

# **Continuity of Operations (COOP)**

## **Jefferson Parish Juvenile Court**

**1546 Gretna Boulevard  
Harvey, Louisiana 70058  
(504) 367-3500**

**May 2007 Version**

## **OVERVIEW**

This Continuity of Operations Plan (COOP) has been developed according to *the Department of Homeland Security (DHS) Headquarters Continuity of Operations (COOP) Guidance Document, dated April 2004 and Louisiana District Judges Association 2006 Disaster Recovery Template.*

Questions concerning this plan can be directed to:

Jefferson Parish Juvenile Court

Operations Director

P.O. Box 1900

Harvey, Louisiana 70059

(504) 367-3500, ext. 850

(504) 319-5765

[danderson@jpic.org](mailto:danderson@jpic.org)

## TABLE OF CONTENTS

I.	Executive Summary .....	2
II.	Introduction.....	2
III.	Purpose.....	2
IV.	Applicability and Scope.....	2
V.	Essential functions .....	3
VI.	Authorities and References.....	5
VII.	Concept of Operations.....	5
A.	Phase I: Activation and Relocation .....	5
1.	Decision Process.....	5
2.	Alert, Notification, and Implementation Process .....	6
3.	Leadership .....	8
B.	Phase II: Alternate Facility Operations .....	8
1.	Mission Critical Systems.....	8
C.	Phase III: Reconstitution .....	9
VIII.	COOP PLANNING RESPONSIBILITIES .....	11
A.	INCIDENT PLANNING TEAM .....	12
IX.	Logistics.....	12
A.	Alternate Location.....	12
B.	Interoperable Communications .....	13
X.	Test, Training, and Exercises.....	13
XI.	Multi-Year Strategy and program Management Plan.....	13
XII.	COOP Plan Maintenance.....	13
	Appendix A: Authorities and References (Juvenile Court Organizational Chart) .....	14
	Appendix B: Operational Checklists .....	14
	Appendix C: Alternate Location/ Facility Information .....	14
	Appendix D: Juvenile Drug Court Continuity of Operations Plan.....	14
	Appendix E: 2006-Rules of the Jefferson Parish Juvenile Court .....	14
	Appendix F: CMA Associates Contract for Mainframe System Relocation.....	14
	Appendix G: IT Department Backup Schedule.....	13
	Appendix H: Juvenile Court Emergency Disaster Website .....	14

## **I. EXECUTIVE SUMMARY**

This plan establishes policy and guidance to ensure the execution of the essential functions for the Jefferson Parish Juvenile Court in the event that an emergency threatens or incapacitates operations, and the relocation of selected personnel and functions of the Court is required. Specifically, the plan is designed to:

- Ensure that the Jefferson Parish Juvenile Court is prepared to respond to emergencies, recover from them, and mitigate against their impacts.
- Ensure that the Jefferson Parish Juvenile Court is prepared to provide critical services in an environment that is threatened, diminished, or incapacitated.

## **II. INTRODUCTION**

The Parish of Jefferson has developed plans to protect the citizens in the event of a disaster, civil disturbance, or unusual occurrence. Preparation to manage an event of this nature requires a realistic combination of the efforts of different agencies. Juvenile Court will be responsible for all employees and occupants of the Jefferson Parish Juvenile Court building.

## **III. PURPOSE**

The following plan will establish leadership guidelines for managing unusual occurrences and the continuity of essential court functions. An unusual event may be natural or man-made and may cause services to be interrupted. This plan is designed to prioritize the continuation, mitigation, and restoration of Juvenile Court operations that may be interrupted due to unusual occurrences. The objectives of the plan include:

- Ensure the continuous performance of the Court's essential functions/operations during an emergency;
- Protect essential equipment, records and other assets;
- Reduce or mitigate disruption of operations;
- Identify and designate principals and support staff to be relocated;
- Facilitate decision-making for execution of the Plan and the subsequent conduct of operations;
- Achieve a timely and orderly recovery from the emergency and resumption of full service to all customers.

## **IV. APPLICABILITY AND SCOPE**

- This document is applicable to Jefferson Parish Juvenile Court.
- Support from other state agencies and local governments as described herein will be coordinated with the responsible office as applicable.

## **V. ESSENTIAL FUNCTIONS**

It is important to establish priorities before an emergency to ensure that the relocated staff can complete the essential functions during an emergency. All designated persons shall ensure that the essential functions can continue or resume as rapidly and efficiently as possible during an emergency relocation. Any task not deemed essential must be deferred until additional personnel and resources become available. *(Note: A template has been created to prioritize the essential functions of the Court that must be continued under all circumstances.)*

Priority	Essential Functions
1.	<p><b>Ensure that the following legally mandated hearings are held within the time restraints required by law:</b></p> <ul style="list-style-type: none"> <li>a. <b>Juvenile Delinquency Continued Custody Hearings</b> – Pursuant to Louisiana Ch.C.Art. 819, when a child has been arrested and the judge has found reasonable grounds to hold the juvenile in the custody of the Juvenile Detention Center, a continued custody hearing must be held within 3 days after the child’s entry into the Juvenile Detention Center and a probable cause determination must be made at that time.</li> <li>b. <b>Child in Need of Care Continued Custody Hearings</b> – Pursuant to Louisiana Ch.C. Art. 624, when a child has been taken into custody of the state and is not released to the care of his parents, a continued custody hearing must be held within 3 days after the child’s entry into custody.</li> </ul> <p><b>Staffing Requirements:</b> The Judge, a Minute Clerk, Court Recorder and Security Personnel</p> <p><b>Resource Requirements:</b> A courtroom and recording equipment.</p>
2.	<p><b>Ensure that all pleadings are filed and docketed in a timely manner.</b></p> <p><b>Staffing Requirements:</b> Docket Clerk</p> <p><b>Resource Requirements:</b> Office space, file stamp, copier/printer, Docket Ledger and miscellaneous office supplies.</p>
3.	<p><b>Ensure that all essential finance and accounting functions are maintained.</b></p> <p><b>Staffing Requirements:</b> Judicial Administrator and Assistant Judicial Administrator</p> <p><b>Resource Requirements:</b> Office space, personal computer equipped with Quickbooks accounting software and AS/400 software, copier/printer and miscellaneous office supplies.</p>
4.	<p><b>Ensure that the collection and distribution of fees and costs are maintained in accordance with proper accounting procedures.</b></p> <p><b>Staffing Requirements:</b> Collections Clerk and Assistant Judicial Administrator</p> <p><b>Resource Requirements:</b> Office space, cash register and miscellaneous office supplies.</p>

## **VI. AUTHORITIES AND REFERENCES**

The Judges and Judicial Administrator are the authorizing figures in ensuring the essential court functions are carried out during an emergency. Supporting authorities are the Assistant Judicial Administrator, Deputy Judicial Administrator and Operations Director. Assisting authorities are the Jefferson Parish Sheriff's Office, the Department of Juvenile Services, the Jefferson Parish District Attorney's Office and the Jefferson Parish Indigent Defender Board.

## **VII. CONCEPT OF OPERATIONS**

Emergency operations for the Jefferson Parish Juvenile Court would be carrying out only those essential functions of the court (as stated above) that must be continued under all circumstances even in a state of emergency. Pursuant to law, specific time restraints ensure that children are not held in custody for indefinite periods of time. Other types of matters heard by Juvenile Court on a daily basis would have to be rescheduled at such time when adequate resources become available. Some examples of hearings that could be rescheduled under emergency conditions are as follows:

- Juvenile Delinquency and Child in Need of Care matters wherein the child has been released to the custody of a family member.
- Juvenile Traffic
- Adoptions
- Termination of Parental Rights
- Child Support
- Truancy

### **A. PHASE I: ACTIVATION AND RELOCATION**

#### **1. Decision Process**

The Judicial Administrator with the approval of the Judges is responsible for declaring a state of emergency at the Jefferson Parish Juvenile Court.

Once a disaster is declared based on the initial levels of outage, Juvenile Court immediately goes to Level I outage (defined below in #2).

Escalation to Level II Outage will occur if the building is off-limits for 72 hours to 3 months. Operations will be moved to the Twenty-Fourth Judicial District Court. Alternate site: Yenni Building; Primary Hot Site Recovery Location: Hahnville, 29<sup>th</sup> Judicial District Court; and Alternate Hot Site Recovery Location: Natchitoches 10<sup>th</sup> Judicial District Court (pending confirmation).

Escalation to Level III Outage will occur if the building is deemed inoperable and employees are not allowed back into the building for over three months. The court must execute the plan to begin to move operations permanently. Operations will be moved to the Twenty-Fourth Judicial District Court; Alternate site: Yenni Building; Primary Hot Site Recovery Location: Hahnville,

29<sup>th</sup> Judicial District Court; and Alternate Hot Site Recovery Location: Natchitoches 10<sup>th</sup> Judicial District Court (pending confirmation).

## **2. Alert, Notification, and Implementation Process**

If the situation allows for warning, Judges and staff may be alerted prior to the activation of the COOP. Information will normally be passed telephonically by Assistant Judicial Administrator, Deputy Judicial Administrator and Operations Director using the *Emergency Calling Directory*. All staff should remain at their office until specific guidance is received. The Judicial Administrator under the direction of the Chief Judge/Judges will order the activation of the Jefferson Parish Juvenile Court COOP. The Judicial Administrator will notify the Parish President's Office.

The Judicial Administrator will then contact the Assistant Judicial Administrator, Deputy Judicial Administrator and Operations Director, who will contact the remaining staff and inform them of the emergency relocation. Staff will also be notified at this time as to who will need to report to work immediately.

Recovery strategy for Juvenile Court is to restore daily operations and computer systems in a timely manner and has been defined as indicated below:

Level I: Short-term outage (less than 72 hours) – Ride it out.

Level II: Mid-Term Outage (72 hours to 3 months) – Execute formal disaster recovery strategy which will include declaring a disaster and going to an alternate site.

Level III: Long-Term Outage (3 months or more) – Execute formal disaster recovery strategy (Level II), and it may involve permanently making a physical move of the Juvenile Court's personnel, resources, and daily operations.

The Jefferson Parish Juvenile Court notification process as related to COOP activation should allow for a smooth transition of the Judges and essential staff to an alternate facility to continue execution of the essential functions of the Court. Notification may be via personal contact, telephone, cell phone, pager, radio and TV broadcasts, or a combination thereof. In addition, employees are directed to continually check the Jefferson Parish Juvenile Court website ([www.jpjcemergency.org](http://www.jpjcemergency.org)) for updates on the status of the court. Employees will be required to check-in on such website with their relocation information in times of extended evacuation.

The Administrative staff, with the oversight of the Chief Judge, will be responsible for the implementation of the COOP. The administrative staff includes the following individuals:

- Judicial Administrator
- Assistant Judicial Administrator
- Deputy Judicial Administrator

- Operations Director
- Hearing Officers
- Information and Technology Director

During an evacuation, the following Court officials will have a court-provided cell phone with direct-connect capability to enable the parties to remain in constant contact:

- All judges
- Judicial Administrator
- Assistant Judicial Administrator
- Deputy Judicial Administrator
- Operations Director
- Information and Technology Director
- CASA Director
- Court Probation Officer
- Drug Court Administrator
- Property Manager
- Drug Court Department of Juvenile Services representative
- Drug Court Jefferson Parish Human Services Authority representative

### 3. Leadership

Successors
1. <b><u>Chief Judge</u></b> - Judicial Administrator will contact Chief Judge for authorization to activate COOP.
2. <b><u>Alternate Judge</u></b> – The Judicial Administrator will contact the Alternate Judge(s) in the absence of the Chief Judge.
3. <b><u>Judicial Administrator</u></b> - The Judicial Administrator will contact Assistant Judicial Administrator and Deputy Judicial Administrator to contact essential employees and give relocation site if necessary.
4. <b><u>Assistant Judicial Administrator</u></b> – The Assistant Judicial Administrator will contact the Operations Director, other employees and Clerk's Office Supervisor, as well as, TV/radio stations. Set-up alternate site if necessary.
5. <b><u>Deputy Judicial Administrator</u></b> -The Deputy Judicial Administrator will coordinate alternate site location and logistics with case manager, probation officer and court attorney. Prepare them to hold court off-site. Coordinate locating Children, ASFA guideline followed.
6. <b><u>Operations Director</u></b> - The Operations Director will assist in contacting the employees and help with the set-up of the alternate site if necessary. Director will also secure the building and coordinate the repairs necessary for court to resume in the building.
7. <b><u>Hearing Officers</u></b> - The Hearing Officers will assist with set-up of alternate site if necessary
8. <b><u>Information and Technology Director</u></b> - The Information and Technology Director (IT) will be responsible for ensuring that the system back-up is evacuated as well as all necessary equipment. Director will also implement the recovery system in the evacuated location if necessary.
* In the event a person listed here is not available the successor will perform duties. If a Judge is unavailable to hear juvenile matters, a judge <i>pro tempore</i> will be appointed by the Louisiana Supreme Court.

### B. PHASE II: ALTERNATE FACILITY OPERATIONS

In the event Juvenile Court becomes inoperable, pursuant to LA R.S. 13:1627, the Parish of Jefferson shall provide suitable quarters for the Court and shall make necessary provisions for the conduct of the business of the Court and provisions for the expenses of the same. See Appendix C.

#### 1. Mission Critical Systems

Jefferson Parish Juvenile Court is an electronic driven department. Most functions are now managed via computer. The following table lists those systems that must be maintained. The list is prioritized for restart order in the event of a shut down.

System Name	Current Location	Other Locations
Firewall Server	Juvenile Court	Back-up tapes Stored Off-Site
Network Server 1 -Windows Server 2003; Symantec Email	Juvenile Court	Back-up Tapes (1) Stored Off-site & (2) With IT Staff
Network Server 2 -Windows Server 2003; Exchange Server	Juvenile Court	Back-up Tapes (1) Stored Off-site & (2) With IT Staff
Network Server 3 -Windows Server 2003; File Server (Documents)	Juvenile Court	Back-up Tapes (1) Stored Off-site & (2) With IT Staff
Comet	CASA Office	Back-up Tapes (1) Stored Off-site & (2) With IT Staff (3) CD with CASA Staff
PC Documents	Juvenile Court	Back-up Tapes (1) Stored Off-site & (2) With IT Staff
IJJIS FINS	Juvenile Court	Back-up Tapes (1) Stored Off-site & (2) With IT Staff
Mediation Database	Juvenile Court	Back-up Tapes (1) Stored Off-site & (2) With IT Staff

The IT Department is responsible for generating advance backup dockets and storing offsite with Back-up Tapes.

The IT Computer Supervisor and Computer Specialist have pre-assigned duty weeks. The supervising responsibility falls to the duty party.

It should be noted that under most emergency situations the AS/400 Mainframe System could not easily be relocated to the alternate facility. In the event the AS/400 System were to be destroyed or inoperable for a period of time, CMA Associates (8180 YMCA Plaza Drive, Baton Rouge, Louisiana 70810) an IBM partner and the court have entered into a Business Recovery Services Agreement to assist in preparing for and responding to a disaster (contract copy attached). CMA will provide system hardware, network services (if selected) and a facility for the court to use to continue critical information processing activities following a disaster.

Essential court functions during an emergency could be successfully carried out at an alternate location without the AS/400 system and without network capability. Hearings could be recorded on a simple tape recorder and documents prepared manually.

The IT charge person will be according to the duty calendar for June 1 – November 30, 2006 hurricane season. In event of Level II or III outage, the IT charge person will notify CMA that a disaster has been declared.

If advance notice, i.e. hurricane evacuation, the steps to restoring computer service are to log on to Network Solutions and edit DNS to point jjpc.org to CMA server.com, then locate the latest SAV21 tape, journals and network backup tapes and disaster plan folder for transporting to backup location. Power down all servers, AS400 and UPS, Proceed with Disaster Recovery Services as described in attached document when so instructed. Confer with consultants, Scott Collins and Tim Pittman as needed and set consultant responsibilities.

The following Court officials will have a laptop with a wireless connection card to enable them to conduct Court business as necessary:

- Judges
- Judicial Administrator
- Assistant Judicial Administrator
- Deputy Judicial Administrator
- Operation Director
- Information and Technology Director
- CASA Director
- Drug Court Administrator
- Court Case Manager
- Court Probation Officer
- FINS
- TASC
- Accounting

### **C. PHASE III: RECONSTITUTION**

The Administrative staff will develop reconstitution plans and schedules to ensure an orderly transition of all Jefferson Parish Juvenile Court functions, personnel, equipment, and records from the temporary alternate location to a new restored court facility. Juvenile Court Judges and Administration will approve the plans and schedules prior to the cessation of operations. The Administration of Juvenile Court will oversee the reconstitution process.

The records for the juveniles who remained detained during the evacuation will be evacuated by Rivarde staff to the temporary/relocated detention site. The Court management information system (AS/400) will be accessible through a virtual private network.

Court case managers will compile a listing of all children in placement and will evacuate with the listing. During an evacuation, the case managers will make every effort to obtain updates on the status of children in placement.

The Court Appointed Special Advocate Program (CASA) will make every effort to locate all children they oversee. CASA will compile a list of contact information and will manage the case as necessary during an evacuation.

The Assistant Judicial Administrator will evacuate with a supply of checks and deposits slips in case payments must be made during evacuation. All transactions will be recorded manually until such time as the accounting software server is available for mechanical processing.

#### **VIII. COOP PLANNING RESPONSIBILITIES**

The continued responsibility for developing, editing, and revising this plan will be the responsibility of the Juvenile Court's Judicial Administrator, Operations Director and other agencies/officials as needed.

**A. INCIDENT PLANNING TEAM**

Responsibility	Position
Responsible for media inquiries, coordination of the release of information to the media and interaction with community leaders.	Chief Judge/Judges and Judicial Administrator
Responsible for monitoring safety conditions and developing measures for ensuring the safety of all assigned personnel.	Deputy Judicial Administrator/Operations Director
Responsible for contacting the Department of Juvenile Services and other agencies involved in court process.	Judicial Administrator/Assistant Judicial Administrator/Deputy Judicial Administrator
Responsible for providing facilities, services, and materials to support incident operations. Also responsible for contacting employees.	Assistant Judicial Administrator/Deputy Judicial Administrator /Operations Director
Responsible for all financial and legal aspects of the incident. Costs and expenditures must be carefully documented, recorded, and justified for reimbursement requests.	Judicial Administrator / Assistant Judicial Administrator / Deputy Judicial Administrator
Responsible for the creation of COOP, recording resource status, documenting the incident, collecting and evaluating information.	Operations Director / Judicial Administrator / Assist Judicial Administrator / Deputy Judicial Administrator
Responsible for year-round COOP preparations and editing.	Administrative Staff

**IX. LOGISTICS**

**A. ALTERNATE LOCATION**

The primary and secondary locations will be designated by the Parish President’s Office in accordance with LA R.S.13:1596(E) as stated below:

***LA R.S. 13:1596(E). Place of session; conduct of business; expenses***

*The parish of Jefferson shall provide suitable quarters for the Court and shall make necessary provisions for the conduct of business of the Court and provisions for the expenses of the same.*

## **B. INTEROPERABLE COMMUNICATIONS**

Judicial Administrator or designee will notify media of any changes in the Court's docket. Updates on emergency status will be delivered to the public and nonessential Juvenile Court employees via radio, TV broadcasts, personal contact, and electronic messaging. In addition, employees are directed to continually check the Jefferson Parish Juvenile Court website ([www.jpjc.org](http://www.jpjc.org) or [www.jpjcemergency.org](http://www.jpjcemergency.org)) for updates on the status of the court. Employees will be required to check-in on such website with their relocation information in times of extended evacuation.

Whenever resources permit, hearings that are considered non-essential will be rescheduled by personnel. Notification to all concerned parties will be through service of process or by mail. Updates on the Court's status will be placed on the Court website which interested parties can access for information.

## **X. TEST, TRAINING, AND EXERCISES**

Rehearsals will be used when possible to test the elements of this plan quarterly. The purpose of this plan is to promote safety. Elements of this plan may be adjusted to provide a smoother or safer operation.

The Operations Director will conduct training exercises for the staff annually. These trainings will educate staff on the evacuation process as well the COOP plan.

## **XI. MULTI-YEAR STRATEGY AND PROGRAM MANAGEMENT PLAN**

Year 1: Development and Implementation of Continuity of Operations Plan

Year 2: Evaluation of Plan- drills will be conducted quarterly to ensure that staff is aware of the procedures set forth by the COOP. The plan will be evaluated at those times to ensure its effectiveness.

Year 3: Review plan. Renew or rewrite if necessary.

## **XII. COOP PLAN MAINTENANCE**

This plan is subject to continuous revision. The Administrative staff and program managers are responsible for notifying the Judicial Administrator or Operations Director of necessary additions to this plan.

## **Appendix A: Authorities and References (Juvenile Court Organizational Chart)**

## **Appendix B: Operational Checklists**

- Emergency Calling Directory (Administration Staff only)
- Emergency Equipment Checklist
- Pre-Evacuation Checklist

## **Appendix C: Alternate Location/ Facility Information**

The alternate fax number for Court business will be 225-767-3830.

## **Appendix D: Juvenile Drug Court Continuity of Operations Plan**

The Juvenile Drug Court probation officers and therapists will meet with their families to design evacuation plans, determine destinations, and record pertinent contact numbers and addresses. The family will keep a copy of their evacuation plan with them so they are prepared in the event of an evacuation. The client emergency contact information will be given to all drug court team members. It will be the responsibility of the probation officer and therapist to contact their clients in the event of an extended evacuation to determine their status.

The Judge, Coordinator and Treatment Supervisor will remain in constant contact with each other via the Internet and cell phones. The Coordinator will remain in contact with the SCDCO.

Court records are the property of the Clerk of Court and cannot be removed from the courthouse property therefore treatment notes, probation notes and the Drug Court Management Information System will be utilized to remain up to date with client progress/status.

## **Appendix E: 2006-Rules of the Jefferson Parish Juvenile Court**

## **Appendix F: CMA Associates Contract for Mainframe System Relocation**

## **Appendix G: IT Department Backup Schedule**

## **Appendix H: Juvenile Court Emergency Disaster Web Site**

The web site address is: **[www.jpjcemergency.org](http://www.jpjcemergency.org)**

The first page visible will be the [HOME](#) page which will have announcements and helpful links to various organizations. Any link will be underlined and opened by mouse click on link. Any announcement will be captioned and opened by clicking on *Display*.

At the top of the Home Page are two links for employee use. The first [Contacts](#) provide name and emergency phone number for administrators. There is also a link on the Contacts page that will permit email to that administrator if we have an individual email address. Any emails to a juvenile court email address will be routed to our disaster services provider, CMA.

Also on the Home Page is a link [Employee Check-In](#). This link provides for employee check-in. Type the information in the fields as described in the attached sample. Then click *Submit*. If the information is saved, you will receive a message "Thanks for letting us know where you are!" If for any reason you need to re-enter the data, that's permissible. The web site will track the entry by date and all data saved.

The last link, [Administration](#), is only accessible by password and is for maintaining the web site and administrative review.