

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Calaveras Health & Human Services

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Interstate Compact on the Placement of Children

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This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans regarding children and non-minor dependents. Children and non-minor dependents in the probation system must also be included in the plan. County plans must be amended annually to include Child Welfare Services (CWS) Disaster Response Plans.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law [PL] 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under section 6(a)-(16) and Welfare and Institutions Code Section 16500.1(c)(1). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for CWS children, Probation children, non-minor dependents, including non-minor dependents residing in foster care, out-of-county placements, children placed in or out of California through the Interstate Compact on the Placement of Children (ICPC), out-of-state non-minor dependents under county care or supervision who are displaced or adversely affected by a disaster:
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Essential Function:	1. Identification and location process of CWS children, Probation children, non-minor dependents, including those in probation residing in foster care, out-of-county placements, ICPC children, and out-of-state non-minor dependents who may be displaced.
Process Description:	<p>An internal (hardcopy) listing of all foster care children, including Non-Minor Dependent and ICPC placements associated with the agency is printed at the beginning of each month. A copy is provided to the CWS Program Manager as well as the CWS Supervisor. A list is provided to the on-call Social Worker and placed in the on-call briefcase. A copy is also given to the Social Services Supervisor who is a member of the Calaveras County OES/MAC Team. This listing includes the names of all foster care children including Non-Minor Dependent and ICPC placements (whether placed in-county or out-of-county), their current physical address and phone number of the out-of-home, foster home or group home where the child is currently placed.</p> <p>The Probation Department has an internal updated (monthly) list of probation youth that includes our out-of-home placement youth which is dispersed to all Probation Officers via electronic mail. In addition, all Probation Officers have an on-call list with minor's that are being detained, on electronic monitoring or have outstanding bench warrants that is updated weekly.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	<p>Our Management Team, as well as all Social Workers/Probation Officers, have cell phones provided to them by the Agency. If phone service is available, the Social Workers/Probation Officers try to contact the foster parents or other persons responsible for the care of the foster child. If the worker is unable to contact responsible persons, they attempt to contact the assigned Social Worker/Probation Officer or other emergency contact listed in the case file. If contact cannot be made, the Social Worker/Probation Officer tries to locate any other emergency contacts listed in the case file. If contact still cannot be made, the Social Worker/Probation Officer determines if a face-to-face needs to be done or contacts law enforcement to do a welfare check on the family to determine if further intervention is needed. All technology communication modes will be utilized as needed, including satellite phones.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>The Foster Family Agency, Group Homes, Non-Relative or Relative Extended Family Members provide all foster parents or group home staff with an emergency evacuation plan for the children placed in their home. This plan is to be centrally located in the home and posted where the children have easy access to them. Emergency disaster forms are included in all foster care placements including Non-Minor</p>

	Dependent and ICPC placements.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	Same as #3- The Foster Family Agency, Group Homes, Non-Relative or Relative Extended Family Members provide all foster parents or group home staff with an emergency evacuation plan for the children placed in their home. This plan is to be centrally located in the home and posted where the children have easy access to them. Emergency disaster forms are included in all foster care placements including Non-Minor Dependent and ICPC placements
Essential Function:	5. Identification of shelters
Process Description:	Calaveras County OES contacts the Calaveras Health and Human Services Agency when an emergency occurs and the need for an evacuation shelter arises. Our agency is contacted first, even before the Red Cross. We have a list of all Red Cross approved shelters and evacuation sites. As an active member of the OES team, a representative from our agency is stationed at the command post during an emergency. We also have access to the areas under evacuation and the location of the evacuation center. They identify foster children including Non-Minor Dependent and ICPC placements, placed in the evacuated areas. First they attempt to contact the family directly by phone. If unable to make contact, law enforcement is requested to do a welfare check to ensure that the family has evacuated. The evacuation sites are checked, all emergency contacts are called until the family is located and the foster child's health and safety is ensured.
Essential Function:	6. Parental notification procedures
Process Description:	If a foster child including Non-Minor Dependent and ICPC placements is evacuated we attempt to locate the parents, if current information is available.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	In the event of an emergency that lasts over 30 days and we are unable to provide ongoing services (monthly face-to-face meetings) to our foster children including Non-Minor Dependent and ICPC placements outside of the county, we contact current county of residence to do courtesy supervision. All

	technology communication modes will be utilized as needed, including satellite phones.
Essential Function:	8. Staff assignment process
Process Description:	In the event of any emergency, all workers are expected for take care of their own families first. Then, if necessary, respond to the site of the emergency, evacuation site, office or outstation. All Social Workers and Probation Officers have agency cell phones. Responsibility for contact with the affected foster children is primarily the case carrying worker. If the worker is not available, other workers including the Social Services Supervisor or Probation Unit Supervisor locate foster children including Non-Minor Dependent and ICPC placements and provide services, which may include courtesy checks for other counties with foster youth placed in the evacuated area. Calaveras County is a small, rural county with very few resources, even without an emergency. In the event of a disaster, community obligation as first responders are covered as well as coverage for caseloads as needed. The possibility exists that workers may not be able to reach the agency or evacuation sites. Those that are able to respond would cover for co-workers.
Essential Function:	9. Workload planning
Process Description:	Workload planning would depend on the event and its location. Many of our foster children including Non-Minor Dependent and ICPC placements are placed out-of-county and the need to rely on other counties to assist does exist. Again, we are a small rural county with very limited resources, including the number of staff/personnel available to respond. It is the expectation that each worker that is able to respond will do everything they can to insure the health and safety of residents which includes foster children.
Essential Function:	10. Alternative locations for operations
Process Description:	As an active member of the Calaveras County OES, one of our responsibilities as first responders is to open evacuation centers. We have a listing of all Red Cross approved sites for evacuation centers. Any of these sites may be used in the event of an emergency as an alternative location for operations. Our agency has six outstations which can feasibly be used to continue to provide services to the residents of the county to ensure the health and safety of all residents including foster children, Non-Minor Dependent and ICPC placements.
Essential Function:	11. Orientation and ongoing training

Process Description:	Agency Social Workers and Eligibility Workers have been trained by the Red Cross in Mass Shelter and Care. Internal training has also been provided to designated staff on “How to Open an Evacuation Site/Shelter”. In addition, Red Cross Individual Preparedness training has been offered to designed agency Social workers and Eligibility Workers to prepare them for all types of emergencies.
CWS Disaster Response Criteria B:	Respond, as appropriate, to new CWS cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. Investigation process
Process Description:	We would continue to respond to new CWS referrals requiring immediate face-to-face, within ten days. During a disaster, we would respond with law enforcement. Law enforcement is a crucial member of the OES team and they have the responsibility of investigating new CPS referrals. Again, we are a small rural county and a community that comes together when there is a need. We would continue to ensure the health and safety of the children living in our communities.
Essential Function:	2. Determine circumstances surrounding the child’s potential entrance
Process Description:	We will continue to locate appropriate out-of-home care for our children who enter the Child Welfare Services system, even if that means securing housing for them outside of the disaster area, until such time that they are able to safely return to an appropriate out-of-home setting nearer to their community of origin. Each social worker has a laptop computer and a Server-Based Computer token assigned to them, enabling them to access CWS/CMS remotely so that we can continue to meet WIC statutes and timeframes. We will follow any and all emergency filing procedures that are in place by our Courthouse.
Essential Function:	3. Implementation process for providing new services
Process Description:	Our focus, during an emergency, would continue to be on the basics such as food, shelter and clothing. Health and safety are always our priorities.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	We would continue to provide and modify reunification services as necessary utilizing all available services in compliance with regulations and statutes. This would include increased communication and contact with families of origin that have been impacted by the disaster and modification of case plans

	to address access to services affected by the disaster.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	The child welfare personnel within our agency is comprised of a director, deputy director, program manager, supervisors, clerical staff and primary social workers. Each staff member has an agency shirt and employee badge that identifies them as agency staff and disaster workers. Each staff member has been advised that as part of their employment, they are required to respond to the agency office or designated location in the event of a disaster. Designated staff members participate in disaster drills within our agency which further outlines the structure of staff assignments during a disaster.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	The agency employee roster contains the contact information for our bi-lingual staff members. Staff has been provided with a language interpreter phone line which could be accessed via satellite telephone if necessary.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	The agency would continue to provide services in accordance with statutory guidelines, primarily focusing on family reunification. The same SDM assessment tools would be utilized during a disaster that are available during regular operations to determine the likelihood of reunification and the steps that need to be taken in order to promote reunification.
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	The agency would continue to utilize the same SDM assessment tools during a disaster as during regular operations in an effort to make a determination as to the likelihood of reunification within the 30-day or 60-day statutory guideline. A Case Plan would be developed collaboratively with the family, taking into account services may be limited and access to services may be hindered by the disaster event.
CWS Disaster Response Criteria D:	Remain in communication with caseworkers and other essential CWS personnel who are displaced because of a disaster:

Essential Function:	1. Communication structure – staff
Process Description:	<p>The agency has a telephone tree/organizational chart. Management staff and Social Workers have cell phones (unless cellular towers are not functioning). County vehicles are equipped with law enforcement radios to allow constant contact with the Sheriff's Department, Police Department and dispatch. Transportation could be a concern as some of our small communities only have one main road into the community and out of the community. If the road is impassable, alternate routes would need to be considered and would likely be designated by California Highway Patrol or other members of the OES emergency response team. Some routes could require 4x4 vehicles. The Agency - as well as the Sheriff's Department - has several 4x4 vehicles in their fleets. This would allow face-to-face contacts.</p> <p>The Probation Department has an organizational chart. Management and Probation Staff have cell phones (unless towers are not functioning) so that there can be continued contact by the Sheriff's Department. Probation staff has law enforcement radios in their vehicles and can continue to have contact with emergency personnel in the event that cell towers are non-operational.</p>
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	<p>The agency has a telephone tree/organizational chart. Management staff and Social Workers have cell phones (unless cellular towers are not functioning). County vehicles are equipped with law enforcement radios to allow constant contact with the Sheriff's Department, Police Department and dispatch. Transportation could be a concern as some of our small communities only have one main road into the community and out of the community. If the road is impassable, alternate routes would need to be considered and would likely be designated by California Highway Patrol or other members of the OES emergency response team. Some routes could require 4x4 vehicles. The Agency - as well as the Sheriff's Department - has several 4x4 vehicles in their fleets. This would allow face-to-face contacts.</p> <p>The Probation Department has an organizational chart. Management and Probation Staff have cell phones (unless towers are not functioning) so that there can be continued contact by the Sheriff's Department. Probation staff has law enforcement radios in their vehicles and can continue to have contact with emergency personnel in the event that cell towers are non-operational. (same as above)</p>
Essential Function:	3. Communication structure – contracted services
Process Description:	<p>The agency has 24-hour phone coverage with a rotating staff member who is assigned as being on-call. The on-call staff has a pager, cell phone and law enforcement radio at their disposal. Any staff member, who has access to their county vehicle, can utilize their law enforcement radios in their vehicles to communicate with emergency personnel. On-Call staff would telephone the agency's designated OES</p>

	liaison who would then make the necessary phone/radio contacts. During regular business hours, a staff member is assigned as the worker of the day on a rotation basis. That staff member would notify the agency Director and/or the agency OES Liaison, who would then initiate the emergency protocol, contacting Red Cross if an evacuation shelter is needed.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	Management staff and Social Workers or Probation Officers have cell phones, but they are dependent on functional cell towers. We have some satellite phones in the event cell towers are down. We have several 4x4 vehicles in our fleet and we work side-by-side with law enforcement and County OES. The Sheriff's Department now has CodeRed phone capabilities which allow them to get information out to residents as long as phone services are still available. As an active member of county OES, we have access to the Command Post at any disaster. We are contacted by either Calaveras County Administration and/or OES in the event of an emergency/disaster. Once a communication method is identified and becomes available, the agency Director and OES Liaison would be contacted and the emergency protocol would be followed, notifying staff members of the need to respond to the disaster evacuation center if necessary.
Essential Function:	5. Communication frequency
Process Description:	It is anticipated that communication will continue throughout a disaster on an as needed basis. The Agency Director and OES Liaison will be kept apprised of the progress of the disaster and the need to implement further emergency protocol procedures. Agency staff will be assigned duties as necessary.
Essential Function:	6. Communication with media
Process Description:	Calaveras County OES has staff dedicated to provide information to the public through press releases in the event of any disaster. To date we have experienced several wildfires and a flood, which have given agency staff and County OES ample opportunities to refer the media to the appropriate designated staff.
Essential Function:	7. Communication with volunteers
Process Description:	We work closely with Red Cross who assigns volunteers. We would have continuous communication with

	Red Cross in the event of a disaster. Agency staff members are cross trained as Red Cross volunteers.
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	In the event of an emergency, the County OES will establish a toll-free number, including a designated TTY phone line. The toll-free number will be posted through various avenues including, but not limited to; radio, local TV station, and on-line. Our agency will likely not have a separate toll-free number as we are a very small rural community and one phone bank would be sufficient.
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	We have hard copies of all case files that are kept up to date. We could and would resort back to doing business utilizing the hard copies until databases could be restored and information entered.
Essential Function:	2. Use of off-site back-up system
Process Description:	We have several lap-top computers and we have 6 satellite offices within the county that would be utilized during a disaster. Supervisors have access to the county database when away from the office via their laptops provided by the Agency.
CWS Disaster Response Criteria F:	Coordinate services and share information with other states and counties; include a description of the process utilized by the county to ensure that information regarding children placed pursuant to the ICPC occurs with both the sending state and CDSS:
Essential Function:	1. ICPC reporting process must include a process that disseminates information to both the sending state and CDSS
Process Description:	We have an assigned liaison within the State Department of Social Services that we would be in contact

	with in the event of a disaster.
Essential Function:	2. Mental health providers
Process Description:	Our Mental Health providers are employees of the Agency, as our Agency merged into one agency with several departments. As Agency personnel, our Mental Health staff is also a part of our Agency disaster protocol and disaster team. Mental Health staff representatives meet with other OES liaisons within the community on a regular basis. All Mental Health staff members are aware that they too would possibly be called upon in a disaster to provide services as a part of the County OES team. We would work with Mental Health Agency personnel to notify out of state mental health personnel in the event of a disaster.
Essential Function:	3. Courts
Process Description:	We would file any necessary petitions/reports with the Juvenile Court as needed in any emergency to notify the Judge of any and all changes in a foster child's situation. This would apply to Juvenile Courts outside of our local jurisdiction, whether in state or out-of-state.
Essential Function:	4. Federal partners
Process Description:	Federal partners would be notified in the event of a disaster through regular designated procedures. Information would be disseminated in compliance with federal reporting requirements with modifications made as the disaster response unfolds.
Essential Function:	5. CDSS
Process Description:	California Department of Social Services would be notified in the event of a disaster through regular designated procedures with modifications made as the disaster response unfolds.
Essential Function:	6. Tribes
Process Description:	Tribes would be notified and kept informed regarding any foster child including Non-Minor Dependent and ICPC placements with designated Native American heritage or Tribal membership on an as needed basis and in a timely manner. This would apply to Tribes located within California or within other states.

Essential Function:	7. Volunteers
Process Description:	In the event of a disaster within Calaveras County, we would utilize the Red Cross and collaboration partners to notify and assign volunteers. In the event of a disaster outside of Calaveras County and/or outside of the state of California, we would utilize Red Cross, emergency services personnel, Child Welfare, Probation and law enforcement as needed to communicate or assign volunteers.