

Standard #1: Essential functions/services are identified

"Who are you going to be for your clients and community when disaster strikes?"

Organizations that have taken the time to identify which of their functions and services are essential have greater success in handling the disruptions.

1a. The agency has thoroughly assessed their services, client/community needs and internal capabilities. List service(s) you currently provide.

- ☐ List your resource limitations.
- ☐ Explain what people (clients/staff/stakeholders) expected from you in the past?
- ☐ List, specifically, the most important way(s) to be there for your community and clients.
- ☐ Prioritize your services: Maintaining operations during an emergency is critical to provide your clients with necessary services. Decide which category the service falls into, to tell you what services absolutely must be maintained in an emergency and which you can return to after the situation has stabilized.
 - Critical Services: Cannot be interrupted or suspended
 - Secondary Services: Services/functions that can be suspended for a short period of time (for example, services that can be suspended for one month)
 - Non-critical Services: Services/functions that can be suspended for an extended period of time

1b. The agency has developed a disaster mission statement that identifies the critical services they would provide or the role they would play in an emergency or disaster.

- ☐ Using information from indicator 1a, develop a clear disaster statement that articulates both the critical services you will provide and the specific populations you will serve in the event of an emergency.
- ☐ Revisit your disaster mission statement every six months or more frequently if needed (as services change).

1c. Confirm your disaster mission statement with your organization's governing body.

- ☐ Note the date your mission statement was reviewed by the governing body somewhere on the agency emergency plan.

1d. Staff, clients and other key stakeholders are aware of the disaster mission.

This is a great way to increase their engagement and awareness of your overall Agency Emergency Plan. Assess what level of information will be useful for your clients regarding services that will still be available in the event of an emergency.

Questions to consider:

- ☐ How/when might you make staff, client, and key stakeholders aware of the Disaster Mission Statement?
- ☐ How will you assure that staff are trained on the plan and aware of critical services?
- ☐ Will staff be asked to move from non-critical services to higher priority ones?

- ☐ How will you regularly test/exercise pieces of the plan to make sure staff and the agency are progressing toward their mission?

Key Tools for This Standard

- [Collaborating Agencies Responding to Disasters \(CARD\) sections A,E, and O](#)
- [Critical Business Functions Worksheet \(IBHS\)](#)
- [Equity and Social Justice Maps](#)
- [King County Demographic Information \(CDC, SNAPs\)](#)
- [U.S. Census Data – 2010 Census Interactive Population Search](#)
- [Social Vulnerability Index \(SoVI\)](#)
This is a PDF presentation explaining the Social Vulnerability Index.
- [SoVI Interactive Map](#) – Click “Open” and select “Open in ArcGIS Explorer Online”
- [King County Annual Measures and Indicators](#)
This is a website that provides demographic information (maps, graphs, charts, and other tools) to help assess your community’s needs and capabilities.
- http://www.apctoolkits.com/documents/vp/ph_workbookFINAL.pdf
This is a publication from the CDC on defining, locating, and reaching vulnerable populations in an emergency.



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