

Introduction to COOP using the VEOCI Platform

Objective: Provide an update on agency COOP Program enhancements

Why move to VEOCI?

Getting Started/Logging in

- Adding in your COOP Team

- Orders of Succession

- Facilities

- Primary Business Functions

- Essential Systems

- Essential Files

- Promulgation Statement

- Print Views

Documenting Exercises and Real-World Events

Why move to VEOCI?

- Executive Order 41 (2019) requires:
 - Annual plan update;
 - Conduct of continuity awareness briefings for all newly-hired personnel (including host or contract personnel) on the agency's continuity of operations plan within 90 days of hire or appointment;
 - Annual briefing for leadership and key personnel;
 - Maintenance of a roster of agency personnel;
 - Conduct of an annual test/exercise;
 - Completion of an After-Action Report (AAR) after a test, exercise or actual event.
- Standardizes and streamlines COOP plans across VDH
 - Eliminates need for Offices/Divisions/LHDs to maintain VDH-supplied content
 - Much LESS work
- Maintains record of all changes
- Ties in to the VDH overarching COOP plan

Getting Started

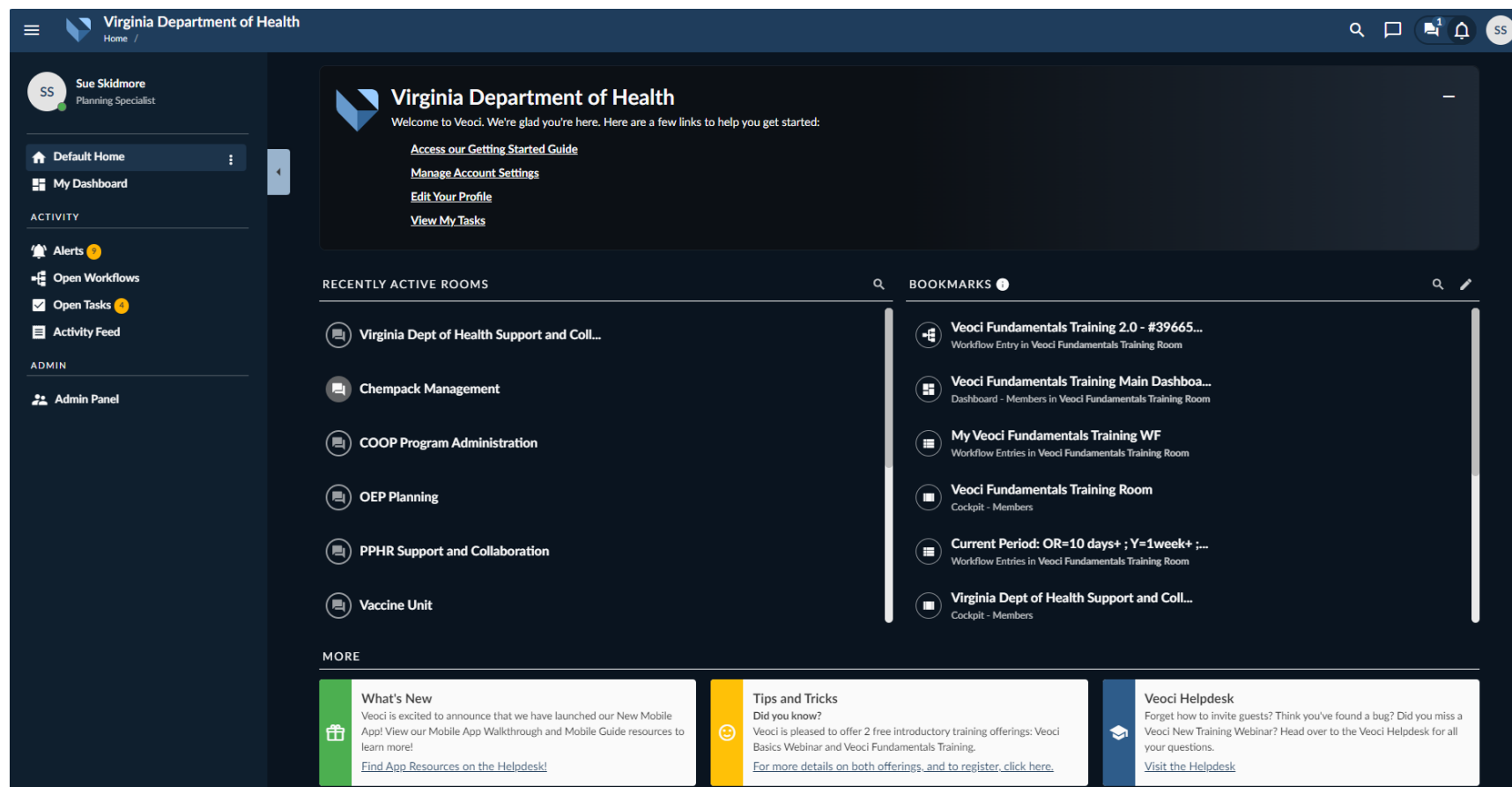
Login credentials

[Sign In \(veoci.com\)](https://veoci.com)

Landing/Home Page

Rooms & Bookmarks

Dashboard



COOP Dashboard

COOP Plan

Home / Virginia Department Of Health / Continuity Of Operations Plannin... / COOP Program Administration / Three Rivers Health District

Side Rooms

New

Edit

Tools

View

Links

Create COOP Plan

Create Your COOP Plan

Start with the link to the left to create the base document for your office or division. Once that is completed you will work your way down this dashboard and complete the different required sections.

COOP

Plan

Three Rivers Health District COOP

People

Links

Create COOP Contact List

Create Orders of Succession

COOP Contacts

	Person	Email	Phone Number
	Sue Skidmore - Temp		
	Chris Patterson - Backup		
	Jonathan Kiser - Junior		
	Bob Mauskapf - Senior		

Orders of Succession

Pre-identifying orders of succession is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill her/his essential duties, successors have been identified to ensure there is no lapse in executive leadership. Authority shall return to the State Health Commissioner when s/he is capable of resuming essential duties or a successor has been appointed by the Secretary of Health and Human Resources and the Governor. VDH's orders of succession and method of notification to personnel are:

Key Position	Notification Method	Successor 1	Successor 2	Successor 3
		Chief Operating		

Orders of Succession

	Position/Person with Succession Plan Person	First Successor Person	Second Successor Person	Third Successor Person
	Jonathan Kiser - Junior	Chris Patterson - Backup	Sue Skidmore - Temp	
	Bob Mauskapf - Senior	Jonathan Kiser - Junior	Chris Patterson - Backup	Sue Skidmore - Temp

Adding Your COOP Team

COOP Contact List* - Create Entry

Office/District REQUIRED

Three Rivers Health District

^ Add Contacts

+ Add More

First Name REQUIRED

Enter Text...

Last Name REQUIRED

Enter Text...

Position Title REQUIRED

Enter Text...

Email

Enter Text...

Phone Number

US

(201) 555-0123

Ex

Person

-

+ Add More

Close

Save as Draft

Submit

Orders of Succession

Orders of Succession SF* - Create Entry

^ Position/Person with Succession Plan

List

Person

<No Value>

Email

<No Value>

Phone Number

<No Value>

^ First Successor

List

Person

<No Value>

Email

<No Value>

Phone Number

<No Value>






















Orders of Succession						Filter Grid Data		
		Position/Person with Succession f Person	First Successor Person	Second Successor Person	Third Successor Person			
		Jonathan Kiser - Junior	Chris Patterson - Backup	Sue Skidmore - Jack of All Trade:				
		Bob Mauskapf - Senior	Jonathan Kiser - Junior	Chris Patterson - Backup	Sue Skidmore - Jack of All			

Facilities

Filters

162 Entries

Filter Entries

<input type="checkbox"/>	Official Facility / Location Name	Physical Address
<input type="checkbox"/>	 Franklin County Health Department	365 Pell Ave, Rocky Mount, Virginia, 24151
<input type="checkbox"/>	 Frederick-Winchester Environmental Health	107 N Kent St, Winchester, Virginia, 22601
<input type="checkbox"/>	 Frederick-Winchester Health Department	10 Baker St, Winchester, Virginia, 22601
<input type="checkbox"/>	 Galax City Health Department	502 S Main St, Galax, Virginia, 24333
<input type="checkbox"/>	 Giles County Health Department	1 Taylor Ave, Ste 4, Pearisburg, Virginia, 24134
<input checked="" type="checkbox"/>	 Gloucester County Health Department	6882 Main St, Gloucester, Virginia, 23061
<input type="checkbox"/>	 Goochland Health Department	1800 Sandy Hook Rd, Goochland, Virginia, 23063
<input type="checkbox"/>	 Grayson County Health Department	186 W Main St, Independence, Virginia, 24348
<input type="checkbox"/>	 Green County Health Department	50 Stanard St, Stanardsville, Virginia, 22973
<input type="checkbox"/>	 Greensville-Emporia Health Department	140 Uriah Branch Way, Emporia, Virginia, 23847
<input type="checkbox"/>	 Halifax County Health Department	1030 Cowford Rd, Halifax, Virginia, 24558
<input type="checkbox"/>	 Hanover Health Department	12312 Washington Hwy, Ashland, Virginia, 23005
<input type="checkbox"/>	 Harrisonburg-Rockingham Health Department	110 N Mason St, Harrisonburg, Virginia, 22802
<input type="checkbox"/>	 Henrico Health Department, East	1400 E Laburnum Ave, Richmond, Virginia, 23222
<input type="checkbox"/>	 Henrico Health Department, West	8600 Dixon Powers Dr, Henrico, Virginia, 23228
<input type="checkbox"/>	 Henrico Health Department, WIC Office	7740 Shrader Rd, Ste B, Henrico, Virginia, 23228
<input type="checkbox"/>	 Henry-Martinsville Health Department (District HQ)	295 Commonwealth Blvd W, Martinsville, Virginia, 24112
<input type="checkbox"/>	 Highland County Health Department	140 Fleisher Ave, Monterey, Virginia, 24465
<input type="checkbox"/>	 Hopewell Health Department	1501 W City Point Rd, Hopewell, Virginia, 23860
<input type="checkbox"/>	 Huntersville WIC Clinic	830 Goff St, Norfolk, Virginia, 23504
<input type="checkbox"/>	 Indian River WIC Office	900 Commonwealth Pl, Ste 106, Virginia Beach, Virginia, 23464

Add Selected Entries

Primary Business Functions

<div> <div>Filters </div> <div>14/18 Entries</div> <div>Filter Entries</div> <div>Create New</div> </div>							
<input type="checkbox"/>	PBF Title	Work Unit Name	PBF Statement	PBF Narrative	PBF Input	PBF Output	
<input type="checkbox"/>	Emergency Preparedness and Response	Office of Emergency Preparedness	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	Disease Surveillance, Investigation, Treatment, Prevention, and Control	Office of Epidemiology	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	Procurement and General Services	Office of Procurement & General Services	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	Human Resources	Office of Human Resources	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	Information Technology	Office of Information Management	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	Financial Management	Office of Financial Management	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	LHD Leadership	Office of Community Health Services	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	Licensure and Regulation of Healthcare Facilities	Office of Licensure and Certification	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	EMS System	Office of Emergency Medical Services	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	Environmental Health Services	Office of Environmental Health Services	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	Drinking Water Safety	Office of Drinking Water	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	Medical Examiner Services	Office of the Chief Medical Examiner	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	Women, Infants, and Children (WIC)	Office of Family Health Services	View Content	View Content	View Content	View Content	
<input type="checkbox"/>	Leadership	Office of the Commissioner	View Content	View Content	View Content	View Content	

Primary Business Functions Step 2

Primary Business Function Selection* - Create Entry

^ Select from Existing Primary Business Function

List

Reset

Work Unit Name	PBF Statement	PBF Narrative	PBF Input	PBF Output	Recovery Time Objective	Communications and IT Req...	Facilities	Are any staff restrict
X Office of Emergency Preparedne	View Content	View Content	View Content	View Content	1	View Content	View Content	No

^ Primary Business Functions - Edit & Add

Work Unit

Office of Emergency Preparedne

Click the lock to edit the field. Change will be discarded if locked before submitting the change.

PBF Title

Emergency Preparedness and

Click the lock to edit the field. Change will be discarded if locked before submitting the change.

PBF Statement

B i U A: ¶

Plan for and conduct an all-hazards approach in preparedness, response, recovery and mitigation of public health and healthcare emergencies.

Click the lock to edit the field. Change will be discarded if locked before submitting the change.

PBF Narrative

B i U A: ¶

VDH must be ready for emergencies and disasters even during continuity incidents. The approach to this planning is all-hazards and involves a number of program areas to accomplish the agency's ability to prepare, respond, recover and mitigate. Briefly, this is indicated below, but is not limited to:

- Coordinate VDH Incident Management

Click the lock to edit the field. Change will be discarded if locked before submitting the change.

PBF Input

B i U A: ¶

- Event Notifications and Situation Reports
- Recommendations for plan modifications
- Updated federal and state planning guidance
- Notification or identification of new or emerging public health threats
- Input from state/local/federal agencies regarding coordination and response

Click the lock to edit the field. Change will be discarded if locked before submitting the change.

PBF Output

B i U A: ¶

- Emergency
- Agency
- Provision
- for D
- Adm
- and
- infor
- resp
- Input

Click the lock to edit the field. Change will be discarded if locked before submitting the change.

Close

Reset

Save as Draft

Submit

9

VDH VIRGINIA
DEPARTMENT
OF HEALTH

Essential Systems

List provided by OIM

Can add new ones, especially any paper-based systems such as septic system data.

Filters 117/118 Entries		
<input type="checkbox"/>	Essential System Name ↑	Record / Resource ID
<input type="checkbox"/>	.	38
<input type="checkbox"/>	Acutane (aka Shipping Easy)	1
<input type="checkbox"/>	ArcGIS	2
<input type="checkbox"/>	ArchiveSocial	3
<input type="checkbox"/>	Aspen Suite (ASE-Q)	4
<input type="checkbox"/>	Beach Monitoring and Notification (BMAN)	5
<input type="checkbox"/>	Behavioral Risk Factor Surveillance System (BRFSS)	6
<input type="checkbox"/>	BlazeMeter	7
<input type="checkbox"/>	BOX Content Management	8
<input type="checkbox"/>	Cancer Registry Plus (CRS+, CRSPlus)	9
<input type="checkbox"/>	Care Connection for Children-System Users Netwo	10
<input type="checkbox"/>	Catalyst	11
<input type="checkbox"/>	Child and Adult Application & Meal Payment Syster	12
<input type="checkbox"/>	Commonwealth Accounting and Reporting System/	13
<input type="checkbox"/>	Commonwealth Electronic Procurement System (eV	14
<input type="checkbox"/>	Commonwealth Integrated Payroll/Personnel Syste	15
<input type="checkbox"/>	Crossroads	16
<input type="checkbox"/>	Data Management Tool (DMT)	17
<input type="checkbox"/>	Data Warehouse - VDH	18
<input type="checkbox"/>	Dataquality	19
<input type="checkbox"/>	DDP Hotline	20

Essential Files

Add whatever files you may need during a COOP event

Files Archive - Create Entry

Files

File Type

☐ Electronic
☐ Physical

File Category

Select an Option

File Name









Enter Text...

Location

URL/Link/Physical Location/Etc
Enter Text...

Essential File Description

B*i*UA:¶



Type something

Upload File

Drop files or click to add

Date Uplo

09/28/

+ Add More

11

VDH VIRGINIA
DEPARTMENT
OF HEALTH

Documenting Exercises and Real-World Events

Links

Document an Incident/Training

All Entries

Filter Grid Data

Room Name UID	Work Unit Name	Impacted Facilities	Incident Type	Situation Summary	Incident Status
Three Rivers Health District	Three Rivers Health District	View Entries	Structural Damage	View Content	Active

Room Name UID	Work Unit Name	Impacted Facilities	Incident Type	Situation Summary	Incident Status	Notify Agency COOP Coordin...
Three Rivers Health District	Three Rivers Health District	View Entries	Structural Damage	View Content	Active	Yes

Print Views – Your Data

Three Rivers Health District COOP Data

Contacts

Person	Email	Phone
Bob Mauskapf - Senior		
Jonathan Kiser - Junior		
Chris Patterson - Backup		
Sue Skidmore - Jack of All Trades		

Orders of Succession

Person With Succession Plan	1st Successor	2nd Successor	3rd Successor
Bob Mauskapf - Senior	%%F21	Chris Patterson - Backup	Sue Skidmore - Jack of All Trades
Person With Succession Plan	1st Successor	2nd Successor	3rd Successor
Jonathan Kiser - Junior	%%F21	Sue Skidmore - Jack of All Trades	

Required Facilities

Facility	Address
Gloucester County Health Department	6882 Main St, Gloucester, Virginia, 23061
Matthews County Health Department	536 Church St, Mathews, Virginia, 23109
Facility	Address
King William County Health Department	172 Courthouse Ln, King William, Virginia, 23086
Richmond County Health Department	5591 Richmond Rd, Warsaw, Virginia, 22572

Primary Business Functions

Work Unit	PBF Title	PBF Statement	PBF Narrative	PBF Input	PBF Output	Comms/IT Requirements	Facilities	Partners and Interdependencies	Process Details
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Essential Systems

Essential System	Workaround
Electronic Surveillance System for Early Notification of Community-based Epidemics (ESSENCE)	Type in something
Electronic Lab Reporting Production and Development Database (ELR)	
Electronic HIV/AIDS Reporting System (eHARS)	
Essential System	Workaround

Files Archive

File Name	File Type	File Category	Location/Link	Description	Attachment	Date Uploaded
VDH EP&R Contacts	Electronic	Contacts		Central Office and LHD EP&R Contacts	Key Contacts (1).xlsx	2023-Sep-22

Promulgation Statement

OEP statement forms the
basis for all others

Can be edited to reflect
the organization's
senior leader

Rolls into the Final Plan

Promulgation Statement

The [ORGANIZATION]'s mission is to protect the public health and environment of the Commonwealth of Virginia. To accomplish this mission, the [ORGANIZATION] (VDH) must ensure its operations are performed with minimal disruption during all-hazards emergencies or other situations that disrupt normal operations. This document provides planning and program guidance for implementing the VDH Continuity Plan and Continuity Program to ensure the agency is capable of conducting its mission essential functions (MEFs) under all threats and conditions. The agency is committed to the safety and protection of its personnel, contractors, operations, and facilities. This Continuity Plan is a recovery plan that works as a companion plan with the VDH Emergency Response Plan and provides a framework to minimize potential impact and allow for rapid recovery from an incident that disrupts operations. This plan encompasses the magnitude of operations and services performed by the agency and is tailored to the agency's unique operations and MEFs. This plan was developed through a formal planning process involving agency stakeholders and is compliant with the VDEM Continuity Plan Template as required in Executive Order #41.

This plan identifies key personnel that perform or manage the performance of MEFs. Upon plan activation, key personnel will be notified and assume responsibility for implementing the plan in accordance with the guidance provided by the [AGENCY_DIRECTOR] or his/her designee. Key personnel should be prepared to implement the Continuity Plan and perform MEFs within the established recovery time objectives for a period of up to 30 days or until normal operations can be resumed.

The [ORGANIZATION] developed this plan using a whole community process. The purpose is to implement and maintain a viable continuity capability. This plan complies with applicable internal agency policy, state regulations and incorporates guidance in FEMA's Continuity Guidance Circular 1 (February 2018). This Continuity Plan has been distributed internally to appropriate personnel within the VDH and with external organizations that might be affected by its implementation. I hereby appoint the State Planning and Strategic National Stockpile (SNS) Coordinator, Office of Emergency Preparedness, to serve as the Continuity Coordinator for the agency. This position shall assume the identified responsibilities outlined in the Continuity Plan and possess the authority necessary to carry out the duties delineated in this plan. When this plan is activated, a Reconstitution Manager will be appointed who shall have all the authorities and responsibilities described herein. This promulgation shall also serve as official approval of the Orders of Succession and Delegations of Authority outlined herein. The VDH Continuity Plan is effective upon signing by the [AGENCY_DIRECTOR], or designee.

Name of Approver

Bob Mauskopf

Title of Approver

Director, Office of Emergency Preparedness

Print Views – Final Plan

Purpose

The purpose of this Continuity Plan is to provide the basic framework for the Virginia Department of Health (VDH) to continue or rapidly restore Mission Essential Functions (MEFs) in the event of an incident or event that affects operations. This document establishes the VDH's Continuity Program procedures for addressing three types of extended disruptions that could occur individually or in any combination:

- Loss of access to a facility or portion of a facility (as in a building fire); and
- Loss of services due to equipment or systems failure (as in telephone, electrical power, or information technology system failures); and
- Loss of services due to a reduced workforce (as in pandemics; incidents in which employees are victims; or incidents that prohibit employees from reporting to the workplace, such as federal funding restraints/government shutdown).

This plan and its office/district continuity plans (appendices) detail procedures for implementing actions to continue the following agency Mission Essential Functions (MEFs):

- Maintain a statewide presence throughout the Commonwealth to promote and protect the health of all Virginians
- Provide and support statewide emergency response services
- Preserve essential services and regulatory requirements
- Safeguard entrusted confidential, protected health information (PHI), and HIPAA-protected data and information

The Primary Business Functions (PBFs) that support these MEFs include:

- Provide nutritional education and food instruments to purchase essential supplemental foods to nutritionally at-risk pregnant women and children up to the age of 5 years
- Provide disease surveillance, investigation, treatment, prevention, and control
- Maintain an effective and efficient system for investigating deaths that are sudden, unexpected, violent, suspicious, of public interest, or present a hazard to Virginia's citizens
- Oversee drinking water safety and reporting of all changes in waterworks operational status
- Provide oversight of public food supplies, shellfish sanitation, and rabies response
- Plan for and conduct an all-hazards approach in preparedness, response, recovery, and mitigation of public health and healthcare emergencies
- Maintain accurate, timely, and continuous communication between the Office of Emergency Medical Services and their stakeholders, partner departments, and other state agencies
- Maintain the ability to provide licensure and certification functions
- Provide leadership, consultation and management for 35 health districts across the Commonwealth
- Provide guidance and oversight of financial management practices in support of VDH operations
- Create and implement information technology applications, security, infrastructure and health information technology (IT) processes that support VDH business functions.
- Provide guidance and oversight of all aspects of human resources transactions and employee relations
- Provide guidance and compliance oversight of all aspects of VDH purchases and ensure the safety, security and habitability of the James Madison Building (Central Office) for VDH employees

This Continuity Plan is **not** an emergency response plan. It is a recovery plan that works as a companion plan to the VDH Emergency Response Plan and agency policies. The Continuity Plan provides a framework designed to minimize potential impact to operations and allow for rapid recovery from an event, which may or may not cause the activation of emergency response or incident action plans.

Scope and Applicability

This plan applies to the operations and resources necessary to ensure the continuation of the VDH's MEFs. This overarching plan applies to agency personnel in all Offices and LHDs and all locations where MEFs and their supporting functions are conducted. Continuity plans specific to offices and districts are maintained within the agency VEOCI platform, demonstrating how these units support this plan.

This Continuity Plan supports the performance of MEFs from alternate locations, with a reduction in workforce, or during a loss of services resulting from equipment or systems failure. The Continuity Plan does not apply to temporary disruptions of service, including minor IT system or power outages or any other scenarios where MEFs can be readily restored in the primary facility. This plan provides for the resumption of MEFs, continuity of management, and decision-making authority if senior leadership is unavailable and is developed in consideration of the agency Business Impact Analysis and the requirements of the Virginia Information Technologies Agency (VITA) Information Security Standard ([SEC501](#)). This Continuity Plan can be activated during duty and non-duty hours, both with and without warning.

The VDH Office of Emergency Preparedness coordinates planning and preparedness efforts to assure response capabilities are in place to support MEFs and to support the role of VDH in the aforementioned MEFs.

Next Steps

- Sign up in TRAIN (Course ID 1114072), which is set up to accommodate 2 Offices/Divisions/Districts to provide the COOP Coordinators with how to access their specific "side room" to begin building the COOP plan
- Currently licenses are available for only 1 per organization but others may sit in on the initial training
- Sessions are set up to accommodate 2-3 Offices/Division/LHD each, with the registrant being the individual with the VEOCI credentials
- More sessions will be added as needed