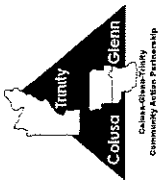




**GLENN COUNTY
HUMAN RESOURCE AGENCY
HRA**



SOCIAL SERVICES
DIVISION
P.O. Box 611
420 E. Laurel St.
Willows, CA 95988
(530) 934-6514

SCOTT GRUENDL
DIRECTOR

COMMUNITY ACTION
DIVISION
420 E. Laurel St.
Willows, CA 95988
(530) 934-6510

February 1, 2010

Hillary Moyle
California Department of Social Services
Adoptions Services Bureau
744 P Street, MS 8-12-31
Sacramento, CA 95814

Dear Ms. Moyle:

Enclosed, please find Glenn County's Child Welfare Services Disaster Response Plan. The plan has been reviewed and updated where necessary.

If you have any questions, please contact me at: 530-934-1448.

Sincerely,

Cheryl Harrison, MSW
Program Manager, Children's & Adult's Services

SOUTH COUNTY FACILITY LOCATION
7 Laurel St.
Willows, CA 95988

TOLL FREE 1-800-287-8711

NORTH COUNTY FACILITY LOCATION
604 East Walker Street, Suite A
Orland, CA 95963

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Tuolumne County Dept. of Social Services

Date Completed: January 19, 2010

Name/Title: Karen McGettigan, Staff Services Analyst
 Person Managing/Overseeing Emergency Plan Implementation

Telephone #: (209) 533-7378

E-mail Address: kmcgettigan@co.tuolumne.ca.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:	Department will maintain a current and comprehensive list of all foster youth, including children placed: <ul style="list-style-type: none"> • Within Tuolumne County • Within the state of California, but outside Tuolumne County • Within Tuolumne County <u>from</u> out of state through the Interstate Compact on the Placement of Children (ICPC) and • Outside of the state of California through the ICPC

	<p>The list will have a photo of each child, along with their:</p> <ul style="list-style-type: none"> • Name • Age • Current Address, Phone Number, and Alternate Phone Number and • Any Critical Medical/Mental Health information <p>CWS data will be generated by the Child Welfare Services Case Management System (CWS/CMS) using Safe Measures. ICPC information will be provided by existing ICPC tracking tools. Probation placements shall be tracked through monthly updated placement lists provided by the Probation Department. The list will be refreshed monthly.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	When a disaster strikes, a toll-free number will be placed on the CWS and Probation outgoing voicemail systems. The toll-free number will be handled by the answering service currently under contract with the Department of Social Services for after-hours crisis calls.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>Disaster response will be initiated by the County Administrative Officer (CAO) or his/her designee. Foster Youth Disaster Preparedness responsibilities will be directed to the CWS Lead Commander (Program Manager) at the direction of the CAO.</p> <p>Department staff will maintain familiarity with protocols to be used in case of evacuation through regular training and annual drills.</p>
Essential Function:	4. Identification of evacuation procedures – Event <u>not</u> known in advance
Process Description:	<p>Disaster response will be initiated by the CAO or his/her designee. Foster Youth Disaster Preparedness responsibilities will be directed to the CWS Lead Commander (Program Manager) at the direction of the CAO.</p> <p>Department staff will maintain familiarity with protocols to be used in case of evacuation through regular training and annual drills.</p>
Essential Function:	5. Identification of shelters
Process Description:	The County of Tuolumne has identified multiple disaster shelter locations throughout the area (the

	lists are maintained in the County Mass Care and Shelter Plan). For foster youth the first shelter location will be at the Tuolumne County Emergency Children’s Shelter. Once located, processed and tracked, the youth may be transferred to alternative shelter locations, based on need and location.
Essential Function:	6. Parental notification procedures
Process Description:	Parents are advised upon their child(ren)’s placement and through ongoing communication with their case managing social worker to call the CWS main telephone number in times of a disaster. When a disaster strikes, a toll-free number will be placed on CWS and Probation outgoing voicemail systems. The toll-free number will be received by the answering service company currently under contract with the Department of Social Services for after-hours crisis calls.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>Disaster protocols will be initiated upon determination a disaster has occurred, at the direction of the CAO or his/her designee. Using the CWS Disaster Plan Chain of Command Chart, the CWS Lead Commander (Program Manager) will call a “Code Red,” thereby implementing alternative business processes for all CWS staff.</p> <p>The Lead Commander will divide unit responsibilities into the three teams: the Crisis Team (Emergency Response Unit) Communication Management Team (On Going Unit), and Support Team (Clerical, Legal and Community Health staff). Supervisors of each unit will take command of their respective teams to assume the following responsibilities:</p> <ul style="list-style-type: none"> • <u>Crisis Team</u> Provide critical tasks to provide safety and support to youth and families • <u>Communication Management Team</u> Manage communications through use of phone trees and lists with foster parents, parents, relative Caregivers and critical service providers • <u>Support Team</u> Record Disaster Contact Phone Number and critical information on CWS main phone line, communicate all critical information to the Answering Services Company at the direction of the Lead Commander, and provide all support activities as needed by the CWS Response Teams, including overseeing youth at the CWS office or alternative location.

Essential Function:	8. Staff assignment process
Process Description:	<p><u>PREPAREDNESS</u></p> <p>Responsibilities for tasks related to Disaster Preparedness for Foster Youth are delegated among department staff as follows:</p> <ul style="list-style-type: none"> (A) CWS Lead Commander (Program Manager) <ul style="list-style-type: none"> • Monthly review of binders for changes/updates • Train staff (B) Department of Social Services Safety Coordinator <ul style="list-style-type: none"> • Continually update Mass Care and Shelter Plan with updates to the Disaster Preparedness Plan for Foster Youth • Organize, oversee and document drills at DSS (C) CWS Legal Clerk <ul style="list-style-type: none"> • Refresh foster youth list monthly, to be distributed to all active Disaster Preparedness Plan binders. Binders will be at the following locations: <ul style="list-style-type: none"> ○ CWS office ○ DSS Mass Care and Shelter Binder ○ After Hours On-Call Bag ○ Emergency Children's Shelter (D) CWS Social Worker <ul style="list-style-type: none"> • Photograph foster youth upon placement in digital format • Provide digital photo to CWS Legal Clerk for insertion into the Disaster Preparedness Plan binders <p><u>DISASTER RESPONSE</u></p> <p>Responsibilities for tasks related to managing a disaster include the following:</p> <ul style="list-style-type: none"> (A) CWS Lead Commander (Program Manager) <ul style="list-style-type: none"> • Initiate Disaster Response Activities • Oversee Distribution of phone tree, Ensure each team has a Team Commander identified (B) CWS Crisis Team Commander (Emergency Response Unit Supervisor) <ul style="list-style-type: none"> • Using Disaster Preparedness Plan for Foster Youth and Disaster Plan phone tree,

	<p>initiate communication with team</p> <ul style="list-style-type: none"> • Organize and oversee Crisis Control Activities; delegate activities to staff <p>(C) CWS Communications Team Commander (On Going Unit Supervisor)</p> <ul style="list-style-type: none"> • Using Disaster Preparedness Plan for Foster Youth and Disaster Plan phone tree, initiate communication with team • Organize and oversee Communication Management Activities; delegate activities to staff <p>(D) CWS Support Team Commander (Licensing/Support Staff Supervisor)</p> <ul style="list-style-type: none"> • Record Disaster Contact Phone Number and critical information on CWS main phone line • Communicate all critical information to Answering Service Company at the direction of the Lead Commander • Provide all support activities as needed by all CWS Response Teams, including overseeing any youth at the CWS office or alternative location; delegate activities to staff <p>(E) CWS Social Worker</p> <ul style="list-style-type: none"> • Crisis Team (ER social workers) will provide critical tasks to provide safety and support to youth and families. • Communication Team (OG social workers) will manage communications through the use of phone trees and lists with foster parents, parents, relative caregivers and critical service providers
Essential Function:	9. Workload planning
Process Description:	The department will review the Disaster Preparedness Plan for Foster Youth with new employees upon hire, existing County of Tuolumne employees who are transferred to CWS, and/or CWS employees changing job functions within the department in order to facilitate effective workload planning and assure effective chain of command in the event of a disaster. The department will review its Disaster Preparedness Plan with all staff during emergency drills.
Essential Function:	10. Alternative locations for operations
Process Description:	In a disaster, when operations can no longer be managed at its original location, an alternative location shall be used. The alternative location will be the: Tuolumne County Emergency Children's Shelter 20635 North Sunshine Road Sonora, California 95370

Essential Function:	11. Orientation and ongoing training
Process Description:	<p>CWS will maintain a current copy of the Tuolumne County Disaster Preparedness Plan for Foster Youth. At a minimum, one (1) copy will be maintained at the CWS office. Additionally, a current copy will be maintained as incorporated in the County of Tuolumne Mass Care and Shelter Plan. One (1) copy shall be placed in the After Hours On-Call Bag, and one (1) copy will be kept at the Emergency Children’s shelter.</p> <p>The department will review its Disaster Preparedness Plan with new hires, shelter staff, and with all staff during emergency drills.</p>
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:	CWS’ response will be limited to the highest risk, critical referrals only until “Code Red” disaster activities have been concluded. The Crisis Team will review referrals to determine the highest risk and respond accordingly.
Essential Function:	2. Implementation process for providing new services
Process Description:	Ongoing case management will be limited to the highest risk, critical needs until “Code Red” disaster activities have been concluded. The Communications Management Team will review cases to determine the greatest need and respond accordingly.
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>1. The department will regularly review Appendix E (the Human Services Agency Emergency Contact List) of the County of Tuolumne Mass Care and Shelter Plan to ensure the information is correct.</p> <p>2. The department will regularly review Foster Youth Emergency Contact List (Appendix A of the Tuolumne County Disaster Preparedness Plan for Foster Youth) to ensure the information is</p>

	<p>correct.</p> <p>3. Department will have staff available who can communicate with each agency and who has knowledge and access to any facility and resident information needed.</p> <p>4. Department will have advanced emergency plans and arrangements with placement agencies and/or authorized representatives, especially in the case of clients with special medical needs.</p> <p>5. Department staff will know the location, primary contact person and function of each contact/agency listed. This includes any 911 or 911 call back information.</p>
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	Staff phone tree, including Chain of Command, home and cell phone numbers and addresses shall be maintained at the CWS office and stored within each Disaster Preparedness binder for use in an emergency.
Essential Function:	3. Communication structure – contracted services
Process Description:	In a disaster, communication shall be made with contactors of critical services only. Contractors who have questions or need information shall be directed to the toll-free number for information.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	Support Team will initiate contact with CHDSS and Tuolumne County IT Department in order to create a website with necessary information.
Essential Function:	5. Communication frequency
Process Description:	Communication will be on an as-needed basis depending on risk.
Essential Function:	6. Communication with media
Process Description:	Media communication will be determined by the County Administrative Officer or his/her designee.
Essential Function:	7. Communication with volunteers

Process Description:	Communication with volunteers will be made by the Communications Team on an as needed basis, depending upon the need for volunteer assistance and availability.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	A toll-free number is currently available to the public for after-hours emergencies. This toll-free number will be recorded on the CWS and Probation outgoing voicemail systems. The toll-free number will be handled by the answering service company currently under contract with the Department of Social Services for after-hours crisis calls. All parents/caregivers/foster parents are advised of the toll-free number to be used in times of a disaster upon placement of a child, and through foster parent newsletters and on going communication with the case managing social worker.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	CWS records are maintained and will be preserved in the statewide Child Welfare Services/Case Management System (CWS/CMS). Hard copies of the Disaster Preparedness Plan for Foster Youth with critical information regarding current foster youth are kept in four separate location: CWS office, DSS office, After Hours On-Call Bag, and the Emergency Children's Shelter.
Essential Function:	2. Use of off-site back-up system
Process Description:	When the alternative operations location has been implemented, access to the State Automated Child Welfare Information System shall be made using laptops via high-speed dial-up connection.
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:	Communication Team Commander will contact the State of California ICPC Coordinator in order to establish free flow of information regarding foster youth placed through the ICPC process.
Essential Function:	2. Mental health providers

Process Description:	Access to information will be made available through the use of the toll-free number, website, and direct communication when critical.
Essential Function:	3. Courts
Process Description:	Access to information will be made available through the use of the toll-free number, website, and direct communication when critical.
Essential Function:	4. Federal partners
Process Description:	Access to information will be made available through the use of the toll-free number, website, and direct communication when critical.
Essential Function:	5. CDSS
Process Description:	Access to information will be made available through the use of the toll-free number, website, and direct communication when critical.
Essential Function:	6. Tribes
Process Description:	Access to information will be made available through the use of the toll-free number, website, and direct communication when critical.
Essential Function:	7. Volunteers
Process Description:	Access to information will be made available through the use of the toll-free number, website, and direct communication when critical.

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

Agency Name: Glenn County Human Resource Agency
 Title: Cheryl Harrison, CWS Program Manager
 Person Managing/Overseeing Emergency Plan Implementation

Date Completed: January 29, 2010
 Telephone #: (530) 934-1515
 E-mail Address: charrison@hra.co.glenn.ca.us

This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of their 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:	The HRA will use the CWS/CMS system to identify and locate children in the area of the disaster. If the CWS/CMS system is unavailable, a hard copy list of all children in out-of-home placement is generated monthly and distributed to the Emergency Preparedness Team Executive Sponsors and the CWS Program Manager and supervisors. This list will be used to identify and locate children in the event of a disaster. In addition, Glenn County uses SafeMeasures®, which has an Emergency Management section with maps and addresses of all placements in Glenn County. Glenn County Probation maintains a list of children under their jurisdiction and will use this to locate children in the area of the disaster.
Function:	2. Communication process with child care providers

Process Description:	The primary communication process will be by telephone if available. If telephone service is not available, the provider will be contacted by e-mail and/or in-person by a county social worker.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	Care providers will have a pre-developed evacuation plan on what to do and where to go in the event of a disaster. The plan will include following any evacuation instructions provided by emergency personnel (police, fire, etc.). Once away from the affected area, the care provider will contact the HRA either by telephone or in-person and let them know the status of the children in their care. If the HRA does not hear from the provider within four (4) hours, HRA personnel will follow-up through known telephone numbers and/or in-person contact at known addresses. The plan will also include where the family will go and emergency contact numbers. A copy of the plan will be kept on file at the HRA, in the licensing file.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	Care providers will have a pre-developed evacuation plans on what to do and where to go in the event of a disaster. The plan will include following any evacuation instructions provided by emergency personnel (police, fire, etc.). Once away from the affected area, the care provider will contact the HRA either by telephone or in person and let them know the status of the children in their care. If the HRA does not hear from the provider within four hours, HRA personnel will follow-up through known telephone numbers and/or in-person contact at known addresses. The plan will also include where the family will go in an emergency and contact numbers. A copy of the plan will be kept on file at the HRA, in the licensing file.
Essential Function:	5. Identification of shelters
Process Description:	Emergency shelters are identified in coordination with the HRA, the Red Cross and the County Emergency Operation Center (EOC). When HRA personnel are able to reach the care provider through known telephone numbers and/or in-person contact at known addresses they will notify the providers of shelter locations. Shelter locations are also broadcast through emergency radio and television channels and by emergency personnel. If the family cannot be housed in a pre-planned place, they will present at an open shelter until other arrangements can be made.
Essential Function:	6. Parental notification procedures
Process Description:	The on-call social worker will attempt to make telephone contact with the parents and inform them of the child(ren)'s condition and situation. Each parent will be provided with a procedure for obtaining information

	during disasters. This procedure will be provided at the time of detainment.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	The HRA has two sites and two Family Resource Centers. This allows operation in three separate communities in the County. If one facility is unavailable, the others will be used. HRA also collaborates with other county agencies and faith based organizations that can assist in providing services.
Essential Function:	7. Staff assignment process
Process Description:	Case worker assignments would be handled based on availability and accessibility of social workers. Priority cases will be reassigned to those available. Those cases impacted most and/or those with special needs will have priority.
Essential Function:	8. Workload planning
Process Description:	Workload will be planned based on the extent and impact of the disaster. Any special needs of the children will also be a consideration during workload planning.
Essential Function:	9. Alternative locations for operations
Process Description:	The HRA has two locations and two Family Resource Centers in different parts of the County from which operations can be resumed. If on the off chance both locations are not accessible, arrangements will be made with another County to provide equipment and space to resume operations. HRA's Willows office is the county command center for disaster services and has a generator and plans to stay open in a disaster.
Essential Function:	10. Orientation and ongoing training
Process Description:	The case workers, care givers and partners will be trained on the plan initially and on annual intervals.

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 process will be similar to that done in non-disaster situations. A response worker will be dispatched with law enforcement. The response worker will be trained to identify those issues which are disaster related versus issues that have been on-going. During a disaster, all new referrals will be triaged on an imminent need basis.
Essential Function:	2. Implementation process for providing new services
Process Description:	An operational agreement with Health Services will provide mental health counseling to families for disaster related issues. This service will be to preclude the detention of the child by separating those situations which are related to the disaster and those which have been more long term. More social workers would be added to the on-call staff to respond to reports of abuse. Also, a contracted Public Health Nurse will be available to assess the children's welfare.
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:	The HRA will implement a telephone tree if telephone service is available. In the absence of telephones, radio announcements will be made. The County has established procedures for employees who are able to report to work during or immediately after a disaster.
Essential Function:	2. Communication structure – child welfare personnel (telephone tree)
Process Description:	Child Welfare will implement a telephone tree if telephone service is available. In the absence of telephones, radio announcements will be made. The County has established procedures for employees who are able to report to work during or after a disaster.
Essential Function:	3. Communication structure – contracted services
Process Description:	Contact will be made by either telephone or e-mail. In the absence of either of those, personal contact will be

	made if feasible.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	HRA Executive team members help staff the Emergency Operation Center (EOC) along with other county service providers. Communication will be conducted through a designated staff lead and the EOC. Emergency communication radios with specified frequency can be used in the event of communication difficulties.
Essential Function:	5. Communication frequency
Process Description:	Communication will be held as needed as determined by the circumstances of the event. Employees will initially report to the supervisor for assignments. Once the assignment has been made, communication will occur as necessary for providing services.
Essential Function:	6. Communication with media
Process Description:	An HRA Emergency Preparedness Executive Sponsor has responsibility for staffing the county Emergency Operation Center (EOC) and providing information release. In time of disaster, all communication with the media will be conducted through this person.
Essential Function:	7. Communication with volunteers
Process Description:	Contact will be made by either telephone or e-mail. In the absence of either of those, personal contact will be made.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	An 800 number for the HRA is established and published.

CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	Records on electronic systems (CWS/CMS) are stored in Sacramento. The records are backed up daily in Sacramento.
Essential Function:	2. Use of off-site back-up system
Process Description:	The off-site back-up system is maintained by the California Department of Social Services.
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:	The Glenn County Disaster Response Plan is provided to the ICPC coordinator. All ICPC children placed with the County are listed on the Out-of-Home Placement report and recorded in the CWS/CMS system. The ICPC coordinator will maintain a list of emergency contact numbers for the ICPC population.
Essential Function:	2. Mental health providers
Process Description:	The Glenn County HRA has an agreement with the Glenn County Health Services to provide mental health services during disasters. Each client has a signed release of information so information can be shared between the departments.
Essential Function:	3. Courts
Process Description:	The Glenn County HRA shares information with the courts through court reports and filings. Judges are available 24/7 through telephones.
Essential Function:	4. Federal partners
Process Description:	NA

Essential Function:	5. CDSS
Process Description:	Information is available through the CWS/CMS system. If the system is down, necessary information and coordination will be done through e-mail or the telephones.
Essential Function:	6. Tribes
Process Description:	As necessary, information and coordination will occur with the tribal chair. Communication may occur with the ICWA Coordinator via telephone, e-mail or in-person contact.
Essential Function:	7. Volunteers
Process Description:	The only volunteer that works with dependents/wards of the State is the CASA Coordinator. Coordination will occur through telephone or by e-mail.