

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

County & Agency Name: Contra Costa County

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Name/Title: Valerie Earley, Director of Children and Family Services
 Person Managing/Overseeing Emergency Plan Implementation

Telephone #: (925) 313-1583

E-mail Address: vearley@ehsd.cccounty.us

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). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	<ul style="list-style-type: none"> • Director and all CFS managers have current data on all dependent children including location and any specialized needs they have. ▪ Contact parents and caregivers in affected areas who provide care for dependent children. Coordinate with the Office of Emergency Services (OES) for dependent children who are medically fragile, children with disabilities with energy dependent needs, or children with other special needs to assure safety of children. ▪ Obtain medical services and necessary consents for services for dependent children. ▪ Maintain records of services provided and contacts. ▪ If communication lines are not intact, receive information from Contra Costa Crisis Center via Nextel and or text messaging.

	<ul style="list-style-type: none"> ▪ Triage calls. ▪ Forward information to district offices; if possible, continue using CWS/CMS for communication, if CWS/CMS is down and phone lines are available, fax written referral information; if phone lines are not available, forward emergent referrals verbally via Nextel.
Essential Function:	2. Communication process with child care providers
Process Description:	<p>All methods of communication will be employed to ensure children are located and services are provided:</p> <ul style="list-style-type: none"> ▪ Contact child care providers and caretakers of dependent children to assure safety and identify service needs, and assist in making sure children who have been in day care, preschool, other child care are being cared for, picked up by their foster parents, etc. ▪ Provide continuation of ongoing services. ▪ Refer children and families to emergency counseling services as needed. ▪ Maintain records of services provided and contacts; update CWS/CMS, if possible, or maintain manual records for input when system available. ▪ Utilize emergency medical personnel and/or police for contact/care – coordinating with OES.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<ul style="list-style-type: none"> • The Red Cross and the OES will work with the EHSD Department and CFS employees on identifying areas needing evacuation. • CFS and OES will identify children and families in need of evacuation using address data and mapping on children in placement. • CFS will provide information and instruction to foster home providers, relatives, group homes, etc. to assist with evacuation and relocation as they are needed during the course of an emergency. • Social workers will make contact with care providers and arrange for contact, provide and/or refer to, resources and provide any information available about care and shelter facilities that will be available.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<ul style="list-style-type: none"> • The Red Cross and the OES will provide EHSD Department and CFS staff information on areas subject to evacuation. • The Red Cross and the OES will provide EHSD Department and CFS staff information on shelter locations where foster families, group home residents, etc. can go in order to maintain safety.

	<ul style="list-style-type: none"> • Social workers will establish and maintain contact with any dependent child that has been evacuated and relocated and ensure that services if available and needed are provided. • Parents, foster parents and other care providers will be notified via media announcements, or any available communication venue of available shelters. In addition, CFS staff will call shelters to try to locate dependent children. • CFS staff will utilize other emergency workers as needed in order to assist with evacuation of dependent children.
Essential Function:	5. Identification of shelters
Process Description:	<ul style="list-style-type: none"> • The OES has a community notification system in place in order to communicate the location of Emergency Shelters. • Coordinate plans with OES and Red Cross for assistance in establishing communication with foster parents, children in out of home placement. • Identify any children in need of new placements as the result of dislocation. • CWS Division Manager of Emergency Shelter Care will distribute listing of potential placement homes to Division Managers in affected areas if automated listing not available. • Work with neighboring counties to identify placement resources that can assist in a disaster.
Essential Function:	6. Parental notification procedures
Process Description:	<ul style="list-style-type: none"> • As soon as possible. CFS will notify parents and attorneys of children of children moved or displaced. • Manage hotline for inquiries by parents and relay information to assigned staff. Ensure that hotline staff take down current contact information from parents calling to inquire about their children's status who are in placement who have been displaced, evacuated, etc. • Provide instructions to all staff regardless of assignment that if they receive calls from parents, guardians, or relatives trying to locate their family members that they will take down the contact information and route that information to the assigned workers and supervisor.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<ul style="list-style-type: none"> • Telephone service may be interrupted in the event of a widespread emergency. This limits the usefulness of phone trees and lists. • Each bureau will provide staff-callback information to the EHSD Director or designee, who will relay the information to the local Emergency Broadcast system for broadcast.

	<ul style="list-style-type: none"> • Staff, when unable to receive telephone communication during an emergency, will listen to radio or television broadcasts for instructions regarding work assignments. • Staff will attempt to use text messaging between cell phones in the event telephone service is disrupted. • Key bureau personnel in each location will attempt to report to their work site to post written notice to staff regarding work assignments. • Staff who are unable to receive other forms of communication shall go to their work site for work assignment information – if travel conditions are safe. • Travel to the work site should only be attempted after considering safety and the drive-ability of the roadways. Staff who are unable to get to their worksite are to report to the nearest available county office for deployment instructions.
Essential Function:	8. Staff assignment process
Process Description:	<ul style="list-style-type: none"> • Staff will be assigned according to function, location, and ability to perform essential services. The Director of C&FS Bureau will: 1) Participate as an Operations Chief on the Department Emergency Operations Management Team and have an alternate if needed. 2) Establish communication with CDSS (back-up, Policy Manager). 3) Establish communication with neighboring counties to determine extent of impact to communication network and ask for or offer support. Under the mutual aid agreement, counties can be asked to supplement with staff, connection to statewide computer systems, etc. • If emergency is anticipated to be longer than 48 hours, CFS Director and Administrative Team will determine necessary action based on length of emergency. • Determine if staff need to be immediately reassigned to other locations. • If the emergency occurs during work hours, staff will immediately report to supervisor. • Staff will continue normal work activities if possible and unless otherwise directed. • If the emergency occurs during off-hours, staff will contact supervisor prior to scheduled work report time to determine if there is a change in assignment or work location. • If unable to contact supervisor, call 1-877-313-7336 for information. • If unable to contact by phone, or text message, staff will report to office at work report time; if unable to get to office because of the emergency, staff will report to the nearest Contra Costa county office or nearest county office to your home. • Support staff continues to provide support functions unless otherwise directed. • Social workers will prioritize locating and establishing contact with dependent children and may be assigned to provide care and shelter or other support services.

Essential Function:	9. Workload planning
Process Description:	<ul style="list-style-type: none"> • The Director, managers, and supervisors will ensure that assignments are distributed to staff. • Director of C&FS Bureau will participate as an Operations Chief on the Department Emergency Operations Management Team and will have an alternate available – if needed. • Director of C&FS Bureau will establish communication with CDSS (back-up, Policy Manager). • Director of C&FS Bureau will establish communication with neighboring counties to determine extent of impact to communication network and ask for or offer support. Under the mutual aid agreement, counties can be asked to supplement with staff, connection to statewide computer systems, etc. • If emergency is anticipated to be longer than 48 hours, Director of C&FS Bureau and management team will determine necessary action based on anticipated length of emergency. • Director of C&FS Bureau and management team will determine if staff need to be immediately reassigned to other locations.
Essential Function:	10. Alternative locations for operations
Process Description:	<ul style="list-style-type: none"> • In the event the worksite is inaccessible, staff will report to the nearest county CFS office or neighboring county CFS. • If the emergency occurs during work hours, staff will immediately report to supervisor. Continue normal work activities if possible and unless otherwise directed. • If the emergency occurs during off-hours, staff will contact supervisor prior to scheduled work report time to determine if there is a change in assignment or work location. • If unable to contact supervisor, call 1-877-313-7336 for information. • If unable to contact by phone or text message, staff will report to office at work report time; if unable to get to office because of the emergency, staff will report to the nearest Contra Costa county office or nearest county office to your home. • Support staff continues to provide support functions unless otherwise directed.
Essential Function:	11. Orientation and ongoing training
Process Description:	

	<ul style="list-style-type: none"> • Training will be coordinated with the OES and the Red Cross and Staff Development. • All staff will receive training on the contents of this Disaster Plan. • Emergency preparedness training will be mandated for all staff on an annual basis. • In conjunction with training on emergency preparedness, staff will be trained on the existing Illness and Injury Prevention Plan and the Emergency Action and Evacuation Plans that address safety issues. • The Red Cross and the Office of Emergency Services will work with the EHSD Department and CFS employees on training issues as they are needed during the course of an emergency where staff are deployed to shelters or other locations as needed.
CWS Disaster Response Criteria B:	<ul style="list-style-type: none"> • Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. New child welfare investigation process
Process Description:	<ul style="list-style-type: none"> • Referrals will continue to be investigated using established criteria for prioritizing response. • This summarizes the priorities: <ol style="list-style-type: none"> i. Child Welfare Services First 24-48 hours: ii. Respond to immediate referrals of suspected abuse and neglect. iii. Respond to reports of abandoned children or children separated from parents/caretakers. iv. Contact caregivers in affected areas who provide care for dependent children who are medically fragile, children with disabilities with energy dependent needs, or children with other special needs to assure safety of children. v. Obtain medical services and necessary consents for services for dependent children or children removed or separated from parents as needed (plan for access to health services coordinated by C&FS Director). vi. Receive phone calls from parents/caregivers separated from children to provide information and reconnect families. vii. Provide information to caregivers regarding disaster procedures. viii. Maintain records of services provided and contacts. Emergencies of longer duration (after first 48 hours): ix. Contact caretakers of dependent children to assure safety and identify service needs. x. Provide continuation of ongoing services. xi. Refer children and families to emergency counseling services as needed. xii. Maintain records of services provided and contacts; update CWS/CMS, if

	<p>possible, or maintain manual records for input when system available.</p> <p>xiii. Complete record searches and update systems for districts/counties where access interrupted, as directed.</p> <p>xiv. Manage hotline for connecting separated families and children.</p>
Essential Function:	2. Implementation process for providing new services
Process Description:	<ul style="list-style-type: none"> All CFS staff may be deployed to assist with emergency investigations, locating children or providing emergency services.
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	<p>Rosters and Telephone Trees:</p> <ul style="list-style-type: none"> Each bureau will maintain rosters of Bureau Director, Managers and Supervisors including home, office, cell and pager telephone numbers, which will be available from the Bureau Director's support person. Additionally, each supervisor will be responsible for maintaining a list of each unit employee's home telephone number. Building Managers will maintain an inventory list of all county-issued cell phones in their offices. The inventory will include the name of the staff person to whom the phone is issued. All roster information will be updated on a quarterly basis, each January, April, July and October with updates completed no later than the 2nd work day of the following month. Each manager will keep copies of the rosters reflecting his or her sphere of control, both at home and at the office. In an emergency, necessary notification of staff will be made through telephone trees. <p>Alternate Communications</p> <ul style="list-style-type: none"> Telephone service may be interrupted in the event of a widespread emergency. This limits the usefulness of phone trees and lists. Staff will be instructed to try text messages in the event telephone services are interrupted. Text messaging is only useful for short messages, however. Each bureau will provide staff-callback information to the EHSD Director or designee,

	<p>who will relay the information to the local Emergency Broadcast system for broadcast.</p> <ul style="list-style-type: none"> • Staff, when unable to receive telephone communication during an emergency, will listen to radio or television broadcasts for instructions regarding work assignments. • Key bureau personnel in each location will attempt to report to their work site to post written notice to staff regarding work assignments. • Staff who are unable to receive other forms of communication can go to their work site for work assignment information. • Travel to the work site should only be attempted after considering safety and the drive-ability of the roadways. • If the emergency occurs during work hours, staff will immediately report to supervisor. Staff will continue normal work activities if possible and unless otherwise directed. • If the emergency occurs during off-hours, contact supervisor prior to scheduled work report time to determine if there is a change in assignment or work location. • If unable to contact supervisor, staff will call 1-877-313-7336 for information. • If unable to contact by phone, staff will report to office at work report time; if unable to get to office because of the emergency, they will report to the nearest Contra Costa county office or nearest county office to your home. • Support staff continues to provide support functions unless otherwise directed.
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	<p>All Division Managers</p> <ul style="list-style-type: none"> • Maintains phone tree listing of all Division staff; forward updated listing to Director on a quarterly basis. • Arranging for the broadcast of emergency instructions to staff: • Where to report for duty • Office closures and in-lieu assignments • Other disaster-related information peculiar to the Department • Managers will call supervisors, supervisors will call staff as phone service is available.
Essential Function:	3. Communication structure – contracted services
Process Description:	<ul style="list-style-type: none"> • Efforts will be made to function at as-near-to-normal capacity as possible. However, the nature and duration of the emergency will determine actual recovery time and level of capacity. Each manager who oversees a contracted service will confirm that services are available or find an alternative source.

Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<ul style="list-style-type: none"> • Managers and ER supervisors have Blackberry radio phones. Staff will report to their regular work site or as above. <p>CWS/Screening</p> <ul style="list-style-type: none"> • If the Screening function is not intact, referrals may be managed through OES. • If communication lines are intact, continue to receive calls of suspected abuse; also receive calls identifying children abandoned or separated from parents until a hotline is established. • If communication lines are not intact, receive information from Contra Costa Crisis Center via Nextel. • Triage calls. • Forward information to district offices; if possible, continue using CWS/CMS for communication, if CWS/CMS is down and phone lines are available, fax written referral information; if phone lines are not available, forward emergent referrals verbally via Nextel. <p>CWS/Emergency Response</p> <ul style="list-style-type: none"> • Unless there is an interruption in communication lines, receive referrals and respond. • If communication lines are interrupted, designate staff to receive emergency referrals verbally via Nextel and respond.
Essential Function:	5. Communication frequency
Process Description:	<ul style="list-style-type: none"> • It is expected that at minimum daily communication is required. In some cases that may be more frequent or as possible. All Division Managers who have Nextel phones should activate these phones to receive and to give emergency information. • Contact the Bureau Director to report in and to report or obtain information regarding extent of emergency, any deviation from planned activities, or required temporary reassignment of staff. • If emergency occurs during work hours, immediately communicate with supervisors; if emergency occurs off-hours, communicate with supervisors prior to next scheduled work report time. • Direct staff assignments/activities. • All Supervisors will contact Division Manager to determine special assignments, if any.

	<ul style="list-style-type: none"> If emergency occurs during work hours, Managers and Supervisors will immediately communicate with staff; if emergency occurs off-hours, they will communicate with staff prior to next scheduled work report time.
Essential Function:	6. Communication with media
Process Description:	<p>The EHSD Director is responsible for the following essential services and tasks in an emergency:</p> <ul style="list-style-type: none"> Coordinating with the County EHSD Director or designee at the activated Emergency Operation Center Relay department-specific information to the EOC for dissemination by the county EHSD Director or designee. Ensure a consistent and reliable message is given to the public regarding the emergency and the department’s role in the response. Assuring that reliable update bulletins and press releases are issued in a timely manner. In addition, the Department has designated staff to provide media updates. Staff will refer media calls to those individuals, or if those individuals are not available, media calls will go to the EHSD Director. Also, the EHSD Director or designee serves as a liaison with the district offices for analyzing and relaying information to the press. Act as a clearinghouse for external and internal communications. Provide coordination of telephone response to the press and the public, including creating and updating an information hotline Developing protocols to be followed by staff when they assist with phone duty. Arranging duty rosters to provide appropriate phone coverage
Essential Function:	7. Communication with volunteers
Process Description:	<p>OES staff, the CFS Director and Managers and Supervisors will work together in determining suitable assignments for volunteers.</p> <ul style="list-style-type: none"> Support staff from other bureaus may be available to work with Community Based Organizations and to provide other supports to the Public Information Office as needed.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	CFS has a toll-free number: 1-877-881-1116

CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<p>Records</p> <ul style="list-style-type: none"> • CDSS will, as the keeper of records, maintain the CMS/CWS system. • The County will work with their IT section to handle local access issues to CMS/CWS. • Staff will maintain records of services provided and contacts; update CWS/CMS, if possible, or maintain manual records for input when system available. • Staff will complete record searches and update systems for districts/counties where access is interrupted, as directed by the CFS Director and/or Division Managers. <p>Systems</p> <ul style="list-style-type: none"> • The County will ensure that mission-critical eligibility and payment systems are restored as soon after an emergent event as possible. • The County will prepare critical systems to withstand technological emergencies. • In the event electronic systems are unavailable, there is a back-up system for staff using a paper-based system for recording critical information that will be needed to restore/update the electronic system when it is operational. • The County maintains an electronic list of all children in out of home care with contact information. This information is updated weekly and provided to each CFS Division Manager to be stored on a secure flash-drive. • The County has in advance of an emergency, created non-electronic reports that provide critical information needed for the continuation of bureau-defined essential services. • The names, placement and contact information of all children involved with CFS are also available through SafeMeasures – which is an online case management/outcome management data system that has CWS/CMS information stored in a different location than our local data.
Essential Function:	2. Use of off-site back-up system
Process Description:	<ul style="list-style-type: none"> • Staff may use a neighboring county to input/retrieve from the Statewide CMS/CWS data system, email, etc.

	<ul style="list-style-type: none"> • Laptops with CMS/CWS remote access may be made available. • Managers and some supervisors and staff are also equipped with virtual private network tokens which allows them to use a remote desktop for access to all of their work and documents and programs.
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process
Process Description:	<ul style="list-style-type: none"> • The State ICPC Compact Administrator is responsible for assisting the County in contacting other states regarding sharing information and coordinating services. • Staff will be in contact with the ICPC Administrator within the County and at the State Level to ensure that services are continuous.
Essential Function:	2. Mental health providers
Process Description:	<ul style="list-style-type: none"> • Crisis services will be provided as needed to children, their families, and caregivers. • Staff will liaison with Health Services to develop plan for access of medical care for children who are dependents. • Staff will liaison with Mental Health to plan for counseling services, if needed.
Essential Function:	3. Courts
Process Description:	<ul style="list-style-type: none"> • The courts, attorneys for children and parents will be notified of any change in placement or medical status as soon as possible.
Essential Function:	4. Federal partners
Process Description:	<ul style="list-style-type: none"> • The CFS Director will coordinate with other Federal and State agencies to deploy staff and resources to most affected areas..
Essential Function:	5. CDSS
Process Description:	<ul style="list-style-type: none"> • CDSS will be notified for any required reporting on the status of children in out of home placement. The CFS Director or Designee will be in communication with CDSS
Essential Function:	6. Tribes
Process Description:	<ul style="list-style-type: none"> • The Tribes will be notified as soon as possible of any Native American children whose placement is affected by a disaster. In addition, Tribes will have access to information disseminated via the media and through the EHSD Director or designee.

Essential Function:	7. Volunteers
Process Description:	<ul style="list-style-type: none">• Volunteer and Emergency Services will, under the guidance of the OES and the CFS Director, work with each District Manager on deploying volunteer resources and supplies.