Continuity of Operations for Non-Profits
Welcome and Introductions

– Housekeeping and ACCESS Coordinator for today

– Zoom basics and etiquette

– This is going to be an interactive session so be prepared to participate
COOP Session 2 Objectives

– Review Essential Functions and discuss

– Determine Resources needed to successfully continue Essential Functions

– Explore scenario options

  • Who’s in charge if the boss is in Tahiti?
  • What if we don’t have a building?
  • What if we only have 30% of our staff?
Concepts to Remember

• This is NOT your Emergency Response Plan
• COOP timeline = 12 hours to 30 days

Keep the boat afloat!
10 Elements of a COOP

1. **Essential Functions**

   - **Who**
     - 2. Delegations of Authority
     - 3. Orders of Succession
     - 4. Human Capital Management
   
   - **Resources**
     - 5. Continuity Facilities
     - 6. Continuity Communications
     - 7. Vital Records
   
   - **Procedures**
     - 8. Devolution
     - 9. Reconstitution
     - 10. Test, Train & Exercise
Essential Functions

• Take a deeper dive into Essential Functions
• Review workbook handout, first tab
Who is Responsible

• Delegation of Authority
  – The authority given to principal staff to complete a particular task

• Orders of Succession
  – The list of individuals who would sequentially assume responsibility

• Human Capital Management
  – The plan for staff to perform essential functions
Resources Needed

- **Continuity Facilities**
  - The alternate locations that can accommodate essential function activities

- **Continuity Communications**
  - Alternate communication devices used when day-to-day communications are disrupted

- **Vital Records**
  - The records, reports, or systems needed to support essential functions work (including vendor and contractor information)
Wrap Around *Procedures*

- **Devolution**
  - How will essential functions get accomplished if the entire agency is non-operational

- **Reconstitution**
  - Once the ‘all clear’ has been sounded, how will you transition back to normal operations

- **Test, Train & Exercise**
“Bang” happens
Continue only after initial emergency response procedures have been followed.

Use Delegations of Authority and Orders of Succession to assemble a COOP Activation Team

Assess situation
Activate COOP plan?

YES

NO

Resume normal or modified operations
Once incident is resolved or 30 days with long-term plans established, take Reconstitution Steps:

- Resume normal or modified operations
- Resume normal staffing
- Restore primary facility operations & communication
- Bring primary vital records, systems, & vendors back online

Assess staffing:
- Is it adequate?
  - NO: Call for additional staff
  - YES: Begin relocation procedures

Assess facility:
- Is it adequate?
  - NO: Use Continuity Communications
  - YES: Assess communication:
    - NO: Use Back-up systems/procedures
    - YES: Assess vital records, systems, & vendor access:
      - NO: Bring primary vital records, systems, & vendors back online
      - YES: Essential Functions should be resumed within 12 hours.
        - Continue COOP operations until incident is resolved or 30 days with long-term plans established.
        - If COOP operations can not be established, consider Devolution.

COOP Process Flow
What More Needs to be Done

• Make sure everyone knows the plan
• Maintain a priority contact list
• Cross-train, cross-train, and cross-train!
• Check with your vendors
• Cache supplies
• Write manual procedures for each Essential Function
Complete Survey

This is how we pay for future workshops

✓ CADRE Survey (pops up when the meeting ends)
QUESTIONS?

Thank you!

Join the CADRE Network

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