



# Implementation Emergency Communication Plan

N.C. Department of Human and Health Services

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## Purpose

The purpose of the Implementation Emergency Communication Plan is to allow for accurate, timely content, publishing, distribution and retrieval of content and communications at the request of Executive Management. When Executive Management makes a request for communication, content, or reports to be retrieved or published, the Economic Benefits and Child Welfare Business teams are exempt from the review process.

## Scope

The Implementation Emergency Communication plan outlines the process for publishing, distributing or retrieving communications with approval of one member of Executive Management. Executive Management includes the Director of NC FAST, the Deputy Director of the Program Management Office (PMO), or the Deputy Director of Operations and Maintenance (O&M).

## Procedures

Executive management may request for communications, documents, reports, or content to be published, distributed, or retrieved by various communication channels without Business approval. The requested items may include, but are not limited to the following:

- Emergency reports.
- Requests from DSS Executive Management.
- Documents in response to legislative mandates.
- Job aids or web-based training.

When Executive Management requests for the dissemination of information or for content to be published which normally requires Business approval, follow the steps below:

1. Document the nature of the approval override via email or in JIRA. The documentation needs to include the context—or the time, date and place—of the discussion with Executive Management.
2. Notify Executive Management and appropriate NC FAST Business staff members or managers using JIRA or Email.
3. Proceed to publish communications without business approval.