



## Department of Mental Health Continuity of Operations (COOP) Program Planning

### COOP Overview

#### What is a COOP Plan

A plan that details how essential functions of a department will be handled during any emergency or situation that may disrupt normal operations, leaving office facilities damaged or inaccessible.

#### COOP Authority

Los Angeles County Board of Supervisors, on February 25, 2003, took the following action: All Department/District Heads are to participate in the development of their component of a County-wide Business Continuity Program that is tested and validated annually.

#### COOP Planning

The objectives and considerations for COOP planning are:

- Ensure continued performance of essential functions
- Reduce loss of life/minimize damage and protect essential assets
- Ensure succession to office of key leadership
- Reduce/mitigate disruptions to operations
- Achieve timely recovery/reconstitution
- Maintain Test, Train and Exercise Program for validation

#### COOP Plans Must

- Be capable of implementation anytime, with or without warning
- Provide operational capability for essential functions as guided by the recovery time objective (*2018 effort: 0 – 5 days*)
- Sustain operations for up to 30 days
- Include regularly scheduled Testing, Training, and Exercise

#### Elements of a Viable COOP Plan

|                                |                             |
|--------------------------------|-----------------------------|
| ▪ Essential Functions          | ▪ Vital Records Management  |
| ▪ Orders of Succession         | ▪ Human Capital             |
| ▪ Delegation of Authority      | ▪ Test, Train, and Exercise |
| ▪ Alternate Facilities         | ▪ Devolution                |
| ▪ Interoperable Communications | ▪ Reconstitution            |

#### Essential Functions

There are a limited set of a department's functions that must be continued or resumed quickly after a disruption to provide vital services, exercise civil authority, maintain the safety and health of the public, and sustain the industrial and economic base.

Many functions are important but "Essential Functions" are those actions that cannot be deferred during a disruption. Essential Functions are actions that if not completed within a specified period (24 hrs, 72 hrs, etc.) the department will not be able to provide their mission service. They will have a breakdown of their **Mission!**

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| Essential Functions  |  |
|--|--|
| Will include:  | Likely not to include:                   |
| ▪ Processes mandated by law or contract  | ▪ General training                       |
| ▪ If by not resuming or continuing this particular service, the department will have a breakdown in their mission or the County mission. | ▪ Long-range planning                    |
| ▪ Determined by department head/director to be an essential service  | ▪ Travel to conferences                  |
| ▪ Provides vital support to another county department or agency  | ▪ Audits                                 |
|  | ▪ Non-essential hearings and proceedings |

### Orders of Succession

Provisions for the assumption of senior agency offices during an emergency in the event that any of those officials are unavailable to execute their legal duties.

### Delegation of Authority

Identification, by position, of the authorities for making policy determinations and decisions at HQ, field levels, and all other organizational locations. Generally, pre-determined delegations of authority will take effect when normal channels of direction have been disrupted and will lapse when these channels have been reestablished.

### Alternate Facilities

Locations, other than the primary facility, used to carry out essential functions, particularly in a continuity event. Alternate facilities refer to not only other locations, but also nontraditional options such as working at home (teleworking), telecommuting, and mobile-office concepts.

### Interoperable Communications

Communications that provide the capability to perform essential functions, in conjunction with other agencies, under all conditions.

### Vital Records Management

The identification, protection and ready availability of electronic and hard copy documents, references, records, information systems, data management software and equipment needed to support essential functions during a continuity situation.

### Human Capital

During a continuity event, emergency employees and other special categories of employees who are activated by an agency to perform assigned response duties.

### Test, Train, and Exercise

## **Department of Mental Health**

### **Continuity of Operations (COOP) Program Planning**

Measures to ensure an agency's continuity plan is capable of supporting the continued execution of the agency's essential functions throughout the duration of a continuity event.

#### **Devolution**

Capability to transfer statutory authority and responsibility for essential functions from an agency's primary operating staff and facilities to other agency employees and facilities.

#### **Reconstitution**

The process by which surviving and/or replacement agency personnel resume normal agency operations from the original or replacement primary operating facility.