



## Agenda for Delaware Continuity Coordinator Council

**November 16, 2023**

**1 p.m. – 2:30 p.m.**

**Attendees:** Mindy Anthony, Jason Atallian, Karen Babiarz, Michael Bacu, Edward Bamberger, Alexis Bryan-Dorsey, Dan Cahall, Eschalla Clarke, Natalie Cofone, Timothy Collins, Kenneth Cool, Dominic DeBlasio, Cynthia Diaz, Cherie Dodge Biron, Robert Dreibelbis, Kevin Eickman, Denise Elliott, Karen Faulhaber, Rachael Ferro, Sheeron Fuller, Christine Gannon, Dale Goodine, Lori Gorman, Kimberly Gould, Linda Graves-Crocker, Julie Gray, Isaac Harris, Jay Harter, Robin Hartnett-Sterner, Kristin Harvey, Deborah Hawkins, John Healy, Erich Heintz, Shawn Heyward, Robert Hicks, Robert Hill, Stacey Hofmann, Christopher Horton, Robert Hudson, Alyssa Huenke, Carrie Hyla, Archie Johnson, Samara Kaminski, Griffin Kanich, Andy Kloepfer, Patti Kozerski, Michael Krumrine, William Lankford, Stacey Lassiter-Watson, Edward Lee, Carol Lewis, Tim LI, Kelly Lutes, Melissa Marlin, Nuno Martins, Michelle Mathew, Sharon Maurer, Brian Maxwell, Brenda Mayrack, Chris McGonigle, Cynthia Mercer, Mark Miller, Hannah Morgan, Coleen Ponden, Ruth Price, Danka Prilepkova, Layokat Rasulova, Lois Rogers, Jeffry Schott, Jordan Seemans, Devashree Singh, Robert Sisk, Tamara Stock, Andrew Sumner, Briddell Vanessa, Heather Volkomer, Rebecca Voshell, James Wagner, Lorri Wall, Brian Wishnow, Margaret Zimmerman

### AGENDA

➤ **Welcome/Introductions**

➤ **DECCC Updates: See Attached PDF**

- NEW Plan Builders
- Upcoming opportunities
- COOP News
- Statewide COOP Drill- AAR
- Steering Committee- call for volunteers
- Group Poll-
  - What are you interested in hearing more of in 2024?
  - What are your pain points as a COOP plan builder?

➤ **COOP's sharing- See Attached PDF**

We are seeking to spend most of this meeting sharing information between agencies. Volunteers to share just 3-5 minutes about their experiences as a COOP plan builder on the following areas...

- COOP successes over the past year
- How are you addressing increasing turn-over or upcoming attrition
- Any tips you have found to make this job easier for you
- Any pain points you are experiencing

**DECCC Steering Committee members:**

Tony Lee – DEMA Co-Chair

Lori Gorman – DTI Co-Chair

***Vacant*** – Disaster Preparedness Officer

Jennifer Coverdale– Facilities Officer


Cherie Dodge Biron- Vice-Chair

Vanessa Briddel- Education and Training Officer

Dan Cahall- IT Systems Officer

Tim Li- Vital Records Officer

**\*\*If interested in either one of the vacant positions, please contact Lori Gorman\*\***



Delaware Continuity Coordinator Council (DECCC)  
**4<sup>th</sup> Quarter Meeting**  
**November 16, 2023**

1

## Agenda

- **Welcome/Introductions**
- **DECCC Updates**
  - New plan builders
  - Upcoming Opportunities
  - COOP News
  - Statewide COOP Exercise AAR
  - Steering Committee- call for volunteers
  - Group Poll
- **COOP's Sharing**
  - Eschalla Clarke, DHSS\_DSAAPD
  - Cynthia Mercer, DOS Office of Alcohol and Beverage Control

2

### DECCC Updates

- ▶ **Roll Call - New COOP Coordinators**
  - Nyair Stanford: DOL\_Employment & Training
  - Stacy Alston: Court of Chancery
  - Julie Gray: DOS\_Office of the Alcoholic Beverage Commission
  - Cynthia Mercer: DOS\_Office of the Alcoholic Beverage Commission
  - Laura Wisler: DOS\_Small Business and Tourism
  - Archie Johnson: DOL\_Unemployment Insurance
  - Heather Burleigh: DOL\_Vocational Rehabilitation
  - Philip Dzielak: DSHS

3

### DECCC Updates

- ▶ **Roll Call - New COOP Coordinators**
  - Sarah Lindauer: DSHS\_Forensic Science
  - Angela Graber: DNREC\_Watershed Stewardship
  - Henry Hom:DHSS\_State Service Centers
  - Michael Chionchio: State Fire Marshal
  - James Talbott: DHSS\_Community Health
  - Robert Vella: DHSS\_Community Health
  - Joseph Schlimer: DHSS\_Community Health
  - Dale Goodine: DHSS\_Community Health
  - Mark Letavish: DHSS\_Community Health
  - Rachael Ferro: DHSS\_Community Health

4

### DECCC Updates

- ▶ **Roll Call - New COOP Coordinators**
  - Rebecca Voshell: DHSS\_Community Health
  - Leah Woodall: DHSS\_Emergency Medical Svcs
  - Fern Holland: DHSS\_Emergency Medical Svcs
  - Tracy Mattson: DNREC\_Air Quality
  - Sean Dooley: DHSS\_Community Health
  - Michelle Mathew: DHSS\_Emergency Medical Svcs

5

### DECCC Updates

- ▶ **Roll Call - New COOP Coordinators**
  - Joanna Miller: DHSS\_Community Health
  - Miranda Mal: DOS\_Veteran's Affairs
  - Janis Kozerski: DHSS\_Stockley Center
  - Patricia Kozerski: OMB\_PHRST
  - Ebony Edwards: ~~DOF~~ <sup>Philip Dzielak - DSHS</sup> Office of the Secretary
  - Natalie Cofone: DOF\_Accounting

6

## COOP News: Retirements

**Heather Volkomer**  
December 15, 2023

Until a replace has been hired, please contact  
[DTI\\_BCDR\\_Team@delaware.gov](mailto:DTI_BCDR_Team@delaware.gov)  
For assistance

7

## DEMA Trainings

- ▶ **AWR-147 Rail Car Incident Response**  
January 30, 2024, 0800-1700, Delaware State Fire School
  - ▶ **MGT-381 Business Continuity Planning**  
January 17-18, 0830-12:30 pm, Virtual Training
- <https://dema.delaware.gov/training/dema/index.shtml?dc=demaTrainingCalendar#tabsBox3>
- <https://training.fema.gov/is/crslist.aspx>
- <https://extranet.coop.state.de.us/index.shtml?dc=training>
- Don't forget to check out the How to Read your COOP Plan and the DE Specific COOP 101 training

Looking for volunteers to review BCIC training recordings for updates.

8

## Other resources to check out...

- ▶ <https://drive.drii.org/category/news/>
- ▶ <https://drj.com/>

9

## COOP News

- ▶ 2024 Meeting Schedule:
  - 1<sup>st</sup> Quarter: February 22, 2024
  - 2<sup>nd</sup> Quarter: May 16, 2024
  - 3<sup>rd</sup> Quarter: Statewide COOP drill TBD
  - 4<sup>th</sup> Quarter: November 14, 2024

10

## Steering Committee Call for Volunteers

- ▶ DTI Co-Chair: Lori Gorman
- ▶ DEMA Co-Chair: **TBA**
- ▶ Vice-Chair: Cherie Dodge-Biron
- ▶ Education and Training Officer: Vanessa Briddell
- ▶ IT Systems Officer: Dan Cahall
- ▶ Vital Records: Tim Li
- ▶ Disaster Preparedness Officer: **Vacant**
- ▶ Facilities Officer: Jennifer Coverdale

11

## Statewide COOP Drill

- ▶ Leadership needs to review plans and ICS training to ensure cohesive response across state.
- ▶ Crisis Communication are critical and require consistent exercise and training for staff.
- ▶ Review plans with employees/constituents with disabilities in mind (request help if needed).
- ▶ Review staff essential status and consider geographical impacts on essential personnel.

<https://extranet.coop.state.de.us/index.shtml?dc=exercises>

12

## Statewide COOP Drill

- ▶ Add contact information and task related to redirecting mail services to COOP plan (post office and internal state mail).

<https://extranet.coop.state.de.us/index.shtml?dc=exercises>

13

## Statewide COOP Drill

- ▶ Have you completed your AAR?
- ▶ When was your last internal COOP drill held?
- ▶ When was your last Crisis Communication drill?

<https://extranet.coop.state.de.us/index.shtml?dc=exercises>

14

## Why COOP is important: Straight from the Headlines

- Maui, Hawaii Wildfires
  - \$5.5 Billion worth of damage, 2,200 building destroyed, 100 dead
- MGM Cyber Breach-
  - \$100 Million lost revenue, everything from hotel room keys, slot machines, and websites impacted

15

## "2023 in Progress..."

In 2023 (as of November 8), there have been 25 confirmed weather/climate disaster events with losses exceeding \$1 billion each to affect United States. These events included 1 drought event, 2 flooding events, 19 severe storm events, 1 tropical cyclone event, 1 wildfire event, and 1 winter storm event. Overall, these events resulted in the deaths of 464 people and had significant economic effects on the areas impacted. The 1980-2022 annual average is 8.1 events (CPI-adjusted); the annual average for the most recent 5 years (2018-2022) is 18.0 events (CPI-adjusted)."

[https://www.ncei.noaa.gov/access/billions/#::-:text=In%202023%20\(as%20of%20November,and%201%20winter%20storm%20event.](https://www.ncei.noaa.gov/access/billions/#::-:text=In%202023%20(as%20of%20November,and%201%20winter%20storm%20event.)

16

## Polling Question: What are you interested in hearing more about in 2024?

62 Responses

- ▶ BCIC Updates/Changes- 13%
- ▶ BCIC training refresher- 11%
- ▶ Weather related COOP planning- 12%
- ▶ Cyber related COOP planning- 18%
- ▶ Webinar- 9%
- ▶ Holding Exercises- 12%
- ▶ ICS Training- 10%
- ▶ Crisis Communication Refresher- 14%

17

## Polling Questions: What are your biggest pain points as a COOP plan builder?

41 responses

- ▶ Managing Employee Updates- 36%
- ▶ Updates take too long- 12%
- ▶ Approval process- 15%
- ▶ Leadership support- 13%
- ▶ Other Issues- 24%

18

## Polling Questions: Who has an active certification?

48 Responses

- ▶ Current Certification- 13%
- ▶ Lapsed Certification- 0%
- ▶ No Cert, but interested- 31%
- ▶ What are you talking about and why should I care- 50%

19

## COOP's Sharing

- ▶ Eschella Clarke- DHSS DSAAPD
- ▶ Cynthia Mercer- DOS Alcohol & Beverage Control Commission
- ▶ All agencies on call...
  - What successes did you have?
  - What pain points have you experienced?
  - What did you learn this past year?

20

## DSAAPD

- ▶ Finally created and trained Incident Command Team.
- ▶ Creating SOP for exercises (Active Shooter planned for 2024 October)
- ▶ Looking ahead to planning for a functional exercise.

21

## Alcohol & Beverage Control Commission

- ▶ Recently moved to Department of State.
- ▶ Renewed COOP plan building after an extended while.
- ▶ Quickly reviewed and brought plan up to date- didn't take nearly as long as we thought.
- ▶ DTI BCDR Liaison (Lori) provides great assistance and the online resources are useful

22

## Other Agency Shares

- ▶ DNREC: COVID caused a lot of people to get comfortable with remote work; great for improved performance but creates different issues for COOP- remember power and connectivity issues occur at home as well as the office.
- ▶ DHSS- During recent construction they needed to turn off some air handlers which presented a great opportunity to look at how this could impact COOP.

23

## Other Agency Shares

- ▶ Treasurer's Office: mentioned recent reminder was sent as a result from the MOU section in their plan. This was super useful and helped them to keep their MOU from lapsing.
- ▶ OMB: continuing to work on building out COOP surrounding the increasing use of electric vehicles. Due to the limitation of charging stations and replacement/repair requirements for this new technology this continues to be a challenge.

24

### DEMA announcement:

- ▶ Tony Lee will be retiring with the new year.
- ▶ In 2024 DEMA will be seeking accreditation renewal. This requires DEMA to request copies of COOP plans. All agencies with roles in Continuity of Government should review and ensure plans are up to date.

25

Thank you and  
see you at the Next Meeting!

26