



Child Care Resource & Referral
of Midwestern Illinois
A program of SAL Family and Community Services

Continuity of Operations Plan SDA 7

Section I: Continuity of Physical Operations

Should emergency circumstances rendering existing office space as uninhabitable require a closure of the physical Child Care Resource & Referral of Midwestern Illinois office site for more than two business days temporary relocation will take place to a physical back-up site to restore availability of Child Care Assistance Program services as well as Parent Referral services. A Memorandum of Understanding is in place with SAL Family & Community Services to utilize physical space within an available agency space to house a minimum of two Child Care Assistance Program eligibility staff as well as one Parent Referral Specialist staff related to these services should the emergency situation be one in which walk-in services may be safely continued. In situations where health & safety of staff and/or customers may be at risk with physical proximity walk-in/face-to-face services may be restricted with approval of the Illinois Department of Human Services. In these instances appropriate measures will be put into place to ensure maximum access to services within restrictions in place. Considerations for physical work locations include internet security protections ensuring security of Child Care Assistance Program information and maintaining the securities infrastructure outlined in the annual Illinois Department of Human Services Security and Privacy Questionnaire. As appropriate remote work arrangements (See Section V: Remote Work Arrangements Plan) may also be considered for eligible staff.

Section II: Continuity of Phone/Internet Operations

Should emergency circumstances require an inability to continue operations from the physical Child Care Resource & Referral of Midwestern Illinois office site and temporary relocation to a back-up office location or, as appropriate, remote work arrangements is deemed necessary Child Care Resource & Referral of Midwestern Illinois has in place capabilities via the agency 8x8 service contract to continue phone operations via web-based service on agency computer systems and as necessary cell phone devices. Considerations for office relocation include provisions allowing for continued internet access to ensure minimal interruption to phone operations and services.

(See Section V: Remote Work Arrangements Plan regarding phone/internet access for circumstances in which staff are allowed remote work options.)

Section III: Continuity of Data Access & Data Security

Child Care Resource & Referral of Midwestern Illinois contracts with RSM Services for information technology services, including continuity of data access. Support services to ensure continuity of data access includes VEEAM backup and replication to backup server of agency servers on a nightly basis. Back up activities provide access to a time period of two prior weeks of data.

If an emergency temporary relocation of office space is deemed necessary the service contract with RSM Services includes support in reconfiguration of the Meraki firewall appliances to ensure ongoing electronic data security as outline in the submitted Illinois Department of Human Services Security & Privacy Questionnaire. Only hard copy documentation that is deemed absolutely necessary to continued operations will be moved from the permanent physical office space during an emergency relocation. Measures will be taken at the relocation site to ensure

documentation containing confidential information is secured and access is limited to necessary Child Care Resource & Referral of Midwestern Illinois staff.

(See Section V: Remote Work Arrangements Plan regarding continuity of data access & data security for circumstances in which staff are allowed remote work options.)

Section IV: Continuity of Operations Communication Plan

In the event of an emergency situation information concerning any interruptions to service, closures, or relocation of services will be promptly communicated to the designated stakeholder groups.

- **Illinois Department of Human Services:** Communication will take place within two hours of the stabilization of the emergency situation with the designated Illinois Department of Human Services contact. Communication will include the nature of the emergency situation, measures taken to address the emergency situation, impact of the emergency situation on services, and the anticipated timeline in which services will be restored.
- **Parents & Providers:** Within two hours of the stabilization of the emergency situation outgoing phone messages will be set to provide callers with a brief description of the situation, impact of the emergency situation on services, and the anticipated time for services to be restored. In the event of a long term relocation documents mailed from Child Care Resource & Referral of Midwestern Illinois will include a service plan and accessibility update for parents. Updates will also be provided via social media and email blasts. The SDA 7 text messaging system will also be utilized as appropriate to communicate necessary information with this stakeholder group.
- **Community Partners:** In the event of a long term emergency relocation, contact will be made with community partners/stakeholder groups to request assistance in communication within the community regarding continuity of services. As necessary and appropriate Child Care Resource & Referral of Midwestern Illinois will coordinate with community partners to ensure continued access to CCR&R services within collaborative relationships.

Section V: Remote Work Arrangements Plan

Remote work situations are those in which the majority of work is routinely performed at a location other than the Child Care Resource & Referral of Midwestern Illinois site. Remote work differs from telecommuting in that it is intended as a means of working from home or an alternate site on a full-time basis on a full-time or specified temporary basis.

The determination to work remotely or on an alternate schedule will be made on a case-by-case basis. The Child Care Resource & Referral Director, Human Resources Director, and/or Chief Executive Officer will unilaterally make decisions regarding remote or alternate schedule work.

This type of accommodation will not be considered a leave of absence and will be considered working time. Any employee who is approved to work remotely or have an alternative work schedule will be required to complete the **SAL Family & Community Services Employee Remote Work Agreement**.

The option to do so cannot interrupt business operations, must be contractually-compliant, the employee must have the ability and resources to work from home or on the alternate schedule, and must be within grant/contractual guidelines. This includes all remote work policies/guidelines set by the Illinois Department of Human Services. Should an employee be non-exempt, then strict logging of hours will be required. All policies and procedures will be followed as a regular employee of SALFCS. This includes, but is not limited to, start/end times, rules regarding time and attendance, employee expectations considering performance and conduct, and contractually-required deliverables.

At a minimum, employees need a computer, internet access (if connecting to IDHS/State of Illinois database systems employees must have access to a hard-wired through an approved data cable), and phone access/cell phone access. If a SALFCS-issued laptop or desktop is not available, then remote work is not approved. Via a SALFCS issued computer system staff will have access to phone services, including customer service queue systems, via web-based 8x8 phone system log in. Staff will be required to ensure continuity of data access & data security of electronic information through remote access to firewall appliances and secured server system via log in to a VPN link provided via RSM Services technical assistance.

The remote worker agrees to remain up to date on all safety related needs. The remote worker agrees to maintain a safe, ergonomically sound, and distraction-free work environment. The employee agrees to allow an authorized SALFCS representative to inspect the home office as needed. The employee further agrees to independently make workstation safety changes as recommended.

- a. Remote worksites must remain free of distraction, this includes children and/or adult dependents for whom the employee provides services essential to their health, well-being, and/or activities of a daily living in the home.
- b. Remote work is not a substitute for dependent or childcare.
- c. While the presence of dependents in the household should not be an absolute bar to remote work, employees should not be engaging in dependent care activities when performing official duties. While an occasional, brief interruption may occur when a dependent is present in the home, teleworkers must be careful to keep interruptions to a minimum to avoid disruptions in work accomplishment.
- d. In the event the level of care needed for a dependent prevents or significantly disrupts work accomplishment, remote workers should notify their supervisors as soon as possible about the situation preventing the remote work from continuing work. Remote workers should then request approval for appropriate leave while performing dependent care responsibilities.

Section VI: Maintenance of Continuity of Operations Plan

The Continuity of Operations Plan of Child Care Resource & Referral of Midwestern Illinois shall be posted on the agency website at www.childcareillinois.org.

Child Care Resource & Referral of Midwestern Illinois staff receive annual training on the Continuity of Operations Plan. New staff receive training as a component of new staff orientation.

The Child Care Resource & Referral of Midwestern Illinois Continuity of Operations Plan is reviewed annually by both management and the Advisory Council of Child Care Resource & Referral of Midwestern Illinois.