

# DHS Incident Command System (ICS) Central Office Policy

## Description

The Department of Human Services (DHS) Central Office uses the framework of the Incident Command System (ICS) when managing response, recovery, and continuity actions across incidents.

ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents.

This policy assists DHS Deputy Commissioner(s) prior to or at the time of a Central Office business incident to quickly establish Incident Command and assign roles and responsibilities within an incident management team to support the incident.

This policy is to be used in partnership with the [DHS Incident Command System \(ICS\) Procedure Manual](#) (PDF) that provides step-by-step procedures to be enacted before or during a business incident. Not all incidents lead to a business disruption or activation of the incident command system. If the incident is kept under control, it may not lead to a business disruption.

## Reason for Policy

The purpose of this policy is to clarify:

- The management of DHS' Incident Command System at Central Office locations; and
- Establish the roles and responsibilities for initiating the Incident Command System as separate from Executive Management Team and Executive Emergency Team.

## Applicability

This policy applies to DHS Leadership, Management Services Division (MSD), Safety, Health, and Emergency Management (SHEM), Business Continuity, and all DHS Central Office employees that are assigned an ICS role.

NOTE: DCT employees must follow all applicable DCT policies and procedures.



## Failure to Comply

Failure to comply with this policy and its procedures may result in disciplinary actions up to and including termination.

## Policy

The incident's potential to cause a business disruption determines whether:

1. ICS is activated and;
2. Incident Management Team (IMT) is established.

One or both DHS Deputy Commissioners or their designees determine if the incident has the potential to cause a business disruption. In general, an incident that requires agency leadership coordination with more than one DHS administration may require activation of the ICS.

This requires:

- All DHS employees to understand that they are required to notify the DHS Security Desk of any incident that occurs (number on back of badge, (651) 431-3000.
- DHS Deputy Commissioner(s) are responsible for appointing an agency wide Central Office Incident Commander.
- DHS Incident Commander is responsible for the following:
  - Activating the ICS Incident Management Team (IMT).
  - Determining incident identification.
  - Determining roles and responsibilities.
  - Establishing incident objectives.
- Reinforcing that any employee may be asked to perform on the IMT.
- DHS Incident Management Team supports the Incident Commander, develops, and maintains documentation during incident, and completes an After-Action Report and Improvement Plan (AAR-IP) after the incident has been resolved.
- Agency leadership, Incident Commander, and Incident Management Team must follow the [DHS ICS Procedure Manual](#) (PDF).
- Employees must follow the [DHS ICS Procedure Manual](#) (PDF).
- All staff who participate in the ICS structure or serve on the Incident Management Team on a consistent basis must take the training outlined in the [ICS Procedure Manual](#) (PDF).

## Related Policies and References

The Department of Human Services Incident Management Team will comply with state guidance provided by the Department of Public Safety, the Department of Administration, the Department of Management and Budget (MMB), and MNIT Services, in addition to the guidance documents and continuity standards below.



- [DHS Business Continuity Management Standards](#)
- [Business Continuity Management Policy](#)
- [Homeland Security Presidential Directive-5](#) Management of Domestic Incidents
- [National Incident Management System \(NIMS\)](#) Basis for Incident Command System (ICS)
- [FEMA Continuity Guidance Circular](#) (PDF)
- [Continuity Assessment Tool](#)
- [Homeland Security Exercise and Evaluation Program \(HSEEP\)](#) (PDF) guidance
- Federal Continuity Directives [FCD1](#) (PDF) and [FCD2](#) (PDF)

## Legal Authority

### Minnesota Statutes

- [Minn. Stat. § 182.653 Rights and Duties of Employers](#)
- [Minn. Stat. § 115E.01-11 Oil and Hazardous Substance Discharge Preparedness](#)
- [Minn. Stat. § 299E.01 Capitol Complex Security Division](#)
- [Minn. Stat. § 299K Hazardous Chemical Emergency; Planning and Response](#)

### Executive Orders

- [Executive Order 24-01](#) (PDF) Directing implementation of the Minnesota continuity of government plan and Continuity of Operations Plans.
- [Executive Order 23-13](#) (PDF) Assigning emergency responsibilities to state agencies.
- [Minnesota Executive Order 05-02](#) Designation of the National Incident Management System (NIMS) as the Basis for All Incident Management in the State of Minnesota
- [Minnesota Executive Order 11-03](#) Assigning Emergency Responsibilities to State Agencies

## Standards

### [Continuity Management Standard](#)

## Definitions

**Disruption:** Any emergency, disaster, incident or event that interrupts or disturbs delivery of the department's mission-essential activities.

**Business Incident:** An unplanned situation that disrupts DHS mission-essential activities.



**Incident Objectives:** Guidance and direction statements needed to select appropriate strategy and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow strategic and tactical alternatives.

**Incident Commander:** The individual responsible for overall management of the incident.

**Incident Management Team (IMT):** An Incident Commander and the appropriate Command and General Staff personnel assigned to an incident. The level of training and experience of the IMT members, coupled with the identified formal response requirements and responsibilities of the IMT, are factors in determining “type,” or level, of IMT.

**Command Staff:** The Command Staff consists of the Public Information Officer, Business Continuity Director, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an Assistant or Assistants, as needed.

**General Staff:** The group of incident management personnel reporting to the Incident Commander. They may have one or more Deputies, as needed. The General Staff consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief.

**Executive Emergency Team:** This team is the EMT plus BCM Business Continuity Director, MSD Director/Workplace Enterprise Manager, SHEM Director/Emergency Planner.

**Executive Management Team:** This team focuses on making agency wide policy and planning decisions and provides recommendations to the Leadership Team in conjunction with the perspective that comes from the Senior Strategy Team. [Current membership](#) is maintained by DHS on Infolink.

## Policy Contacts:

**Name:** Jennifer A. Smith; **Email:** [jennifer.a.smith1@state.mn.us](mailto:jennifer.a.smith1@state.mn.us); **Phone:** 651-431-2207

**Name:** Marcia Bierschenk, **Email:** [marcia.bierschenk@state.mn.us](mailto:marcia.bierschenk@state.mn.us); **Phone:** 651-216-4425

**Name:** Michelle Dixon; **Email:** [michelle.dixon@state.mn.us](mailto:michelle.dixon@state.mn.us); **Phone:** 651-431-3011



## Policy History:

Issue Date: 07/09/2024

Effective Date: 07/09/2024

Version 1.0

07/09/2024 (Initial Release)

This policy and its procedures remain in effect until rescinded or updated.