocate staff, as needed. Communicate to consumers if operating from different location | Alternate Work Site available & set up, Vault Card Inventory, Issuance Log, Pens, State Contact Info (DHSFSEBT@dhs.wisconsin.gov, (877) 415-5464), Computers, Internet Access, Phones, Printer(s), Workspace(s); ES Staff | Y | Tim GesslerOr Back-up |

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| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Facilitate customer communications/messaging access to IM services** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Sheboygan County is down-all scenarios | 1 day | Contact Staff; Announcement Message on agency phone line and consortium CCC, Website update(s) | Phones, Computers, Printer(s), Internet Access, IS Contact Info; ServiceDesk@sheboygancounty.com , (920) 459-6463); ES Staff Listing, ES Staff | Y | Tim GesslerOr Back-up |
| 2-7 days | Contact Staff; Announcement Message on agency line and consortium CCC, Website update(s), Building signs, News/Press Release; Relocate staff, as needed.  | Phones, Computers, Printer(s), Internet Access, Paper, Pens, IS Contact Info; ServiceDesk@sheboygancounty.com (920) 459-6463); ES Staff Listing, ES Staff | Y | Tim GesslerOr Back-up |
| 7 or more days | Contact Staff; Announcement Message on agency line and consortium CCC, Website update(s), Building signs, News/Press Release, inform consumers of current operating location. | Alternate Work Site available & set up, Phones, Computers, Printer(s), Internet Access, IS Contact Info; ServiceDesk@sheboygancounty.com(920) 459-6463), ES Staff Listing, ES Staff | Y | Tim GesslerOr Back-up |
| **Scenario**  | **Max outage (when used or implemented)** | **Strategies to Cover Essential Function:****Maintain some form of lobby services** | **Resources Needed\*** | **Strategies/Resources in Place? (Y/N/In Progress)** | **Accountable Team Member** |
| Sheboygan County is down-all scenarios | 1 day | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | Y | Tim GesslerOr Back-up |
| 2-7 days | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | Y | Tim GesslerOr Back-up |
| 7 or more days | Establish confidential work space with necessary equipment; Relocate staff, as needed. | Phones, Computers, Internet Access, Printer, Date Stamp, Vault Card inventory, Paper forms & Resources, Lock Boxes (homeless mail, confidential docs), Application and Premium Payment logs | Y | Tim GesslerOr Back-up |

**Appendix H.**

MEMORANDUM OF UNDERSTANDING

**Between**

**Dane County Department of Human Services EAWS**

**1819 Aberg Ave.**

**Madison, WI 53704**

**And**

**Malcolm Shabazz City High School**

**1601 N. Sherman Ave.**

**Madison, WI 53704**

This interagency agreement is entered into by the DCDHS Economic Assistance and Work Services (EAWS) Division and Malcolm Shabazz City High School (Shabazz) for the purposes of emergency planning.

EAWS requires an off-site location to continue services in the event of an emergency which renders the Dane County Job Center unavailable. Shabazz needs an off-site location to gather and release students in case of an emergency which requires evacuation of Shabazz.

Both agencies share common objectives in meeting the emergency needs of those they serve and the coordination of their efforts best serves achievement of those objectives.

Therefore, in order to coordinate those services, each agency agrees to the following:

**The Dane County Human Services EAWS Division will:**

1. Make the Dane County Job Center available during business hours of 7:45 am -4:30 pm Monday through Friday, to the extent possible, as an emergency evacuation and gathering site for Shabazz.

2. The first choice for gathering staff and students is Room 16, a.k.a. the Ballroom. EAWS staff will make every effort to make the Ballroom available during an emergency. In the event that the Ballroom is not available, the lobby, hallways and other conference rooms will be used, as they are available.

3. EAWS staff will assist Shabazz staff, to the extent possible, to meet other needs arising from their emergency evacuation.

**Malcolm Shabazz City High School will:**

1. Make Shabazz resources available, including rooms and computers, to the extent possible (where space and computers are not needed by Shabazz student and staff), as a back-up site for EAWS operations in the event of an emergency which precludes operations at the Dane County Job Center.
2. Shabazz staff will assist EAWS staff, to the extent possible, to meet other needs arising from their emergency.

**Both parties agree and understand that:**

1. Emergency situations are fluid and require communication and planning between the parties, at the time of the emergency, as to the needs of the agency and the availability of resources to meet those needs. Keys contacts for both parties are listed.

|  |  |
| --- | --- |
| **Job Center EAWS Contacts** |  |
| **Name**  | **E-mail** | **Phone** |
| Shawn Tessmann | Tessmann.shawn@countyofdane.com | 608-242-7463 |
| Anthony Sis | sis@countyofdane.com | 608-242-7465 |
| Antonio Esterrich | esterrich@countyofdane.com | 608-242-7434 |
| Julie Tierman | Tierman@countyofdane.com | 608-288-2502 |

|  |  |
| --- | --- |
| **Shabazz Contacts** |  |
| **Name**  | **E-mail** | **Phone** |
| Donna Chance | dchance@madison.k12.wi.us | 608-204-2440 |
| Tina Murray | tmurray@madison.k12.wi.us | 920-602-6556 |
| Jeff Evert | jevert@madison.k12.wi.us | 608-772-1093 |
| Aric Soderbloom | asoderbloom@madison.k12.wi.us | 608-204-2443 |

1. Each party will be responsible for the consequences of its own acts, errors, or omissions and those of its employees, boards, commissions, agencies, officers, and representatives and shall be responsible for any losses, claims, and liabilities which are attributable to such acts, errors, or omissions including providing its own defense. In situations of joint liability, each party will be responsible for the consequences of its own acts, errors, or omissions and those of its employees, agents, boards, commissions, agencies, officers and representatives. It is not the intent of the parties to impose liability beyond that imposed by state statutes.

This MOU will be in effect indefinitely, subject to periodic review by either party, and may be terminated by either party with a 60-day notice.

Signatures:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_

Michael Barry MMSD Assistant Superintendent Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_

Shawn Tessmann EAWS Division Administrator Date

**Continuity of Operations Plan**

Capital Consortium

Lessons learned during DSNAP Addendum

|  |  |
| --- | --- |
| Plan Lead: | Shawn Tessmann |
| Contact Info: | (608) 242-7463 |
| Plan Lead Back-Up: | Tony Sis |
| Contact Info: | (608)-242-7465 |
| Emergency Information Line | (608)-263-6300 |

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Lessons learned

* Lobby traffic
	+ Estimate the increase in traffic
	+ Create a plan according to the specific emergency
* Plan to have Bilingual coverage
	+ LAN line for interpreter line
* Plan to have assistance and accommodations for EBD customers
	+ LAN Line for TTY
* Plan to procure materials
	+ Forms
	+ Applications
	+ Pens
	+ Clipboards
* Training
	+ Do you need to have specific training for workers to handle the emergency?
	+ Have a training plan if appropriate
* Overtime availability
	+ Is it available?
	+ Have a plan to get overtime approve if appropriate
* Comprehensive list of agencies to contact in case of emergency
* Security for staff and customers
* Point of person for communications
* Solicitation and coordination of volunteers
* Establishing priorities and an operational plan for the counties in Capital not affected
* Plan to get assistance for other consortia for long-lasting or significant events
* Technical issues support and contact numbers need to establish
* Have an up-to-date copy of the employee personal contact list. Each supervisor has copy of the current list available at home.
	+ As best practice create a contact list in your smart phone
* Create a work plan for non-affected counties
	+ The Workload Management Team will have a workload coverage plan in place for known office closures when the state is not closed.  The Workload Management Team will make sure all daily priorities are covered for the consortium.  If Dane County is not open, we have supervisors and leads in partner agencies that have been trained in FSOD assignment.  Daily priorities and FSOD applications that are due for the day will be completed for the consortium by the agencies that are open. If time and resources allow, additional FSOD applications will be completed. If time and resources allow, the Workload Management Team will propose other workload items to be worked on by the available teams.
	+ When there are unexpected office closures, supervisors and leads from the open counties will work together to make sure the daily priorities are covered for the entire consortium.  Depending on the nature of the emergency and the needs of the agency, some partner agencies will be trained to do FSOD assignment to cover the FSOD applications that are due for the day.  If time and resources allow, additional FSOD will be assigned.  If time and resources allow, the offices that are open for the day will cover as many workload items as they can for the consortium.

|  |
| --- |
| **COOP Contacts Dane County** |
| **Agency** | **Contact name** | **Phone number** | **Email** | **Notes** |
| Star Protection | Dawn L. Gardner-Paul | 608.520.7383 | dgardner@starprotection.us | Captain of Operations |
| Capitol Police |  | 608.266.8797 |  |  |
| NIP | Heather Crowley | 608.288.2402 | Crowley@countyofdane.com |  |
| NIP | Rhonda Voigt | 608.288.2425 | voigt.rhonda@countyofdane.com |  |
| Alexander Company |  |  | ras@alexandercompany.com |  |
| FFM Navigator | Colleen Harryman | 608.577.3440 | charryman@wisc.edu | Have appointments at JCO regularly |
| Hearings | Joan Alt | 608.266.3038 | joan.alt@wisconsin.gov |  |
| Second Harvest | Megan Vander Wyst | 608.216.7238 | MeganVW@shfbmadison.org | Have volunteers at JCO regularly |
| Bookmobile - Madison Public Library | Mary Driscoll |  | Driscoll.Mary@countyofdane.com | Have a table at JCO regularly |
| Feeding WI | Stephanie Jung Dorfman |  | sdorfman@feedingwi.org |  |
| Vault Cards |  |  | DHSFSEBT@dhs.wisconsin.gov |  |
| **Job Center Partners** |
| **Agency** | **Contact name** | **Phone number** | **Email** | **Notes** |
| DWD | Dave Shawn | 608.901.5692 | Daved.shaw@dwd.wi.gov |  |
| DWD | Heath Bierman | 608.901.5695 | Heath.bierman@dwd.wisconsin.gov |  |
| DVR | Jennifer Klein | 608.405.4376 | Jennifer.klein@dwd.wisconsin.gov |  |
| EATA | Jon Danforth | 608.242.7527 | JDanforth@eata.org |  |
| EATA  | Julie Enloe | 608.242.7482 | enloe@eata.org | One Stop Operator |
| FSC | Nathan Stahl | 608.216.7622 | nstahl@fsc-corp.org |  |
| GWAAR | Sonya Lindquist | 608.242.4897 | Sonya.lindquist@gwaar.org | Program Coordinator |
| GWAAR | Joyce Williams | 608.242.4928 | Joyce.williams@gwaar.org |  |
| Reach Dane  | Shalicia Johnson | 608.242.7487 | SJohnson@reachdane.org | JCO onsite daycare |
| CAC | David Vobora | 608.246.4730 ext 213608.516.2005 (cell) | dvobora@cacscw.org |  |
| **Outstations** |
| Access Community Health |  |  |  |
| UW Health | Laurie Grant | 608.262.7162 | LGrant@uwhealth.org | Financial Counseling Manager  |
| Urban League of Greater Madison | Ray Allen | 608.729.1233 | rallen@ulgm.org |  |

**COOP Contacts for Adams County**

**Adams-Friendship School District**

201 W. 6th St

Friendship, WI 53934

608-339-3213

**Central WI Community Action Council**

1000 State Hwy 13

Wisconsin Dells, WI 53935

608-254-8353

**Adams-Friendship Times Reporter**

116 S. Main St

Adams, WI 53934

608-339-7844

**Energy Assistance**

514 Main Street

Friendship, WI 53934

608-339-6767

**Adams County Emergency Management**

Jane Gervais

608-339-4248

JANE.GERVAIS@CO.ADAMS.WI/US

**COOP Contacts for Columbia County**

**Forward Services Corporation**

2875 Village Rd Suite 200

Portage 53901

**Energy Services**

242 W. Cook St

Portage 53901

**Central Wisconsin Community Action**

203 DeWitt St

Portage 53901

**St. Vincent de Paul**

1311 W Wisconsin St

Portage 53901

**River Haven**

108 E Pleasant St

Portage 53901

**COOP Contacts for Dodge County**

**Human Services & Health Director**

Becky Bell

(920) 386-3534

**Dodge County Emergency Management**

Amy Nehls, Director

(920) 386-3999

Joe Meagher, Deputy Director

(920) 386-3993

**Dodge County Administrator**

James Mielke

(920) 386-4248

**Dodge County Sheriff’s Office**

Non-emergency: (920) 386-3726

911

**Forward Service Corp. (W-2/FSET Agency)**

(920) 306-2532

**Central Wisconsin Community Action Council (CWCAC) Inc. Dodge County**

Letty Castillo

(920) 885-9559

**Interagency of Dodge County**

Jessica Tiffany

(920) 887-3810

**COOP Contacts for Juneau County**

**Central WI Community Action Council**

1000 State Hwy 13

Wisconsin Dells, WI 53935

608-254-8353

**WRJC Radio Station**

N5240 Fairway Lane

Mauston, WI 53948

Phone: 608-847-6565

E-mail: info@wrjc.com

**Energy Assistance**

534 La Crosse St

Mauston, WI 53948

(608) 847-5988

**Juneau County Emergency Management**

Gervase Thompson Justice Center - Room 1130

200 Oak Street Mauston

Wisconsin 53948

608-847-9393

emjuneau@co.juneau.wi.us

**COOP Contacts for Richland County**

**Richland School District**

1996 US Hwy 14 W

Richland Center, WI  53581

608-647-6106

**Southwest Wisconsin Community Action Program, Inc.**

149 North Iowa Street

Dodgeville, WI 53533

608-935-2326

**Richland Observer**

172 E. Court Street

Richland Center, WI 53581

608-647-6141

**Richland County Emergency Management**

181 W. Seminary Street

Richland Center, WI  53581

608-647-8187

**COOP Contacts for Sauk County**

Sauk County Emergency Management office contacts all pertinent agencies

**COOP Contacts for Sheboygan County**

**Brian Ognacevic, Program Manager**

Sheboygan County Job Center

920-208-5820

**Jolene Wilkens, DWD Supervisor**

Sheboygan County Job Center

920-208-5858

**Kim Pagel, Administrative Supervisor**

Sheboygan County Health & Human Services

920-459-3212

**COVID-19 Protocol for Building Closure Dane County**

*\*\*Some of the cell phone numbers may be personal cells. Please do not share.*

|  |
| --- |
| **Nikia - Division Administrator** |
| [ ]  | Email #HS EA Division Staff and #HS M Team to advise of closure |
|  | [ ]  | Send follow-up email the next day to advise sanitization has been completed |
| **Administrative Manager/Dane Supervisor** |
| [ ]  | Contact Amanda to make aware of situation and to confirm that custodial team cleans with COVID-19 procedures |
|  | * Sanitizing should start at the guard station (front lobby)
 |
|  | **Amanda DePagter cell: 608.215.6273****(Backup) Steve Hutchinson cell: 608.576.1273** **24/7 Emergency Line: 608.575.5076** |
| [ ]  | Contact Kari Clements to update the website and lock the doors for closure |
|  | **Kari Clements cell: 608.358.9730****(Backup) Geoff Webb: 608.514.4379** |
| [ ]  | Contact Star Protection and Patrol– only need one guard on duty to assist customers who come to the building |
|  | **Brad Kaster cell: 920.527.8080****(Backup) Zach Taft cell: 920.461.5862** **Dispatch 800.224.9513** |
| [ ]  | Email #HS EA Capital Consortium (send on day of closure) |
|  | The Dane County Job Center will be closed today, [Date]. Please advise anyone that has business at the Dane County Job Center that we are not open. |
| [ ]  | Forward Nikia’s email to #HS CYF Social Service Specialist |
|  | The Dane County Job Center will be closed on [Date]. Please work remotely or at an alternative location as directed by your supervisor. Please advise anyone that has business at the Dane County Job Center that we are closed on [Date]. Please see email below for details. |
| [ ]  | Forward Nikia’s email to Stockley Clarke (cc: Steve Hill) |
|  | The Dane County Job Center will be closed on [Date]. Please work remotely or at an alternative location as directed by your supervisor. Please advise anyone that has business at the Dane County Job Center that we are closed on [Date]. Please see email below for details. **Stockley Clarke cell: 414.550.2565 (text after hours)** |
| [ ]  | Forward Nikia’s email to [JCO Partners](file:///H%3A%5CEAWS%5CEA-Mgrs%5CCOOP%20plan%5CCOOP%20JCO%20Partners%20Contact%20Names%20and%20Numbers%20for%20Dane.xlsx) |
|  | The Dane County Job Center will be closed on [Date]. Advise anyone that has business at the Dane County Job Center that we are closed on [Date]. No staff members should be at JCO on [Date] due to cleaning protocols. Please see email below for details. |
| [ ]  | Contact construction crew: Eric Urtes |
|  | **Eric Urtes cell: 608.575.2359*** If an ongoing projects in progress, contact Project Manager
 |

|  |  |
| --- | --- |
| [ ]  | If after hours, text all [Dane Sups](file:///H%3A%5CEAWS%5CEA-Admin%5CTony%5CPersonnel%20issues%5CEmployee%20Contact%20Information%202021.xls) |
|  | The JCO will be CLOSED tomorrow, [Date] for a deep cleaning due to possible COVID-19 exposure. Nikia sent an email informing all staff. Please let me know that you received this message. Advise your teams that are scheduled at JCO to work remotely. Thanks! |
|  | * If no response, call/leave message
 |
| [ ]  | If after hours, text [Clerical Team](file:///%5C%5Cdaneco.us%5Cdfs%5Cdepartment%5Chs%5CEAWS%5CEA-Admin%5CTony%5CPersonnel%20issues%5CEmployee%20Contact%20Information%202021.xls) |
|  | The JCO will be CLOSED tomorrow, [Date] for a deep cleaning due to possible COVID-19 exposure. Nikia sent an email informing all staff. Please let me know that you received this message. Thanks! |
| [ ]  | If after hours, also text [JCO Partners](file:///%5C%5Cdaneco.us%5Cdfs%5Cdepartment%5Chs%5CEAWS%5CEA-Mgrs%5CCOOP%20plan%5CCOOP%20JCO%20Partners%20Contact%20Names%20and%20Numbers%20for%20Dane.xlsx)  |
|  | The JCO will be CLOSED [Date] for a deep cleaning due to possible COVID-19 exposure. Advise anyone that has business at the Dane County Job Center that we are closed on [Date]. No staff members should be at JCO on [Date] due to cleaning protocols. An email has been sent with more details. |
| [ ]  | Signs on the doors |
|  | The Dane Co Job Center will be CLOSED on [Date].  |
| [ ]  | Change voicemail for Homeless Mail Desk to indicate desk is closed today [Date]. |
| [ ]  | Check if other agencies are scheduled to be in building that day and contact them (HS JC Lobby calendar) i.e. Second Harvest, Reach Dane, etc. |
| [ ]  | Ask Jackie Benford to do Workload Report (cc: P. Her) (If Jackie is out, advise Capital Sups that Workload will not be completed that day) |
| [ ]  | Ask Renae Kasys to cover Inbox (cc: J. Jaehnke) |
| ***Day of Closure*** |
| [ ]  | Check in with guard to explain verbiage to customers |
|  | The Job Center is closed today for deep cleaning to keep the community safe. Sorry for the inconvenience. |
| * Advise guard that if media comes to ask questions, just state that we are closed. We do not have authority to speak to the media. Call Dane County Management team to advise.
* Guard shall maintain a count of how many customers are turned away
 |
| [ ]  | Move a table to the vestibule with resources for customers (guard can direct customers to table):

|  |  |
| --- | --- |
| * Dane Co. Resource Sheet
 | * Unemployment Information
 |
| * Access contact information
 | * EA Information Sheet
 |
| * Capital Call Center Number
 | * Homeless Mail Desk Number
 |

  |
| [ ]  | Let Nikia know when JCO has been fully sanitized |
| [ ]  | Forward Nikia’s “Deep Cleaning Completed” email to [JCO Partners](file:///%5C%5Cdaneco.us%5Cdfs%5Cdepartment%5Chs%5CEAWS%5CEA-Mgrs%5CCOOP%20plan%5CCOOP%20JCO%20Partners%20Contact%20Names%20and%20Numbers%20for%20Dane.xlsx) |
| ***Day of Reopen*** |
| [ ]  | Take down signs |
| [ ]  | Change voicemail for Homeless Mail Desk |

|  |  |  |  |
| --- | --- | --- | --- |
| **COOP Contacts for Building Closure Dane County** |  |  |  |
| **Note \* some of the cell phone numbers are personal cell phones. Not to be shared outside of this group. Thank you.** |   |   |   |   |
| **Agency** | **Contact name** | **Phone number** | **Email** | **Notes** |
| Capitol Police |   | 608.266.8797 |   |   |
| DWD | Dave Shaw | 608.242.4916 (O)608.558.0208 (Cell) | DaveD.Shaw@dwd.wisconsin.gov |   |
| DWD | Heath Bierman | 608.290.3769 (Cell) | Heath.Bierman@dwd.wisconsin.gov |   |
| DVR | Jennifer Klein | 608.405.4376 (O) 262.497.0849 (Cell) | jennifer.klein@dwd.wisconsin.gov |   |
| EATA | Jon Danforth | 608.242.7527 (O)608.332.9929 (Cell) | JDanforth@eata.org |   |
| EATA  | Julie Enloe | 608.242.7482 (O)608.213.0976 (Cell) | enloe@eata.org | One Stop Operator |
| FSC | Tony Dziedzic | 262.719.6520 (Cell) | Tony Dziedzic tdziedzic@fsc-corp.org |   |
| FSC | Nathan Stahl | 608.216.7622 (O)608.617-2004 (Cell) | nstahl@fsc-corp.org |   |
| FSC | Carman Vargas | 608.216.7608 (O)608.335.6699 (Cell) | cvargas@fsc-corp.org |   |
| Workforce Development Board South Central Wisconsin  | Seth Lentz | 608.290.9404 (Cell) | slentz@wdbscw.org |   |
| GWAAR | Sonya Lindquist | 608.242.4897 (O)608.228.8093 (Cell) | Sonya.Lindquist@gwaar.org |   |
| Reach Dane  | Kate Ottow | 608.498.1329 (Cell) | kottow@reachdane.org | JCO on site daycare |
| Reach Dane  | Shalicia Johnson | 608.242.7487 | SJohnson@reachdane.org | JCO on site daycare |
| Catholic Charities | Emily Faeth | 608.826.8117 (O)608.572.6964 (Cell) | efaeth@ccmadison.org | Official Start Date 1/25/22 |
| Catholic Charities | McKenna Pulsipher | 608.826.8117 (O)940-205-1818 (Cell) | MPulsipher@ccmadison.org | Official End Date 1/25/22 |
| Dane County | Tony Sis | 608.556-3284 (Cell) | sis@countyofdane.com |   |
| Dane County | Liza Ingrilli | 608.358.4321 (Cell) | ingrilli@countyofdane.com |   |
| Dane County | Brenda Nickel | 920.210.2056 (Cell) | Nickel.Brenda@countyofdane.com |   |
| Dane County - CYF | Julie Ahnen | 608.692.8648 (Cell) | Ahnen@countyofdane.com |   |
|   |   |   |   |   |
| *For Facility Communication* |   |   |   |   |
| DWD | Angel Hodsdon | 608-280-1339 (cell) | Angelad.hodsdon@dwd.wisconsin.gov |   |
| DWD | Margaret Mcgrath | 608- 215-4964 (cell) | Margaret.mcgrath@dwd.wisconsin.gov |   |
| Dane Facility Management | Amanda DePagter | 608.283.1235608.215.6273 (Cell) | DePagter.Amanda@countyofdane.com |   |
| Dane Facility Management | Steve Hutchinson | 608.576.1273 | hutchinson.Steve@countyofdane.com |   |
| NIP | Heather Crowley | 608.288.2402 | Crowley@countyofdane.com |   |
| NIP | Rhonda Voigt | 608.288.2425 | voigt.rhonda@countyofdane.com |   |
| Dane IT | Kari Clemens |   | Clemens.Kari@countyofdane.com |   |
| Dane IT | Sam Olson |   | Olson@countyofdane.com  |   |
| Dane IT | Steve Hill | 608.261.9788 | Hill.steve@countyofdane.com  |   |