ITEM 2

WORK PLAN

MENARD COUNTY HOUSING AUTHORITY HOUSING COUNSELING WORK PLAN FEBRUARY 2023



117 N 7th St Petersburg, IL 62675 Phone - 217-632-7723 Fax 217-632-7511 TTY 711

Target Community(s)

Our primary target community is Menard County located in central IL. Menard County Housing Authority (MCHA) chose this area because they are currently the only housing counseling agency for our local county area. They are as following is a list of zip codes for Menard County.

(See Map Attachment A)

Menard County

62613,62642,62659,62673,62675,62688,62666

MCHA also serves other clients from surrounding counties due to the fact of available housing counseling services in rural counties. With MCHA overseeing a regional Section 8 Program,

clients from the 21 counties can request counseling services if there are no services provided in their area.

MCHA offers a Family Self Sufficiency (FSS) program (implemented in 2004) and MCHA HUD Certified Counselor has provided workshops and one on one counseling (if requested). Lenders from surrounding areas also refer their clients for Home Buyer Education.

Per the US Census Bureau as of 2020, Menard County has 12,297 residents. The residents of said county are 97% Caucasian and the other 3% are African American, Indian, Asian and other. Of these residents, 9% have at least a high school education. The median household income for the area in 2020 was \$79,743 yielding 8.4% of the population at or below poverty level. The comprehensive plan for Menard County was last updated in 2016 but is primarily for land use and does not address housing needs. The next larger town offering employment is Springfield which is 23 miles one way.

Housing Needs and Problems

According to the 2020 US census information, there are 5596 homes in Menard County. Many homes are older homes (62% were 25 years or older in 2016). Therefore, when purchasing these homes in this area, many will need at least some form of updating to include but not limited to roof repair or replacement, new heating and cooling systems and updated wiring and plumbing.

Menard County is also a bedroom community to Springfield Illinois which is approximately 23 miles away. It takes roughly an average of 26 minutes one way to drive to and from Springfield. There is currently no new affordable housing being built for the residents currently residing in or moving to Menard County. Presently, there are no other housing counseling programs in Menard County to teach residents how to not only save for a money but what to do after the sale is complete.

Menard County Housing Authority's not for profit- Central IL Services, has been the management agent for affordable single home development and became the owner of 20 single-family homes at the end of the tax credit compliance period (2021). It is MCHA's plan to help eligible residents (some currently renting and residing in the homes) to purchase the homes. MCHA will provide pre-purchase, post-purchase and home maintenance education for eligible residents wishing to purchase one of the homes. In 2021 and 2022, 7 of the 20 Single Family homes have been sold to qualified buyers.

Menard County Housing Authority assists single persons and families in search of affordable rental housing in Menard County and surrounding counties.

Affirmatively Further Fair Housing

Menard County Housing Authority housing counselors participate in training on Fair Housing. Fair Housing education is part of the counseling provided with pre-purchase counseling and as we expand additional workshops Fair Housing education will be provided to all the clients. MCHA provides clients with Fair Housing referrals to HUD or an appropriate agency when needed. The Fair Housing Act includes race, color, national origin, religion, sex, disability and familiar status. MCHA will be in compliance with AFFH in all activities and areas where MCHA operates Section 8 (HCV/PBV) FSS and Housing Counseling Programs. Housing counseling participants are provided information on how to file a complaint if they have been a victim of housing discrimination.

Housing Counseling Services

Menard County Housing Authority will offer several areas of housing counseling to all residents of Menard County. The following will serve as a brief overview of services that will be offered. MCHA has brochures that are shared with other social service agencies. It is also shared through involvement of staff who are part of local boards and committees such as Menard County Coordinating Council, Regional Transportation Committee, Area Agency on Aging, ADRC (Aging & Disability Resources Collaboration) of Lincoln Group, Community Action Partnership of Central IL (CAPCIL), local churches and civic groups.

Delivery of service will be face to face individually, or in a group setting, through email, virtual or by phone.

- 1. Homebuyer Education– Menard County Housing Authority two different "tracks" for its homebuyer education classes. First, anyone interested in homebuyer education classes will attend a group orientation session, lasting approximately one hour. After completion of the group orientation, participants will be elected to one of two "tracks." The first "track" if for near-ready homebuyers and will last approximately 1- 4 weeks with 8 or more hours of class time. The second "track" is called the "Home Buying Club" for those who will need a longer time period before owning their own home. This will last approximately 3-24 months with 16-50 hours of class time.
- Pre-Purchase Counseling Menard County Housing Authority will offer participants knowledge in the areas of HUD- assistance mortgages, private market mortgages, loan applications, purchase procedures, down payment assistance, fair housing and financing the purchase.

- 3. **Mortgage Delinquency/Loss Mitigation** Menard County Housing Authority will offer one on one participant assistance in the cause and extent of the mortgage delinquency, repayment plans, budgeting so the delinquency is not recurring and follow-up. Assistance will be offered to loan holders facing foreclosure and will assist them in loss mitigation techniques such as mortgage modification, special forbearance and deed-in-lieu of foreclosure.
- 4. Post Purchase Financial Management and Budgeting/Other-Property Maintenance – Menard County Housing Authority will offer participants, Family Self Sufficiency clients, post purchase counseling or anyone in default assistance in areas such as budgeting, monthly expenses, financial management counseling as well as how to maintain a home. This will include record keeping of important documents. Other courses that will be offered to homebuyers are seasonal maintenance, weatherization and energy conservation.
- 5. Mobility and relocation assistance Menard County Housing Authority will offer participants' one on one assistance in the areas of relocation should acts of the Federal Government take place. Assistance will take the form of rights and responsibilities of the tenant, relocation benefits such as monetary assistance in moving and locating new, affordable housing. MCHA is assisting other housing authorities in conjunction with development activities with relocation of families.
- Renters Assistance / Section 8 and Public Housing Menard County Housing Authority currently has 831 Section 8 vouchers (in 24 counties in IL), 52 total RAD multifamily, 107 RAD (multi-family/LIHTC) units and the management agent for 88 LIHTC units. We have several employees trained in Section 8 multifamily LIHTC rules and regulations who would be able to assist participants.
- 7. Fair Housing- Menard County Housing Authority complies with current Fair Housing laws. Participants are also given information on how to make a complaint if they have been a victim of housing discrimination. If a client needs legal assistance, they will be referred to Land of Lincoln Legal Assistance.
- Homeless Menard County Housing Authority will offer one on one assistance to homeless persons in finding adequate shelter. Menard County Housing Authority will also offer HUD subsidy in the of Section 8 and public housing assistance. Person will be referred to the appropriate agency to assist them in their transition.

Homeownership Counseling Services

(Pre-purchase/home buying, home maintenance and financial management for homeowners, foreclosure prevention counseling) will cover the entire homeownership process. Menard County Housing Authority will provide information included, but not limited to, the following topics:

- The decision to purchase a home
- The selection and purchase of a home
- Issues arising during and affecting the period of ownership of a home (including financials, refinancing, default, and foreclosure, and other financial decisions)
- The sale or other disposition of a home

Information will be provided to each client, depending on their individual needs and circumstances, or if the information is requested. General information about these topics will be presented during the homebuyer education workshop. Information about these topics will be personalized for clients and presented to them during their intake session.

Menard County Housing Authority will provide information on the entire homeownership process using:

- Handouts created by the agency or its Intermediary
- Links to relevant online information, sent to the client via a follow up email
- Materials provided by [HUD]

Each client receiving Homeownership Counseling services (pre-purchase/home buying, homebuyer education workshops, home maintenance and financial management for homeowners, foreclosure prevention counseling) will also receive copies of all documents HUD requires regarding the availability and importance of getting a home inspection. These documents include:

- HUD 92564-CN for Your Protection: Get a Home Inspection [HUD 92564-CN-SP if in Spanish]
- Ten Important Questions to Ask Your Home Inspector
- EPA-747-F-96-002 Disclosure of Lead-Based Paint Hazards in Housing

Clients receiving one-on-one counseling will receive these documents during the initial intake session. Client will initial the Action Plan to verify that they received these documents. Clients attending homebuyer education workshops will receive the documents during the workshop section on the selection and purchase of a home. Clients will initial their Workshop Intake form to verify that they received these documents.

Process for One-on-One Counseling

- Intake packet forms are completed by the client and reviewed by the housing counselor either during or prior to initial meeting.
- Financial Analysis/ Personal Assessment

*Gather information/ # in household/ employment/household income

*obtain and verify budget

*discuss ways to save money and cut expenses

*develop a budget/spending plan that client can afford and is comfortable with

Action Plan-at the first meeting an action plan is developed and includes the following
 *Goal setting including any issues that need to be resolved and/or steps to do so
 *Necessary steps for reaching goals and who will be responsible for each step
 *Estimated time frame to achieve each step

Follow-Up

*Assigned housing counselor makes reasonable efforts to have follow-up communications with the client to ensure that the client is progressing toward his or her financial or housing goal, to modify or terminate housing counseling services, and to learn and report outcomes. The client follow-up is done in a reasonable effort to conduct a verbal (in person or via phone) follow up session with in the first 60 days of client contact. If unsuccessful after 2 attempts to conduct a verbal follow up session, the counselor writes a letter or sends an email to the client stating such efforts have been made and informs the client that there is a need for follow up communication. The letter requests that the client contact the housing counselor no later than 30 days from the date of the letter. This will help the agency assess if additional client services are necessary to assist them in achieving their financial or housing goals or if services should be terminated.

Termination

*Client file will be closed based on HUD's 7 outcomes when the client's issue is resolved, goal is met, or the follow up yields the need to close.

Projection and Expected Counseling Outcomes/Impacts

MCHA will continue to service as well as educate clients through Financial Literacy, Homebuyer and Home Maintenance classes as well as through one-on-one counseling. The projections will be to increase the number we serve by at least 6 people for one-on-one counseling and 8 additional for educational workshops for the upcoming year. The areas that will be impacted the most are developing a sustainable budget, improving financial capacity, gaining access to resources such as rent and utility assistance and households that receive pre-purchase/home buying counseling will purchase housing and households that are delinquent or are in default will receive counseling services to assist them finding a reasonable solution.

Education Workshops:

Homeownership, Credit Repair & Budgeting, Post Purchase Education

*Sign in sheet to include name, address, phone #, time in, time out

- *Gather demographic information
- * Handouts
- *Teach workshop
- *Follow-up and schedule individual counseling

Record Keeping:

On-Line MCHA utilizes the CMS (Impact-Pro) program to track the client and store information. The online program is password protected.

Hard Copy Files:

- MCHA maintains hard copy files for each client. Files are stored in a locked cabinet and the Housing Counselor's office is locked in the evenings
- All meetings and phone calls are logged
- Any letters, or correspondence, or copies of client documents are also kept in their confidential files

Individual File documentation includes:

- File Number
- Date activity occurred
- Start and end time of session
- Name of Housing counselor
- Client's name, address and phone number
- FHA case number if applicable
- HUD project number or name for clients renting HUD-assisted housing
- HUD client number for cases receiving HUD funding for housing counseling
- Client Action Plan
- Screening interview information

- Financial Analysis
- Disclosure/Conflict of Interest statement given to client
- Alternatives discussed
- Log of activities performed on behalf of the client (stored online)
- Required data elements are kept in the on=line system
- Copies of pertinent records and correspondence
- Statement about how the person qualifies as a client
- Follow Up Activities
- Termination Date (date client file closed and reason for termination)

Group Files Documentation Includes:

- File Number
- Attendees Name (First and Last)
- Attendees Address (City, State and zip code)
- Attendees Phone number
- Attendee Race
- Attendee Ethnicity
- Attendee Income Level (AMI)
- Attendee Referred by
- Attendee First Time Home Buyer (yes or no)
- Signature of each client
- Amount of fee charged, if applicable
- Date, duration and location of workshop
- Counselor and/or Instructors
- Workshop Subject
- Conflict of Interest Statement

Credit Reports and Confidentiality

- All credit files are kept in a locked filing cabinet along with other supporting documentation such as tax returns, paystubs and any forms with social security numbers. The application and demographic information completed on the client and the client housing counseling plan is documented in the CMS/HCO system.
- Both computer and hard copies of logs are kept and include the required information.
- Each Counselor has their own pass code to enter client files on the computer.
- All printed information is kept in client files in a locked cabinet and office.

• All one-on-one credit counseling is done in a private area.

Conflict of Interest

MCHA will provide all clients with information indicating they are free to obtain housing counseling from an agency of their choice. The information will be included on our brochure so all potential clients will receive it. We also include a statement as part of their authorization material.

The counseling services, lending products, weatherization, rehabilitation, affordable housing and other forms of assistance that may be offered by Menard County Housing Authority its subsidiaries, affiliates or directors, officers employees, agents or partners may also be offered by other providers and you are under no obligation to utilize services from Menard County Housing Authority, regardless of the recommendations made by counselors. The MCHA's current financial industries partners include Alliance Community Bank and Petefish, Skiles & Co.

Supervisory Monitoring and Documentation for Quality Control Plan Compliance

MCHA Management or designee (Certified Housing Counselor) reviews ten percent (10%) of the Housing Counselors files on a monthly basis. MCHA management keeps reports and provides monitoring procedures that will assure records of quality control findings and actions taken are implemented and maintained.

All deficiencies are provided to Senior Management or designee (other Certified Housing Counselor). MCHA provide reports that identified deficiencies. Corrective measures are taken by Senior Management and documented. These are to include any violations of HUD regulations and/or MCHA's policies and procedures.

Deficiencies will be noted, and reviewed with the Housing Counselor that provided counseling, maintained the file and corrections will be made.

Supervisory Monitoring and Documentation for Information Security Compliance

MCHA will insure that all files will be in a locked cabinet in a fireproof room. Only Housing Counselors will have access.

Non-English Speaking or Limited English Proficiency (LEP) Clients

The clients served at Menard County Housing Authority predominantly speak English. As additional language needs come to the attention of the Staff, MCHA will assist the clients in locating services or agencies that specify in the requested language or assist in locating an interpreter. For Spanish speaking clients a Spanish teacher from Petersburg High School will assist.

Alternative Settings/Format

The counseling should take place in a location convenient for the client and in a format that best meets their needs. Face-to-face, phone and internet, skype, virtual and video counseling are all appropriate alternatives and the counselor should use the setting and format that works best for the client.

Accommodation of Disabilities

All disabilities are managed on an as needed basis. MCHA can meet disability needs if necessary and will provide reasonable accommodations when needed.

Fee Structure

Menard County Housing Authority will not charge any fees for counseling unless it is pre-purchase counseling or homebuyer education which is required before purchasing a home.

Pre-purchase Education/Counseling is offered through online E-home for a total cost of \$99. (Includes online training and fee for counselor follow-up and certificate)

Pre- purchase counseling fee for clients who utilize Frame Work is \$75 (Framework charges online fee for the education and MCHA charges \$75 for Counselor follow-up and certificate)

Homebuyer Education Workshop- 8 hours \$125 (Includes counselor follow-up and certificate)

The fee schedule will be posted in the main lobby of the MCHA office. If a client is unable to pay, the fee will be waived.

Affirmatively Further Fair Housing

Menard County Housing Authority housing counselors participate in training on Fair Housing. Fair Housing education is part of the counseling provided with pre-purchase counseling and as we expand additional workshops Fair Housing education will be provided to all the clients. MCHA provides clients with Fair Housing referrals to HUD or an appropriate agency when needed. The Fair Housing Act includes race, color, national origin, religion, sex, disability and familiar status. MCHA will be in compliance with AFFH in all activities and areas where MCHA operates Section 8 (HCV/PBV) FSS and Housing Counseling Programs. Housing counseling participants are provided information on how to file a complaint if they have been a victim of housing discrimination.

Marketing and Outreach

The target audiences are drawn from a variety of partnerships in the community, as well as referrals from previous program participants. Community partnerships include the following, Community Action Partnership of Central IL (CAPCIL), Sangamon County Community Resources (SCCR), Springfield Housing Authority (SHA) and Menard County Coordinating Council.

Menard County Housing Authority offers several areas of housing counseling to all residents of Menard County. MCHA has brochures that are shared with other social service agencies so that others are aware of our services and information can be passed on. It is also shared through the involvement of staff who are part of various local boards and committees such as Menard County Coordinating Council, Regional Transportation Committee, Area Agency on Aging for Lincoln land Group and local church & civic groups. Other ways in which MCHA will reach out to our targeted audience will be through newsletters, post on MCHA website, through MCHA Community Business Partners and MCHA Facebook page.

Supervisory Monitoring/Quality Control Plan (Attachment B)

Business Disaster Recovery Safety Plan (Attachment C)

Brad Ames, Executive Director

2/21/23

Housing Action Illinois, 2/23/23

2023

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Attachment A

ZIP Code Database Postal Code Database ´

Account Login

ZIP Code API ZIP+4 Database

Zip Code Database List

Data Last Updated: February 1, 2023

Zip-Codes.com

<u>Zip-Codes.com</u> > <u>Illinois Zip Codes</u> > <u>Menard County</u>

MENARD County, IL ZIP Codes

MENARD County, IL Covers 6 ZIP Codes

ZIP Code	Classification	City	Population	Timezone	Area Code(s)
ZIP Code 62613	General	Athens	3,872	Central	217
ZIP Code 62642	General	Greenview	1,440	Central	217
ZIP Code 62659	General	Lincolns New Salem	0	Central	217
ZIP Code 62673	General	Oakford	530	Central	217/447
ZIP Code 62675	General	Petersburg	6,154	Central	217/447
ZIP Code 62688	General	Tallula	761	Central	217/447



MENARD, IL Demographic Information

Total population of MENARD County, IL		12,705
Male population of MENARD County, IL		6,181
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Menard County Housing Authority

117 North 7th Street

Petersburg, IL 62675

MENARD COUNTY HOUSING AUTHORITY

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MENARD COUNTY HOUSING AUTHORITY BUSINESS DISASTER RECOVERY SAFETY PLAN

TYPES OF DISASTERS

Bomb Threat

Chemical Emergencies

Dam Failure

Earthquake

Electrical Blackout

Fire/Wildfire

Flood

Heat

Hazardous Material Spills

Hurricane

Insects/Rodents

Landslides

Power Failure

Natural Disasters/Man-Made Disasters

Nuclear Power Plant Emergencies

Power Surges

Terrorism

Thunderstorm

Tornado

Tsunami

Volcano

Winter Storm

MENARD COUNTY HOUSING AUTHORITY BUSINESS DISASTER RECOVERY SAFETY PLAN

1. SAFEGUARDING OUR INVESTMENT

Menard County Housing Authority has invested both significant time and resources into making our business work. We have a dedicated customer base. We have a good reputation for paying our suppliers and providing our goods and/or services efficiently and quickly. We are a member in good standing of our local business community. Imagine that all we've worked for goes up in smoke — or that our business is hit by a flash flood or an earthquake. All of our efforts simply are "blown away" by a natural disaster. Menard County Housing Authority must develop a Business Disaster Recovery Safety Plan for these unexpected disasters.

2. RECOVERY TEAM

Menard County Housing Authority will decide what employees will work on this plan.

- 1. If we are a one-person operation or have a couple of employees, the officers of Menard County Housing Authority may choose to complete the plan.
- 2. If we have 5-10 employees, we may ask one or two of employees to work with the officers of Menard County Housing Authority.
- **3.** If we have more than 10 employees, we will want to form a team, perhaps from each department.
- 4. Other professionals who might help with our BUSINESS DISASTER RECOVERY SAFETY PLAN are our accountant, attorney, payroll company, human resources contractor, our insurance agent or other individuals and companies that are knowledgeable about our business.

- 5. Menard County Housing Authority will create a business continuity plan for each department. We will assign one person to review the plans for duplication of content and consistency.
- 6. Whatever we decide, the most important thing is to compile the needed resource information.
- 7. Menard County Housing Authority will select someone knowledgeable about the building characteristics to work with our local city government to review our regional disaster plan.

3. INSURANCE POLICIES TO PROTECT OUR ASSESTS

- 1. It is important that Menard County Housing Authority protects our base assets with adequate insurance our place of business, our contents and inventory, and/or our production processes.
- 2. Menard County Housing Authority will review our current policies with our insurance agent. Most policies do not cover flood or earthquake damage and we may need to buy separate insurance for this coverage. Menard County Housing Authority will understand our policies, deductibles and limits.
- 3. Menard County Housing Authority will consider business income interruption and extra expense insurance. Even if we have to close our doors for only a few days, the impact on our revenues and net income can be substantial.
- **4.** Menard County Housing Authority will not assume our business will snap back to its previous revenue level as soon as we reopen.
- 5. While Menard County Housing Authority is closed to customers, they will go elsewhere and they may take their time finding their way back to our business again.
- 6. As our revenues decrease, we will have both ongoing and new expenses. That combination can be impossible to handle without business income and extra expense coverage.

- 7. Our insurance agent will work with our accountant to estimate our projected revenues and expenses. They will calculate anticipated income and then determine the potential losses from a temporary closure.
- 8. Even if our basic policies cover expenses and loss of net business income, they may not cover income interruptions due to damage that occurs away from our premises, such as to our key customer or supplier or to our utility company.
- 9. Menard County Housing Authority can generally buy this additional coverage and add it to our existing policies. Although insurance can help protect our assets, it alone cannot assure the post- event viability of our business.
- **10.** Without a pre-defined plan to protect people and property, and to resume business operations in the larger community context, Menard County Housing Authority will find it very difficult to survive a business outage.
- **11.** To help support insurance claims, we will need:
 - a. Historical sales records.
 - **b.** Income and expense information as shown in recent profit and loss statements and/or income tax forms, as well as recent financial audits.
 - **c.** Other business records that could assist in projecting what our profits would have been had our business not been interrupted.
 - d. Receipts for equipment, inventory, other insured items.
 - e. Record of extra expenses incurred after the disaster, and all shipments received or sales made after the disaster.

4. BUSINESS CHAIN REACTION

Even if Menard County Housing Authority escapes a disaster unharmed and our employees are not hurt, there is still a risk that the business will suffer a monetary loss. When some local businesses fail, there is a chain reaction because of the negative impact on the local economy.

These significant losses can be broken down into two types of losses:

Upstream

- 1. Upstream losses are those we will suffer when one of our suppliers is affected by the disaster and cannot deliver the goods or services our business needs.
- 2. Most businesses depend on daily deliveries, such as bread to a restaurant or machine parts to a manufacturer.
- 3. If the supplier's building is damaged by the disaster and he cannot keep up his pre-disaster schedule. This upstream loss will affect our business, even if it's undamaged.

Downstream

- 1. Downstream losses occur when a key customer and/or the lives of residents in our community are affected by a disaster.
- 2. If everyone in town is digging mud out of buildings and cleaning up debris after a flood, a theater won't have the same number of customers. If supplying a component to a large factory is a major source of our firm's cash flow and that factory is closed by tornado damage, our business will suffer a downstream loss even if it escaped from the disaster.

5. EMERGENCY EVACUATION SAFETY PLAN

- 1. Menard County Housing Authority will consult local building codes to verify that our building meets current seismic safety standards.
- 2. Menard County Housing Authority will secure and anchor equipment and furniture, including bookshelves, cabinets, computers, etc. within our entire facility.
- 3. Menard County Housing Authority will conduct a "hazard hunt" to find all potential dangers in our facility setting. We will take pictures of our entire facility and these pictures will be kept in a safe, water proof place away from our business.

- 4. Menard County Housing Authority will use digital cameras to take pictures of all areas of the business facility. We will give disposable digital camera to our employees so that they can take pictures of their work areas. We will download these images on CD-R disks, make numerous copies of this information and store each set of disks in various off site locations.
- 5. Menard County Housing Authority will develop procedures for storing, securing and retrieving vital records (both written and computer records).
- 6. Menard County Housing Authority will develop an inventory of critical supplies and equipment.
- 7. Menard County Housing Authority will assure that nothing large and heavy is stored over an employee's head or directly in their immediate work area.
- 8. If Menard County Housing Authority office has large areas of glass, we will make sure that workers would not be directly in the path of the falling glass. We will make every effort to plate the glass to prevent the glass from shattering during a disaster.
- **9.** Menard County Housing Authority will verify that there are no obstructions in front of exits and all exits are lighted and clearly marked.
- **10.** Menard County Housing Authority will prepare a map of facility on an 8 1/2" x 11" page and post a copy of this plan at several points to show employees where emergency equipment, evacuation routes, gas and water shut off valves and staging areas are located.
- 11. Menard County Housing Authority will review and update employee safety procedures. We will identify personnel who are certified to perform first aid and CPR procedures for basic survival. We will have available in adequate guantities safety masks and rubber gloves for all first aide procedures.
- **12.** In case an employee is unable to get into Menard County Housing Authority's facility area during and/or after the disaster, we will have first aid supplies available in an area outside of the office.

- **13.** Menard County Housing Authority will verify that we have a working emergency communication system. We are able to identify all the "safe" and dangerous spots in the work place area.
- **14.** Menard County Housing Authority will identify all emergency equipment and make sure that all employees know operating procedures for all the equipment.
- **15.** Menard County Housing Authority will identify locations for the following areas:
 - **a.** Emergency transportation systems, clinic and/or hospital in the immediate area.
 - **b.** Identify water, gas and electric shutoffs.
 - c. Storing, securing and retrieving vital records.
 - d. Evacuation routes and staging and assembly areas.
 - e. Identify all surrounding fire hydrants and all fire fighting equipment.
 - **f.** Hazardous materials (chemicals) storage areas specify hazards such as flammability and keep copy of SDS sheets off-site for later reference.
 - **g.** Identify all hazardous waste storage and accumulation areas specify such as flammable hazards.
 - **h.** Identify drains to sanitary and storm sewers, sumps, and collection tanks.
 - i. Identity locations of underground and above ground storage tanks.
- **16.** Menard County Housing Authority will not leave anything to chance. We will write fire, earthquake, and hazardous emergency action plans. Because these disasters are so completely different, each plan will have a different emergency response.
- **17.** We will make sure that all Menard County Housing Authority employees know their assignments during each type of disaster and for each evacuation safety plan. Menard County Housing Authority employees will practice reacting to possible different disaster scenarios.

- **18.** Menard County Housing Authority will hold workshops or host "brown bag" seminars during the lunch hour on disaster preparedness topics, such as safety techniques, first aid and CPR, evacuation and damage assessment.
- **19.** Menard County Housing Authority will communicate with all the employees and include articles on the importance about workplace and home disaster preparedness in employee special bulletins and handouts and newsletters.
- **20.** Menard County Housing Authority will verify that employees have emergency disaster plans for their home and family.
- **21.** Menard County Housing Authority will not leave anything to chance. We will train and conduct evacuation drills to ensure that our business emergency plans are effective.
- 22. Menard County Housing Authority will review our Emergency Evacuation Safety Plans every six months and revise the plans as necessary. We will make sure that all employees are notified of any changes.
- 23. Menard County Housing Authority will conduct an emergency evacuation checklist for fire and explosion or bomb threat.
 - **A.** Dial 911 for Fire, Police, or Ambulance assistance and provide Emergency Operator with the following information:
 - **1.** Type of emergency
 - 2. Location of emergency
 - 3. Number & type(s) of injuries (if known)
 - 4. Wear name tag with title
 - **B.** Alert Menard County Housing Authority's Zone Leader and activates Evacuation Procedures. Use evacuation routes farthest from emergency site and evacuate areas closest to the emergency site first.

- **C.** Post Staff member at entrance to Menard County Housing Authority's facility driveway to direct emergency response personnel to the emergency site.
- **D.** Notify Menard County Housing Authority's Emergency Coordinator of emergency situation.
 - **1.** Notify Alternate Emergency Coordinator if above is unavailable.
 - 2. Complete this action from a SAFE location.
- E. Turn off natural gas supply to building at exterior shut off valve.
- F. Issue accountability rosters to Menard County Housing Authority Management for use at meeting point.
- **G.** Receive reports of zone(s) being clear of occupants from Menard County Housing Authority Management.
- H. Assist emergency response personnel as requested.
 - **1.** Provide information
 - 2. Physically assist
- I. Assist Menard County Housing Authority Management with accountability of occupants and staff at the rally point.
- J. Report to Menard County Housing Authority Management when they arrive.
 - 1. Damages to building & equipment
 - 2. Injuries to staff or occupants
 - 3. List of any staff or occupants NOT accounted for during the emergency

6. COMPUTER OPERATIONS

Restoration of computer operations will require essentially the same activities regardless of the type or extent of the disaster.

A. Lists of Equipment and Service Contracts

1. Hardware (Computer Inventory)

- a. Devices (Server, back-up unit, etc.)
- b. Manufacturers for each piece of equipment
- c. Model/serial numbers
- d. Wiring specifications

2. Software Programs

- a. Name of the program and date of purchase
- **b.** Vendors with phone numbers, e-mail address
- **c.** Specifications for data backup- Nightly backup of all computer systems must be stored off-site.
- d. Business-generated modifications to software

B. Passwords (Supervisor and Server) & Vendor and Support Desk Phone Numbers

- 1. Administration passwords should be kept in a safe and secure place.
- 2. Only the system administrator and manager should have access to these passwords.

C. Back-Up & Verify Computer Data at Regular Intervals

1. Menard County Housing Authority will backup all personal computer local hard drives to the network with backup data stored off-site. It will create a third back up copy that will be stored on a dedicated web site for easy access. This is the responsibility of each individual employee user. The Office Manager will be informed of these backup locations.

- 2. Menard County Housing Authority will make available to all of their employees CD-R disks for the purpose of storing backup data. All backup data will be clearly labeled for easy retrieval.
- **3.** Menard County Housing Authority will have safety lights centrally located to assist in evacuation during power failure.
- 4. Wherever possible, Menard County Housing Authority will have all important documents scanned and put into electronic form. This will prevent these documents from disappearing after a natural disaster. All of this electronic information will be transferred to CD disks in triplicate and stored off site.
- 5. Menard County Housing Authority will have doors to storage rooms and all file cabinets closed nightly and when not in use. All file cabinets will be made of fire proof material.
- 6. Menard County Housing Authority will provide off-site storage sites for all client lists, asset lists, forms, and employee information. All officers of Menard County Housing Authority will know the location of these sites and have access as needed.

7. DAMAGE ASSESSMENT AND RELOCATION

A. GENERAL - CRITICAL FUNCTIONS:

- 1. Menard County Housing Authority will create a damage assessment task group, appointed by the Management Team that will be comprised of staff that has the ability to assess the extent of damage to our workplace.
- 2. Key employees appointed by Menard County Housing Authority Recovery Team will assist in the decision as to whether the Recovery Plan should be activated. If the plan is activated, this group will have been trained and prepared to secure temporary facilities as needed, replace equipment and materials, and facilitate in the relocation of key business operations.

B. DAMAGE ASSESSMENT RESPONSIBILITIES:

- 1. Menard County Housing Authority will provide the names and locations of all personnel to both management and employee's that will be involved in damage assessment responsibilities.
- 2. Identify the employees, resources, and functions affected by the emergency condition.
- **3.** Estimate the extent of the damage.
- **4.** Estimate the duration of impairment.
- 5. Identify equipment and materials that need to be made available for the back-up location.
- **6.** Recommend acquisition of additional or replacement equipment and personnel required for contingent operations.
- 7. Determine the operational capability, if any, remaining at our existing office or capacity at other offices.
- 8. Determine the status of the city's infrastructure, in an area-wide emergency, such as freeways, access, and utilities, for both local offices and potential relocation sites.
- **9.** Arrange for transportation of equipment and supplies to the back-up site.
- **10.** Arrange for telephones, hook-ups, and support for computer operations.
- **11.** The term physically impaired includes, but is not limited to pregnancy, and employees with limited mobility, heart or lung problems, etc.
- **12.** Physically impaired employees are to notify a disaster recovery team member to allow special assistance to be provided in the event of a building evacuation.

C. RELOCATION RESPONSIBILITIES:

- **1.** Menard County Housing Authority Management Team leaders will communicate with employees and give them information about the relocation site.
- 2. Identify all Local Command Centers. Locate and prepare the back-up site.
- 3. Identify all Wide Area Command Centers.
- **4.** Identify all Post Rallying Sites.
- 5. Contact and inform couriers and mail operations of new delivery locations.
- 6. Identify all Out-of-State Command Centers.
- D. Menard County Housing Authority recovery plan covers the following areas:
- **1.** Menard County Housing Authority keeps copies of all-important documents off site. These include lease agreements, contracts, financial records, insurance policies, etc.
- 2. Menard County Housing Authority has developed emergency financial procedures.
- **3.** Menard County Housing Authority has arranged for alternative office facilities before the occurrence of a disaster.
- **4.** Menard County Housing Authority has developed methods for networking with federal, state and local services agencies and/or organizations.
- 5. Menard County Housing Authority has obtained agreements with vendors and customers for post-disaster operations.

8. PHYSICAL RESOURCES

- 1. Whether Menard County Housing Authority owns or rents the building where our business is, we and/or our building manager should inspect the physical plant(s) and assess the impact a natural disaster would have on our facilities.
- 2. The property checklist Provided by Wells Fargo of CA Insurance Services, Inc. the owner of our building can serve as a guide for that inspection. If our business operates in an older building, we will have it evaluated by a professional engineer.
- **3.** An engineer's recommendations will help us safeguard our building from potential hazards.
- **4.** Menard County Housing Authority will keep in mind that an ideal time to make improvements is during a major addition or renovation.
- 5. Whether we are planning to remodel or build an entirely new facility, we will make sure that our plans conform to local building code requirements.
- 6. These codes reflect the lessons experts have learned from past catastrophes. We will contact our local building code official to find out what is required for our project.
- 7. If we do not own the building our business is housed in, this is still important information for Menard County Housing Authority to keep in mind if we are relocating to a new facility or expanding our business operations.
- 8. The building's physical condition and how it will survive a natural disaster will have an impact on our ability to keep our business open following an incident.

9. BUSINESS EMPLOYEE RECOVERY FORM

EMPLOYEE RECOVERY FORM

- 1. Menard County Housing Authority will use this **EMPLOYEE RECOVERY** <u>FORM</u> to gather information on each employee so that each employee can be contacted 24 hours a day.
- 2. After entering all our employees, we will assign a number to "Call Order" so that employees are called in the desired order.
- **4.** The person designated as "1" will be the one responsible for the phone tree and any distribution of responsibility for calls by fellow employees. We can return to each record to enter or change the "Call Order" number.
- 5. Menard County Housing Authority will maintain an up-to-date copy of phone numbers in an accessible and secure location with an off site copy. We will save all completed forms in more than one medium, e.g. paper copy and one our hard drive or network.
- 6. We will store completed forms in several locations, with at least one copy will be off site and within reach day or night.
- 7. Menard County Housing Authority wants to know whom to contact should any of our employees become injured or fall sick on the job. This information is equally important for notification of their families if our employees cannot leave the workplace following a disaster.
- 8. With this information, we will be able to contact them at all times to inform them about the status of the business operations, where to report, and what to do.
- **9.** Since Menard County Housing Authority cannot resume operations unless employees are able to return to work we will consider the following:
 - a. Alternate forms of transportation for employees (e.g. carpooling).
 - **b.** Provision of emergency housing for displaced employees.

- **c.** Addressing immediate needs of our employees, including short-term financial aid.
- d. Childcare at our primary or alternate site.
- e. Payroll continuity will be continued for all our employees. It will help them handle disaster-related problems at home and meet their personal financial obligations.
- 9. Menard County Housing Authority will establish a company policy.
 - a. Direct deposit of paychecks for all employees.
 - **b.** Overtime pay during a disaster.
 - c. One week's pay even if Menard County Housing Authority business is not operational.
- **10.** If our employees need special licenses for their work, e.g. to move or operate equipment, we will have a system in place to get/replace them.
- **11.** Menard County Housing Authority will meet with our employees at least once a year to review emergency plans and to share information on disaster preparedness and protection at home.
- **12.** Menard County Housing Authority will keep a list of all employees that have certification for first aid, CPR or as an Emergency Medical Technician (EMT), or if anyone is a ham radio operator. All of these skills will be useful in emergencies.

MENARD COUNTY HOUSING AUTHORITY EMPLOYEE RECOVERY FORM			
Name:			
Position:	(
Key Responsibilities:			
Home Address:			
City, State, ZIP:			
Home Phone:	Cell Phone:		
Office Phone:	Pager/Beeper:		
Homo Email:	Work Email:		
Emergency Contact:	Relationship		
Emergency Contact Phone:			
Daycare/Babysitter/School: Notes:			
Family Phone Tree Contact Cal	Il Order:		
Certifications: ☐First Aid ☐CPR ☐Emergency Medical Technici ☐Special Licenses:	ian (EMT) ❑Ham Radio ❑Other:		
MENARD COUNTY HOUSING A Form Completed By:	AUTHORITY		

10. BUSINESS SUPPLIERS/VENDERS FORM

BUSINESS SUPPLIERS/VENDORS FORM

- 1. Menard County Housing Authority will use this form to record information about our current suppliers and ones we could use as an alternate choice.
- 2. Disaster-induced operational problems are not always connected to property damage. They include disruptions in the flow of supplies and in the ability to ship those goods or deliver services.
- 3. Menard County Housing Authority ability to resume operations relies on the ability of our suppliers to deliver what we need on time. To encourage the continuity of the supply chain, we can do the following:
 - **a.** Be sure our principal suppliers, or alternate suppliers, are not all in the same geographical location.
 - **b.** Ensure that our pre-qualified, critical suppliers of services and materials will be available when we need them. This includes requesting or requiring that a critical supplier have a mutual aid agreement in place with a similar company to fulfill its commitments, should its normal business functions be interrupted.
 - c. Establish a notification list and procedures for notification.
 - d. Complete credit checks, purchase accounts and all other vendor requirements in advance so the vendor can ship replacements immediately.
 - e. Have back-up vendors and shippers in place in case our primary ones are disabled.
 - d. Establish relationships in advance and maintain them.
 - e. Place periodic orders so they consider us an active customer when we need them.
 - **f.** List suppliers/vendors we can use for our miscellaneous needs at a recovery location, such as office supplies, file cabinets, office furniture, etc.
 - **g.** Require, or encourage, our suppliers to have business continuity plans. We may want to audit them ourselves to ensure they are current.

MENARD COUNTY HOUSING AUTHORITY BUSINESS SUPPLIERS/VENDORS FORM

Status: Current Supplier/Vendor Back Up Supplier/Vendor Company Name:

Account Number (If relevant):

Materials/Service Provided:

Street Address:

City, State, ZIP:

Company Phone (main):

Primary Contact:	Title:
Primary Contact Phone:	
Primary Contact Cell:	
Primary Contact Pager:	
Primary Contact Fax:	
Primary Contact Email:	
Alt. Contact Person:	
Alt. Contact Phone:	
Alt. Contact Cell:	
Alt. Contact Pager:	
Alt. Contact Fax:	
Alternate Contact Email:	
Website address:	
Recovery Notes:	

MENARD COUNTY HOUSING AUTHORITY

Form Completed By: _____

Date:

11. BUSINESS KEY CONTACTS FORM

BUSINESS KEY CONTACTS FORM

- 1. Menard County Housing Authority will use this form to list our key contacts for administration of our business, emergency response and resumption of our critical business functions. Key contacts include our most important customers.
- 2. Key contacts consist of those we rely on for administration of our business, such as our bank, our creditors, our insurance agent, accountant, etc. They also include services in the community we need to help
- **3.** Menard County Housing Authority will resume operations, such as utilities, emergency responders, emergency medical help, media outlets, business partners and business organizations.
- **4.** Menard County Housing Authority will have a well-established liaison with municipal authorities, utilities and other service providers before disaster strikes. The effectiveness of this liaison may be enhanced if a business group coordinates it for multiple businesses.
- 5. Our key customers are an essential part of this list since our economic recovery depends on keeping our customers or clients, or adapting to the changed environment to get new ones.
- 6. Menard County Housing Authority will need to determine:
 - a. What happened to our customers/clients?
 - **b.** Were they affected by the disaster?
 - **c.** Will their buying habits change? Our product or service may be a discretionary purchase or not essential at the time.
- 6. If we cannot meet our customers' needs due to our own business interruption, or if they can easily replace our product or service elsewhere, we may lose customers or clients. This highlights the importance of communication before a disaster to build customer loyalty and to inform them about our preparedness for a disaster.
- 8. After a disaster, it is important for Menard County Housing Authority to keep customers or clients informed about the status of their product or service, delivery schedules, etc., or to develop mutually agreeable alternative arrangements.
- **9.** Menard County Housing Authority may choose various ways to communicate with our key customers after a disaster, depending on what modes of communication are available. These include, but are not limited to, direct telephone calls, a pre-arranged 800 number for people to call us, e-mail, or purchase announcements by radio or through a newspaper.
- **10.** If we have more than 20 key customers, Menard County Housing Authority will want to include some of our major customers or clients in Key Contacts, as they could be involved with one or more of the critical business functions we identify for our recovery plan.

Type of Key Contacts: Billing/Invoicing Service Benefits Administration Building Manager/Owner □ Building Security Electric Company Emergency Management Agency □ Fire Department Gas/Heat Company □ Hospital/Clinic Insurance Agent/Broker □Insurance Company (Claims Reporting) □Key Customer/Client Local Newspaper/Radio Station/Television Station Mental Health/Social Service Agency □ Payroll Processing Police Department Public Works Department □ Small Business Administration Office □ Telephone Company

MENARD COUNTY HOUSING AUTHORITY BUSINESS KEY CONTACTS FORM

Name of Business or Service:

Account Number (If relevant):

Materials/Service Provided:

Street Address:

City, State, ZIP:

Company/Service Phone (main):

Primary Contact:	Title:	
Primary Contact Phone:		
Primary Contact Cell:		_
Primary Contact Pager:		
Primary Contact Fax:		
Primary Contact Email:		
Alt. Contact Person:	Title:	
Alt. Contact Phone:	Alt. Contact Cell:	
Alt. Contact Pager:	Alt. Contact Fax:	
Alternate Contact Email:		
Website address:		
Recovery Notes:		

MENARD COUNTY HOUSING AUTHORITY

Form Completed By: _____

Date: _____

12. CRITICAL BUSINESS FUNCTIONS FORM

CRITICAL BUSINESS FUNCTIONS FORM

- 1. Use this form to identify what business functions that is critical to Menard County Housing Authority survival. The following are some key questions to help us decide what they are:
 - a. What are our most critical and time sensitive business functions?
 - **b.** How much down time can we tolerate for each business function?
 - **c.** Which business functions are necessary to fulfill our legal and financial obligations and maintain cash flow?
 - d. Which business functions are essential to maintain our market share and reputation, or to strategically adjust to changed circumstances?
- 2. Some time-sensitive and critical business Administrative functions include the following:
 - a. Recovery location set-up
 - b. Payroll
 - **c.** Insurance Claims (filing our claim, following up)
 - d. Regulatory Requirements (e.g. time-sensitive reports)
 - e. Debt Obligations (bills due)
 - f. Accounts Receivable
 - g. Communications
 - **h.** Internal (e.g. with employees and Board of Directors)
 - i. External (e.g. with suppliers/vendors and key contacts such as media, customers)
 - j. Facility/buildings
 - **k.** Contents/inventory
 - I. People (employees/customers or clients)
 - m. Vital records
 - n. Equipment
 - o. Utilities
 - **p.** Support systems (computers/networks, communications, transportation)
 - q. Suppliers

MENARD COUNTY HOUSING AUTHORITY CRITICAL BUSINESS FUNCTIONS FORM

Business Function:

Priority: D High D Medium D Low

Employee in charge:

Timeframe or Deadline:

Money lost (or fines imposed) if not done: _____ Who performs this function? (List all that apply): Employee(s):

Vendor(s):

Key Contact(s):

Who provides the input to those who perform this function? Employee(s):

Vendor(s):

Key Contact(s):

Who uses the output from this function? Employee(s):

Vendor(s):

Key Contact(s):

Brief description of procedures to complete function: (Write procedures for two scenarios, one for a short disruption, loss of everything.)

MENARD COUNTY HOUSING AUTHORITY

Form Completed By: ____

Date:

13. BUSINESS RECOVERY LOCATION FORM

BUSINESS RECOVERY LOCATION FORM

- 1. Menard County Housing Authority will use this form to provide information for our recovery location. This is where we will conduct business operations following a disaster.
- 2. It could be at an alternate site, at a similar business through a mutual aid agreement, employee's own homes, or if we are location dependent, at our primary place of business.
- 3. Menard County Housing Authority will ask whether we could recover from an alternate site or even out of our home temporarily, establish a mutual aid agreement with a similar business, or rent available space at another location if our business location is unusable or not accessible. We may have other facilities or branch offices where we could resume some or all of our operations?
- **4.** Menard County Housing Authority will select our recovery location:
 - **a.** Consider a site that is not on the same electric power grid.
 - **b.** Factor in the ability of our vendors/suppliers or rental company to quickly transport critical items such as computers, inventory and equipment to our recovery location.
 - **c.** Keep an extra of any hard-to-replace parts or essential supplies on hand, and consider storing them in a place that is not vulnerable to the same disaster as our primary facility.
 - d. Work with vendors/suppliers in advance to assure a secure and adequate supply of what we will need.
- 5. If Menard County Housing Authority rents our primary location space; we will review our lease for disaster provisions, including who is responsible for what in case of damage from a natural disaster. We may want to add a clause that allows us to get out of the lease in 30, 60 or 90 days if the damage is not repaired satisfactorily to the leased property or to adjoining properties.

MENARD COUNTY HOUSING AUTHORITY RECOVERY LOCATION FORM

Recovery Location:

Street Address:

City, State, Zip Code:

Building Owner/Manager:

Phone: _

Alt Phone: ______ Pager: ______

Email:

Directions to recovery location: (i.e. map and directions from)

Internet site or similar information

Business functions to be performed at recovery location:

Employees who should go to recovery location:

Recovery Notes:

MENARD COUNTY HOUSING AUTHORITY

Form Completed By: _____

Date:

14. BUSINESS VITAL RECORDS FORM

BUSINESS VITAL RECORDS FORM

- 1. Menard County Housing Authority business cannot operate without its vital records. The following questions will help us determine what records need to be backed up on one or more "media," and maintained off site.
 - a. Is the record required for business success?
 - **b.** Is it required for legal reasons?
 - c. Is it required by a regulatory agency?
 - **d.** Is it required to support recovery efforts?
 - e. Is it impossible to re-create?
 - f. Are copies unavailable at a remote location?
- 2. Examples of vital records include employee data, payroll, financial records, strategic plans, production records, customer/client/patient lists, inventory lists, building plans/blueprints, the lease, insurance records, and research data. We will likely identify other vital records that are particularly critical to our business' survival.
- 3. Store a copy of all vital information on site and a second in a safe off-site location. Some experts recommend at least 50 miles away. Make it a critical part of our routine to regularly back up files. Keep our inventory list current and make a photographic or videotaped record of our inventory.
- 4. Menard County Housing Authority will convert all vital records into electronic form by scanning them onto the computer hard drive. Copies of these records will be made to CD disks and labeled. One copy will be kept in the business office for reference and another copy will be kept at a secure off site location.
- 5. All original hard copies of the vital records will be stored off site in water and fire proof containers. Officers and Management of Menard County Housing Authority will have access to these records for easy retrieval.

MENARD COUNTY HOUSING AUTHORITY BUSINESS VITAL RECORDS FORM

Name of Vital Record:

Media:
Network
Print Version
Hard Drive
Microfilm
Laptop

□ Internet □ CD □ Scanned □ Other

Diskette Explain:

Is it backed up? 🛛 Yes 🗅 No

Media: D Network D Print Version D Hard Drive D Microfilm D Laptop

□ Internet □ CD □ Scanned □ Other

Diskette Explain:

How often is it backed up?

Hourly
 Quarterly
 Daily
 Semi-Annually
 Weekly
 Yearly

□ Monthly □ Never Where is it stored?

Recovery Notes:

MENARD COUNTY HOUSING AUTHORITY

Form Completed By: _____

Date:

15. COMPUTER EQUIPMENT AND SOFTWARE FORM

COMPUTER EQUIPMENT AND SOFTWARE FORM

- **1.** Menard County Housing Authority's business interruption can be devastating, the result of a natural disaster, a power outage, cyber crime, or any other cause.
- 2. Without access to data and information, business operations can come to a standstill. We might want to consider the services of a data center and disaster recovery facility, where our data is backed up on a regular basis and available when normal business operations are interrupted.
- 3. Menard County Housing Authority is dependent on computers, utilizing desktop and laptop computers and computer networks. Most communicate with or conduct business with their vendors, customers, partners and clients through the Internet. Since our company does the majority of its work online, we will be sure our computer security is current.
- 4. If we go to a recovery location, it is likely we will need to lease or purchase computer equipment and replace our software. We will use the Computer Equipment and Software Form to list what we will need order.
- 5. When there is sufficient warning about a disaster, such as a hurricane, we might decide to move some of our computer equipment and software to a safe place, so that it could be utilized at our recovery location.
- 6. In addition, we could require that all employees take their laptops with them, in order to provide the option to work from home or at a recovery location.
- 7. Some disasters occur without warning, though, so Menard County Housing Authority wants to be sure we have alternatives available.

a. Keep a backup copy of our computer's basic operating system, boot files, and critical software, and be sure we have copies of our operations manuals.

Menard County Housing Authority © 2023 BUSINESS DISASTER RECOVERY SAFETY PLAN

- **b.** Maintain an up-to-date copy of computer and Internet logon codes and passwords.
- **c.** Make arrangements with computer vendors to quickly replace damaged vital hardware and software, and/or to meet our needs at our recovery location.
- **d.** Request written estimates for rental or purchase, shipping costs and delivery times, if relevant. Be sure to list these companies in our suppliers/vendors form as either primary or alternate vendors.
- e. Elevate computer equipment normally stored on the floor, e.g. CPU's, and secure in place where flooding is a possibility.
- 8. Menard County Housing Authority will keep our computer hardware and software licenses up to date. If we go to a recovery location, it is likely we will need to lease or purchase computer equipment and replace our software. The important thing is that our final plan includes what we need to perform our critical business functions.
- **9.** If we plan to order multiple items of the same type e.g. keyboards or mouse's we can condense the information into one record. We can list relevant details in Recovery Notes.
- 10 When there is sufficient warning about a disaster, Menard County Housing Authority might decide to move some of our computer equipment and software to a safe place, so that it could be utilized at our recovery location. In that case, we would want to list equipment we currently own or lease and/or software that we would take, and in the Status field check "Currently in use." Some disasters occur without warning, though, we will be sure we have alternatives available.
- **11.** If Menard County Housing Authority currently owns/leases the item; we will choose the supplier/vendor(s) based on which one(s) we would use to replace the item if it were damaged in a disaster. It is always advisable to

have an alternate vendor, though, in case our primary vendor is not available.

MENARD COUNTY HOUSING AUTHORITY COMPUTER EQUIPMENT AND SOFTWARE FORM

Item:

Type: Computer Hardware Computer Software

Status: Currently in use Will lease/buy for recovery location Primary Supplier/Vendor:

Alternate Supplier/Vendor:

Title & Version or Model No.:

(Enter Unknown if hardware/software is to be leased/bought for recovery location)

Serial Number:

Purchase/Lease Date: ___

Purchase/Lease Price: _

Recovery Install Location: _____

Quantity (equipment) or No. of Licenses (software):

License Numbers (enter one per line)

Recovery Notes:

MENARD COUNTY HOUSING AUTHORITY

Form Completed By: _____

Date: _____

16. CRITICAL TELEPHONE NUMBERS FORM

CRITICAL TELEPHONE NUMBERS FORM

- 1. Seamless communications with our Menard County Housing Authority employees, suppliers/vendors, key contacts and customers following a disaster is important to our survival and continuing viability.
- 2. Telephone and fax lines are one means of maintaining this communication link. Our employees will want to get updated information about when and where they should report to work and the status of recovery.
- 3. Menard County Housing Authority will set up a special number for them to call, with recorded messages, or perhaps an out-of-state message line or contact person/ company. An out-of-state number may be more accessible than in-state numbers.
- 4. Menard County Housing Authority also will need this phone and fax numbers so that we can communicate with our suppliers/vendors, key contacts and customers, to keep them informed about our status and future plans. One solution is to plan ahead to have our telecommunications service provider reroute our telephone and fax numbers to our recovery site.
- 5. If Menard County Housing Authority needs a phone number for dial-up Internet and e-mail access, we will think about alternative forms of communication should phones not be working, especially to keep in touch with our employees.
- 6. In anticipation of a break in all phone service, including cell phones, Menard County Housing Authority will invest in some simple two-way radios and pagers that just send signals to each other.
- 7. Menard County Housing Authority will select a solution for how to keep the number operational or an alternative to meet the need. Also, we will consider listing all these critical numbers in our cell phone or PDA, so we have them readily available.

MENARD COUNTY HOUSING AUTHORITY **CRITICAL TELEPHONE NUMBERS FORM**

Name of Contact:

Company Name:

Phon	e N	um	ber	:

Type (Enter Code):	
L - Local:	

LD - Long Dist.: _____

800 Tolls Free: _____

F Fax:

C - Cell:

O Other: Status (Enter Code): _____

C Currently in use:

E Will establish during recovery: _____

Description (e.g. hotline, main line, toll free customer service line, dial-in to network):

Solution (Enter letter): ____

Reroute to recovery location: _____

New Number: _____ Recorded Msg.: _____

Other (Explain):

Recovery Notes:

MENARD COUNTY HOUSING AUTHORITY

Form Completed By: _____

Date: _____

17. VOICE/DATA COMMUNICATION FORM

VOICE/DATA COMMUNICATION FORM

Examples of voice communications include modem, voice mail, Private Branch Exchange (PBX) Automatic Call Distribution (ACD), and standard telephone. Examples of data communications include cable, DSL or dial-up for our Internet and e-mail access.

- 1. Menard County Housing Authority's communication with employees, vendors, customers, emergency officials and other key contacts is vital to our ability to resume business operations following a disaster. Voice and data communications equipment is only a part of a larger communications plan.
- **2.** This form should be used to determine what telecommunications equipment we need to help us with that communication.
- **3.** If Menard County Housing Authority will go to a recovery location, it is likely we will need to lease or purchase telecommunications equipment.
- 4. One of our critical business functions should be Communication Internal and another should be Communication External, so we can notify our suppliers/vendors and key contacts -including our customers of the status of our business.
- 5. Although there is the possibility that demand for phone service may overwhelm the system, we should consider the following safety nets or alternatives as ways to communicate with our employees, vendors and/or customers:
 - a. Designate one remote voice mail number on which we can record messages for employees.
 - **b.** Arrange for programmable call forwarding for our main business line if we cannot physically access our business, we can call in and reprogram the phones to ring elsewhere.

- c. Menard County Housing Authority will keep in mind that if telecommunications engineers are swamped with requests to redirect phones, faxes and data lines to backup locations, our recovery location could be affected.
- d. Menard County Housing Authority will consider alternative forms of communication should phones not be working, especially to keep in touch with our employees. In anticipation of a break in all phone service, including cell phones, we might invest in some simple two-way radios and pagers that just send signals to each other.
- e. Menard County Housing Authority will communicate by e-mail, postings on our website, or an emergency messaging system. As we think about our voice communication needs at our recovery location, determine whether we need speakerphones, voice mail capacity or the ability to record conversations. Also, we will decide if we need a conference bridge, in order to have conference calls with employees, key contacts, and/or customers to assess disaster damage and to make recovery decisions.
- f. "Plain Old Telephone Service" (POTS), where the handset is connected to the base, will likely work during a power failure. The connection is direct to the telephone company, which has extensive back-up power.
- **g.** Cell phones may work if cell phones are still functional, but often system overload causes lost connections.
- **h.** Surge protection for all computer and phone equipment can prevent a power surge through a telephone line, which can destroy an entire computer through a connected modem. We may want to invest in a battery backup with surge protection.

MENARD COUNTY HOUSING AUTHORITY VOICE/DATA COMMUNICATION FORM

Type of Service:
Telephone
Fax Machine

PBX w/ ACD (Private Branch Exchange w/ Two-way Radio & Pager

Automatic Call Distribution D Other: _____

PC Data Communications Explain: ______

Cell Phone:

Description & Model Number:

Status: 🗅 Currently in use 🖵 Will lease/buy for recovery location

Voice Communications D Voice mail D Conversation recorder

Features: 🛛 Speaker 🗅 Other

Conference Explain: _____

Data Communications 🗅 Cable 🗅 Dial-up

Features: 🖸 DSL 🖬 Other

🖵 T-1 Explain: _____

Quantity: _____ Primary Supplier/Vendor:

Alternate/Supplier/Vendor:

Recovery Install Location:

Recovery Notes:

MENARD COUNTY HOUSING AUTHORITY

Form Completed By: _____

Date: _____

18. BUSINESS SUPPLY FORM

- 1. A supply is anything we have not listed in previous forms. It should have an order number and should include items essential to keep equipment or work processes functioning, e.g. special fluid for a machine, forms and/or checks.
- 2. Menard County Housing Authority will plan ahead with our vendors to determine costs and delivery times for these essential items and parts and include sufficient space at our recovery site for storage. In addition, we will consider storing some essential supplies in an accessible place outside our building, in case we need them immediately and cannot re-enter our building after evacuating it. These could include some supplies we know we would need to fulfill a critical business function.

MENARD COUNTY HOUSING AUTHORITY BUSINESS SUPPLY FORM

Related Item Order Business:

Item Number Quantity:

Supplier/Vendor(s):

Function(s):

Recovery Notes:

MENARD COUNTY HOUSING AUTHORITY Form Completed By: _____ Date:

Menard County Housing Authority © 2023 BUSINESS DISASTER RECOVERY SAFETY PLAN

19. EQUIPMENT/MACHINERY/VEHICLES FORM

EQUIPMENT/MACHINERY/VEHICLES FORM

- 1. Menard County Housing Authority will use this form for equipment or machinery required to keep our business operational or that would severely curtail operations if it failed.
- 2. List anything that plugs in, as well as tools and spare parts vital to operation of our equipment or machinery. We may also want to include company-owned vehicles.
- 3. Menard County Housing Authority will explore rental options to replace damaged equipment or machinery during the time it is being repaired or replaced and request written estimates of rental, set-up, shipping costs and delivery times. This is particularly important when we rely on equipment that is highly specialized or difficult to replace. Be sure to add the rental companies we have contacted to our Suppliers/Vendors form.
- 4. Menard County Housing Authority will also have alternate plans to meet our essential transportation needs. We will consider special protection for key tools or small equipment, such as storage in foam-padded storage containers when not in use, preventing damage by accident or during an earthquake.
- 5. Additional protection for larger valuable, hard-to-replace equipment or machinery is also advisable. Menard County Housing Authority will check our contents insurance, whether it covers the replacement cost of critical equipment or machinery.
- 6. When there is adequate warning about a disaster, Menard County Housing Authority might decide to take some of our equipment or machinery that can easily be moved to a safe place, so that it could be

used at our recovery location. Some disasters occur without warning, though, so we want to be sure we have alternatives available.

MENARD COUNTY HOUSING AUTHORITY EQUIPMENT/MACHINERY/VEHICLES FORM

Item:

Model Number:

Status: Currently in use Will lease/buy for recovery location Primary Vendor/Supplier:

Alternate/Vendor/Supplier:

Recovery location for installation:

Related business function(s):

Backup available: 🖵 Yes 🖵 No Order time for replacement:

Recovery Notes:

MENARD COUNTY HOUSING AUTHORITY

Form Completed By: _____

Date: _____

20. DISASTER RESPONSE CHECKLIST FORM

DISASTER RESPONSE CHECKLIST FORM

- 1. Menard County Housing Authority knows that when disaster strikes, we may be on our own for hours or even several days. Emergency services may not be able to respond right away. The checklist includes supplies to help we take care of our employees, our customers or others on our premises until help arrives.
- 2. Our Key Contacts will include emergency services we may need, such as fire department, emergency management agency, American Red Cross, etc. We should be able to put the basic disaster supplies together for under \$100.00. One major purchase (more than \$500) we should consider is a multi-KV generator, pre-wired to the building's essential electrical current that we can operate during a power outage.

3. **I** NOAA Weather Alert Radio

This 24-hour warning monitor is as important as a smoke alarm in homes and businesses. The NOAA Weather Alert Radio with Specific Area Message Encoding (S.A.M.E.) technology that programs the radio for our area can save our life by warning us of severe weather and other hazards at any time. This special radio remains silent until an alert is issued in our community by local authorities. When the alarm sounds, we will be given specific information and instructions on how best to avoid the danger. Most S.A.M.E. Alert Monitors include battery backup.

4. **U** Working smoke detectors and fire extinguisher

Set a schedule to test smoke detectors annually and keep extra batteries on hand. Check the pressure indicator of our fire extinguisher monthly.

5. **D** First Aid Kit

Include scissors, tweezers, a variety of Band-Aids, gauze pads/roller gauze and tape, anti-bacterial wipes, first aid ointment, vinyl gloves, first aid book, and any other items we deem essential. Remember our kit is for "first" aid, not ongoing care.

6. **Given State** Flashlights and Light sticks

Keep flashlights and extra batteries in easy to find locations. Non-toxic chemical light sticks can be taped next to light switches for emergency use.

7. AM/FM Radio, battery operated, or wind-up radio

Maintain a current list of stations in our area provide emergency updates and that have generator backup to support continuous broadcast. Keep extra batteries for AM/FM radio. Consider a wind-up radio (30 seconds for 30-35 minutes play – solar cells for back up).

8. **D** Bottled Water

Have at least one gallon of water per person per day, to be used for drinking, personal hygiene and cooking. Store in sizes that are easily transportable, should we need to relocate.

9. **D** Nonperishable food and utensils

Stock a supply of non-perishable food such as peanut butter, tuna, beans, crackers, ready-to-eat canned meats, fruits and vegetables, comfort/stress food such as cookies and hard candy, canned juices, powdered milk, etc. Be sure to have a manually operated can opener and plastic utensils.

10. Depart supplies

Keep a supply of note pads, markers, pens, pencils, toilet paper, tissues, paper plates, napkins, and towels on hand.

11. **D** Tools and other supplies

Keep supplies of items such as duct tape, waterproof plastic, shut-off wrench for water and gas, whistle, compass, plastic bucket with tight lid, work gloves, pliers, hammer, plastic garbage bags and ties. A pry bar, shovel, dust masks, eye protection, and a push broom will aid in clean-up operations

12. D Blankets

Keep a supply of blankets, pillows if available, cots or mats for sleeping/taking breaks.

13. 🖸 Camera

Have a disposable camera a digital camera, or a camera with extra batteries and film, available to record damage.

14. Cash/ATM and credit card

Keep enough cash for immediate needs, and ATM and credit card(s) for emergency use (dependent on electric power availability).

15. Democrate Emergency Contact List

Maintain a current emergency contact list for employees and emergency services, such as police, fire and utility companies. Keep in several places, e.g. a PDA, PC at home, or a trusted neighboring business.

21. SHELTER-IN-PLACE

SHELTER-IN-PLACE is a situation where Menard County Housing Authority employees can not leave the business site due to impassable highways, roads and/or streets. As a result of this condition, our employees will have to stay at our work site until such time that they would be able to return to their homes and families.

Therefore, it is extremely important that Menard County Housing Authority is able to supply the necessary food and shelter items to create a **SHELTER-IN-PLACE** environment. A severe thunderstorm, tornado or terrorist incident may dictate that employees seek safety in interior sections of the facility.

Determine the type and extent of the incident

U What happened?

- U When did it happen?
- U What was suspected cause?
- U What is the civil authority response?
- U When can we have access to the building?
- U What are the security issues?

U What can we do to avoid additional damage?

□ Alert employees – Notify employees of the incident, its impact, and what we want them to do. (It may be as simple as "stay at home" until further notice.)

Activate Business Continuity Plan

Manage the incident

- Gather our resources
- □ Prepare our alternate site (if appropriate)

Activate our critical business functions/procedures

Restore our business

When we have resumed business operations - that is, we have recovered our critical business functions - take steps to fully restore our business.

Debrief

Learn from the business interruption. If needed, modify our business continuity plan to be better prepared for the next incident.

SUPPLIES

- 1. Stocking up now on emergency supplies can add to our safety and comfort during and after an earthquake or any other catastrophic disaster.
- 2. Store enough emergency supplies for at least 72 hours.
- **3.** Keep supplies in a safe, waterproof, accessible location, in the building/office or adjacent structure.
- **4.** Menard County Housing Authority will select a variety of foods: canned, pre-packaged, freeze-dried, dehydrated and unprocessed. We will check expiration dates when purchasing and purchase enough nutritious foods for a minimum of two days for each employee.
- 5. With the exception of dried and canned foods, every four to six months we will need to rotate emergency supplies into daily food supplies of organization principals, managers or emergency team members. All food packages will have the date they were purchased.

- 6. If we are going to store foods in the basement or in a garage or other approved structure, make sure to keep foods in tightly closed containers.
- 7. Experts suggest a large plastic garbage can, which can be securely closed or fastened with a bungee cord. Keep canned goods off the ground to avoid rust. To minimize possible damage from earthquake shaking, store heavy goods close to the floor.

PREPAREDNESS

- **1.** Have a battery-operated radio with backup batteries
- 2. Use employee cellular telephones and ask employees to keep their cell phones charged at all times.
- **3** Purchase phone lines that do not require electricity.

SURVIVAL

- **1.** Water (two quarts to one gallon per person)
- 2. Food (packaged, canned, no-cook, and for special diets as needed)
- 3. Can Opener (non-electric)
- 4. Blankets or sleeping bags
- 5. Portable radio, flashlight and plenty of spare batteries
- 6. Employee essential medication
- **7.** Fire extinguisher (A-B-C type)
- 8. Money

SANITATION SUPPLIES

- 1. Large plastic trash bags for trash, waste, water protection
- 2. Heavy-duty aluminum foil
- 3. Large trash cans
- **4.** Bar soap and liquid detergent
- 5. Shampoo. personal hygiene items, feminine supplies.
- 6. Toothpaste and toothbrushes
- 7. Toilet paper
- 8. Household bleach
- **9.** Newspaper (to wrap garbage and waste)
- 10. Disinfectant

SAFETY AND COMFORT

- **1.** Extra clothing and sturdy shoes
- 2. Heavy gloves for clearing debris
- 3. Candles and matches
- 4. Knife and Garden hose (for siphoning and fire fighting)
- 5. Employee personal medicine for 3 days

TOOLS AND SUPPLIES

- **1.** Crescent wrench for turning off gas
- **2.** Ax, shovel, broom
- 3. Screwdriver, pliers, hammers
- 4. Plastic tape and sheeting
- 5. Coil of 1/2" rope and Tarp

COOKING

- **1.** Barbecue, camp stove or chafing dish
- **2.** Plastic knives, forks, spoons
- **3.** Paper plates and cups
- 4. Paper towels
- **5.** Fuel for cooking (charcoal, camp stove fuel, etc.)
- 6. Waterproof matches

FIRST AID SUPPLIES LIST OF ALL EMPLOYEES WHO HAVE CPR CERTIFICATON

- **1.** First aid book
- 2. Hydrogen peroxide
- 3. Antibiotic ointment
- 4. Alcohol swabs individually wrapped
- 5. Antacid
- 6. Diarrhea medication
- 7. Eye drops
- 8. Vitamin supplements
- **9.** Band-Aids, Three large triangular bandages (36" x 36" x 50")

- **10.** Clean rags or sheets torn into strips
- **11.** Ace bandages, Adhesive tape roll (1" wide)
- **12.** Butterfly bandages, Bandages, sterile roll (2" x 4" wide)
- **13.** Rolled gauze, Cotton tipped swabs

ADDITIONAL BUSINESS DISASTER RECOVERY RESOURCES

Check the resources listed below for more information about implementing disaster safety recommendations:

NONPROFIT AND PROFESSIONAL ASSOCIATIONS:

<u>American Red Cross:</u> Check local telephone directory for nearest chapter. <u>http://www.redcross.org</u>

Institute for Business & Home Safety: 4775 E. Fowler Avenue, Tampa, FL 33617. Phone: (813) 286-3400; http://www.ibhs.org

National Emergency Management Association: PO Box 11910, Lexington, KY 40578-1910. http://www.nemaweb.org

<u>National Fire Protection Association:</u> 1 Batterymarch Park, Quincy, MA 02169. http://www.firewise.org

<u>Public Entity Risk Institute:</u> 11350 Random Hills Rd., Suite 210, Fairfax, VA 22030. Phone: (703) 352-1846; http://www.riskinstitute.org. Research to identify factors and variables that interact to affect small business disaster recovery: Full report – <u>http://www.riskinstitute.org/ptrdocs/OrganizationsatRisk.pdf</u> Summary – <u>http://www.riskinstitute.org/ptrdocs/AftertheDisaster.pdf</u>

U.S. Chamber of Commerce: 1615 H Street, NW, Washington, DC 20182-2000. Phone: 202-659-6000 or 1-800-638-6582; <u>http://www.uschamber.com</u>

GOVERNMENT RESOURCES:

Federal Emergency Management Agency: 500 C Street SW, Washington, D.C. 20472. Phone: (202) 566-1600; http://www.fema.gov

<u>Federal Emergency Management Agency Publication Center:</u> P.O. Box 2012, Jessup, MD 20794-2012. Phone: 1-800-480-2520.

<u>U.S. Department of Homeland Security</u>: Washington, D.C.20528. Phone: (202) 282-8000; <u>http://www.dhs.gov</u> and <u>http://www.ready.gov</u>

U.S. Small Business Administration: 409 Third Street, SW, Washington, DC 20416.Phone: 1-800-U-ASK-SBA; http://www.sba.gov

BUSINESS CONTINUITY PLANNING ORGANIZATION WEBSITES:

Association of Contingency Planners – http://www.acp-international.com

Disaster Recovery Institute International – http://www.drii.org

Global Partnership for Preparedness – http://www.globalpreparedness.org

The Business Continuity Institute – http://www.thebci.org

BUSINESS CONTINUITY PLANNING PUBLICATION WEBSITES:

Contingency Planning & Management - http://www.contingencyplanning.com

Disaster Recovery Journal – http://www.drj.com

Disaster Resource Guide - http://www.Disaster-Resource.com

Disaster Recovery Yellow Pages - http://www.TheDRYP.com