

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: El Dorado County, Department of Human Services

Date Completed: February 24, 2011

Name/Title: Daniel Nielson, Director
 Person Managing/Overseeing Emergency Plan Implementation

Telephone #: 530-642-7300

E-mail Address: daniel.nielson@edcgov.us

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. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

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 TEMPLATE

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:	<p>A Child Welfare Disaster Team (CWDT) will utilize the CWS/CMS printout of a Placement report, updated weekly, and the most recent page(s) of the Placement log, which will be located in the After Hours briefcases, to contact each dependent child and foster family to determine if the child and foster family are safe. If e-mail is available, a group e-mail will be sent out, asking care providers to call in and let the Department know their location and any safety concerns.</p> <p>If the family is not able to stay in their home, but is able to keep the dependent child(ren) with the care provider's family, whether at a friend or relative's home, a motel, or a shelter, this is the preferred placement for the child. If the care provider is unable to keep the dependent child with the rest of the family, the CWDT will move the child to another foster home not in the disaster area, including out of County or out of State placement, until it is deemed safe for the minor to return to the original care provider.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	The same placement information sources as in #1 will be used to contact all foster families via telephone and e-mail.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	When there is a buildup/warning of a pending disaster, CWDT will operate in conjunction with the El Dorado County Emergency Operations Plan and follow the instructions of the Office of Emergency Services (OES). The CWDT will contact the OES by calling 530-621-6600. The CWDT will attempt to contact foster children and families in the apparent path of a disaster from Placement information, via telephone and/or e-mail, and instruct them according to the direction of the OES.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	CWDT will operate in conjunction with of the El Dorado County Emergency Operations Plan and follow this plan and the instructions of the OES. The CWDT will contact the OES by calling 530-621-6600. The CWDT will attempt to contact foster children and families according to this plan, to advise them of the instructions of the OES.
Essential Function:	5. Identification of shelters
Process Description:	CWDT will operate in conjunction with the El Dorado County Emergency Operations Plan, the Red Cross and the Local Assistance Center (LAC) and follow the instructions of the OES. The CWDT will contact the OES by calling 530-621-6600. The CWDT will attempt to contact foster children and families to share shelter information.
Essential Function:	6. Parental notification procedures

Process Description:	The same Placement information sources as in #1 will be used to contact parents. The CWDT will share with the parent the status of the child. Child location information will not be shared with the parent(s) in the case of confidential placements.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	Depending on the level of the disaster, the CWDT will continue to access services for existing and new clients as available and at the direction of the County Administrative Office and the Board of Supervisors. If services are unavailable due to the disaster, services will be resumed as soon as possible. If children must be located in other counties or states, CWDT will follow up to ensure that services are accessed in the new location.
Essential Function:	8. Staff assignment process
Process Description:	<p>The CWDT will consist of the After Hours on call Social Worker, Supervisor and Manager in each office, (Placerville and South Lake Tahoe (SLT)) plus additional staff:</p> <p>Director Assistant Director Program Manager II(s)</p> <p>1 - Program Manager I, (Placerville / South Lake Tahoe) 2 - Social Worker Supervisors, (Placerville / South Lake Tahoe) 1 – Foster Care Eligibility Worker, (Placerville / South Lake Tahoe) 6 – Social Workers, (Placerville / South Lake Tahoe) 2 – Social Service Aides, (Placerville / South Lake Tahoe) 1 – Social Service Aide, (Placerville / South Lake Tahoe) 1 – Clerical Staff, (Placerville / South Lake Tahoe) 1 – Clerical Staff, (Placerville / South Lake Tahoe)</p> <p>Help Desk, CWS Analyst and Training Coordinator will be called in and assigned as determined necessary.</p> <p>Other staff will be called in and assigned as determined necessary.</p>
Essential Function:	9. Workload planning
Process Description:	Staff will be called in and assigned as necessary to ensure the safety and well-being of children by the Director, Assistant Director(s), Managers and Supervisors.
Essential Function:	10. Alternative locations for operations

Process Description:	Alternative locations for operations are determined by the OES Emergency Operations Plan, Red Cross and LAC, and will be followed by the CWDT.
Essential Function:	11. Orientation and ongoing training
Process Description:	Orientation and ongoing training, as needed, will be instituted by in-house Emergency Management Coordinator and the Training Coordinator at the direction of the Director, Assistant Director(s), Managers and Supervisors.
CWS Disaster Response Criteria B:	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:	The CWDT will respond to all immediate referrals received via the CWS hot line or any other means. Additional staff will be called in if necessary. Other referrals will be responded to within 10 days. A due diligence search will be conducted for all children who are part of a current investigation displaced by the disaster to ensure a continued investigation and welfare check.
Essential Function:	2. Implementation process for providing new services
Process Description:	CWDT will arrange for the provision of services if available, whether locally or in a neighboring County or State.
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:	Staff, clients and child abuse reporters will hopefully still be able to use the CWS hot line numbers to communicate with the answering service which is located out of State. The OES and CWDT members will have private emergency response numbers for each other in order to communicate. In the event that telephone systems are not working, see item 4.
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	If telephone and e-mail systems are working, CWDT will use a telephone tree and/or group e-mail to communicate with staff. In the event that telephone and e-mail systems are not working, see item 4.
Essential Function:	3. Communication structure – contracted services

Process Description:	If telephone and e-mail systems are working, CWDT will attempt to contact service providers to determine if they are conducting business or who else might be able to provide services. In the event that telephone and e-mail systems are not working, see item 4.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	When all normal channels of communication are unavailable, CWS staff will listen to and follow instruction provided by the OES on local radio frequencies that have been pre-determined in the OES Emergency Operations Plan, television, or any other available means of communication such as scanners.
Essential Function:	5. Communication frequency
Process Description:	Depending on the disaster, staff will be instructed to call in at specified intervals to the CWDT leaders, according to OES instruction.
Essential Function:	6. Communication with media
Process Description:	Members of the Department of Human Services Administrative Team will communicate with the OES Public Information staff who in turn will communicate with the media.
Essential Function:	7. Communication with volunteers
Process Description:	CWDT will attempt communication with volunteers, such as Court Appointed Special Advocates (CASA) as needed.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	El Dorado County CWS accepts collect calls during normal business hours. When phones are “rolled over” to an answering service at night and on weekends or in case of an emergency, calls are forwarded to an 800 number. TTY phones will be checked for messages by the CWDT.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	CWS electronic records are kept out of State and would be preserved in the event of a local disaster. Should hard copy record damage occur, a document preservation service will be utilized if appropriate.
Essential Function:	2. Use of off-site back-up system

Process Description:	CWS electronic records are kept out of State and would be preserved in the event of a local disaster.
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:	ICPC placements from other states will be contacted by the CWDT and information on the safety and whereabouts of those children will be reported to the ICPC contact in those states, as timely as possible.
Essential Function:	2. Mental health providers
Process Description:	CWDT will be in contact with Mental Health providers through the OES and LAC and coordinate services needed for foster children.
Essential Function:	3. Courts
Process Description:	CWDT will be in contact with the courts through an already established after hours protocol, and through the OES and the CAO, to ensure that any necessary court actions take place, whether locally, in another court in the county, or in a temporary emergency court setting.
Essential Function:	4. Federal partners
Process Description:	CWDT will use any available means of communication to gain emergency instruction from Federal partners.
Essential Function:	5. CDSS
Process Description:	CWDT will use any available means of communication to gain emergency instruction from CDSS.
Essential Function:	6. Tribes
Process Description:	CWDT will communicate with Tribes, when applicable, by any available means of communication to report on the safety of any foster children with Tribal affiliation, as timely as possible.
Essential Function:	7. Volunteers
Process Description:	CWDT will use any available means of communication to volunteers as necessary.

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: El Dorado County Probation Department

Date Completed: January 7, 2011

Name/Title: Karla Kowalski, Supervising Deputy Probation Officer
 Person Managing/Overseeing Emergency Plan Implementation

Telephone #: 530-621-5625

E-mail Address: karla.kowalski@edcgov.us

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. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

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 TEMPLATE

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:	7. Identification and location process of children who may be displaced
Process Description:	A Deputy Probation Officer (DPO) will utilize the PRIORS case management system, caseload lists, files and field book pages to locate all minors placed in out of home placement, to include foster, group, and relative homes. A DPO will contact each minor and caregiver to determine if each minor is safe.
Essential Function:	8. Communication process with child care providers

Process Description:	After locating a minor, a DPO will communicate with each caregiver and focus on the safety of the minor, which may result in removal of the minor from an unsafe environment.
Essential Function:	9. Identification of evacuation procedures – Event known in advance
Process Description:	The DPO will operate in conjunction with the Disaster Response Plan of the El Dorado County Department of Human Services, the El Dorado County Emergency Operations Plan and the Office of Emergency Services, when applicable and necessary. The DPO will contact the Office of Emergency Services by calling 911, when necessary.
Essential Function:	10. Identification of evacuation procedures – Event not known in advance
Process Description:	The DPO will operate in conjunction with the Disaster Response Plan of the El Dorado County Department of Human Services, the El Dorado County Emergency Operations Plan and the Office of Emergency Services, when applicable and necessary. The DPO will contact the Office of Emergency Services by calling 911, when necessary.
Essential Function:	11. Identification of shelters
Process Description:	The DPO will operate in conjunction with the Disaster Response Plan of the El Dorado County Department of Human Services, the El Dorado County Emergency Operations Plan and the Office of Emergency Services, when applicable and necessary. The DPO will contact the Office of Emergency Services by calling 911, when necessary. However, a minor may be booked into a Juvenile Detention Facility (JDF) for his/her own safety.
Essential Function:	12. Parental notification procedures
Process Description:	The DPO will utilize the PRIORS case management system, files and field book pages to locate all parents of minors placed in out of home placement.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	Depending on the level of the disaster, the DPO will continue to access services for minors currently in out of home placement. If services are unavailable due to the disaster, services will be resumed as soon as they are available. If a minor must be removed, the DPO will follow up to ensure that services are provided in the new placement, if placed. If a minor is removed and booked into a JDF for his/her own safety, services will continue as soon as a minor is again placed.
Essential Function:	12. Staff assignment process
Process Description:	A DPO assigned specifically to supervising minors in out of home placements will locate all affected minors. Any other DPO can be assigned to assist as determined necessary. A Supervising Deputy Probation Officer (SDPO) will also be assigned.

Essential Function:	13. Workload planning
Process Description:	Any DPO can be assigned as necessary to assist in ensuring the safety of the minors in out of home placement.
Essential Function:	14. Alternative locations for operations
Process Description:	Alternative locations for operations will be determined by the OES.
Essential Function:	15. Orientation and ongoing training
Process Description:	The SDPO will discuss the disaster response plan with any DPO assigned specifically to supervise minors in out of home placements, so each DPO understands the process. Also, any DPO who may be assigned to assist will be made aware of this plan, and the potential need for assistance. As changes are made, ongoing discussions will occur to prepare any DPO assigned to ensure the ongoing safety of any minor in out of home placement.
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	3. New child welfare investigation process
Process Description:	The DPO will respond to and initially investigate any immediate referrals resulting from minors currently in out of home placement. If necessary, involvement from Child Protective Services may become necessary. The DPO will then work with the assigned Social Worker to ensure any referrals are handled in the appropriate manner.
Essential Function:	4. Implementation process for providing new services
Process Description:	The DPO will arrange for the provision of services if available, whether locally or in a neighboring county.
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:	9. Communication structure – staff
Process Description:	Communication will occur personally and through telephones. Each SDPO, each Manager and the Chief Probation Officer is provided a list of the contact numbers of all Probation Department staff, and any displaced staff will be contacted in the most immediate manner available.
Essential Function:	10. Communication structure – child welfare personnel (phone tree)

Process Description:	Communication will occur personally and through telephones. Each SDPO, each Manager and the Chief Probation Officer is provided a list of the contact numbers of all Probation Department staff, and any displaced staff will be contacted in the most immediate manner available.
Essential Function:	11. Communication structure – contracted services
Process Description:	Assuming telephone systems are working, the DPO will attempt to contact service providers to determine if they are conducting business or who else might be able to provide services.
Essential Function:	12. Communication process when all normal channels are unavailable
Process Description:	The DPO will listen to instruction provided by the OES on local radio.
Essential Function:	13. Communication frequency
Process Description:	Depending on the disaster, staff will be given specific instructions.
Essential Function:	14. Communication with media
Process Description:	The Chief Probation Officer will respond to the media when necessary.
Essential Function:	15. Communication with volunteers
Process Description:	At this time, volunteers are not utilized by the Probation Department.
Essential Function:	16. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	The Probation Department has not established a toll-free number. A DPO will be responsible for contacting all relevant parties as listed in this plan.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	3. Record preservation process
Process Description:	All records, electronic or hard copy, are located within El Dorado County.
Essential Function:	4. Use of off-site back-up system
Process Description:	There is no off-site back-up system available.
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	8. Interstate Compact on the Placement of Children reporting process

Process Description:	At this time there are no delinquent wards of El Dorado County placed in other states, nor is the Probation Department aware of any delinquent wards from other states placed through the ICPC in El Dorado County.
Essential Function:	9. Mental health providers
Process Description:	The DPO will attempt to contact mental health providers to determine if they are conducting business or who else might be able to provide services.
Essential Function:	10. Courts
Process Description:	The DPO will be in immediate contact with the Court, especially if removal and booking into a JDF becomes necessary. The DPO will ensure any necessary court hearings occur, whether locally, in another courtroom in the county, or in a temporary emergency court setting.
Essential Function:	11. Federal partners
Process Description:	The DPO will communicate with any federal partners if necessary.
Essential Function:	12. CDSS
Process Description:	The DPO will communicate with CDSS if necessary.
Essential Function:	13. Tribes
Process Description:	The DPO will communicate with tribes, when applicable.
Essential Function:	14. Volunteers
Process Description:	At this time, volunteers are not utilized by the Probation Department.