

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

County & Agency Name: Glenn County Health and Human Services Agency (HHS)

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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

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), and out of state non-minor dependents under county care or supervision who are displaced or adversely affected by a disaster;
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:	The HHSA and Probation Departments will use the CWS/CMS system to identify and locate children and Non-Minor Dependents (NMD) youth in the area of a disaster, including those placed out of state. If the CWS/CMS system is unavailable, a hard copy list of all children in out-of-home placement, including Probation, is generated monthly and distributed to the CWS Program Manager and Supervisors, Licensing Program Manager and filed with the CWS Clerk. This list will be used to identify and locate children and NMD youth 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. If the child or NMD youth is placed out of state the ICPC liaison will make contact with that State's ICPC liaison to ensure communication and assistance in the identification and location.
Essential Function:	2. Communication process with child care providers
Process Description:	The primary communication process will be by telephone and/or text if available. If telephone/text service is not available, the provider will be contacted by e-mail and/or in-person by a county social worker or Probation Department, as appropriate.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	Care providers have a pre-developed evacuation plan on what to do and where to go in the event of a disaster. The plan includes following any evacuation instructions provided by emergency personnel (police, fire, etc.). Once away from the affected area, the care provider will contact the HHSA/Probation Department either by telephone or in-person and let them know the status of the children in their care. If the HHSA and/or Probation Department do not hear from the provider within four (4) hours, HHSA and/or Probation Department 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 is kept in the care provider's licensing file, which is held at the HHSA.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	Care providers have a pre-developed evacuation plan on what to do and where to go in the event of a disaster. The plan includes following any evacuation instructions provided by emergency personnel

	(police, fire, etc.). Once away from the affected area, the care provider will contact the HHSA/Probation Department either by telephone or in person and let them know the status of the children in their care. If the HHSA and/or Probation Department do not hear from the provider within four hours, HHSA and/or Probation Department 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 is kept in the care provider's licensing file, which is held at the HHSA.
Essential Function:	5. Identification of shelters
Process Description:	Emergency shelters are identified in coordination with the HHSA, the Red Cross and the County Emergency Operation Center (EOC), which includes participation by the Probation Department. When HHSA and/or Probation 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 CWS social work staff and/or Probation staff, as appropriate, will attempt to make telephone contact with the parents and inform them of the child(ren)'s condition and situation. When a child enters foster care each parent is provided with a procedure for obtaining information during disasters. This procedure will continue to be provided at the time of detainment. Parents of NMD youth will also be contacted unless that NMD has elected to keep their information confidential from their parent.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	The HHSA – Social Service Division has two operating sites in the county and a close collaborative relationship with the Probation Department. This allows access to services in two separate communities in the County. If one facility is unavailable, the other will be used. HHSA/Probation Department also collaborates with other county agencies and faith-based organizations that can assist in providing services.
Essential Function:	8. Staff assignment process

Process Description:	Case worker assignments would be handled based on availability and accessibility of CWS social workers and/or Probation Department personnel, as appropriate. Priority cases will be reassigned to those available. Those cases impacted most and/or those with special needs will have priority. Supervisor(s) are also available to assist during non-business hours to conduct workload planning and staff assignments.
Essential Function:	9. Workload planning
Process Description:	Workload will be planned based on the extent and impact of the disaster. Any special needs of the children or NMD youth will also be a consideration during workload planning. Supervisor(s) are also available to assist during non-business hours to conduct workload planning and staff assignments.
Essential Function:	10. Alternative locations for operations
Process Description:	The HHSA – Social Services Division has two locations in cities of the County from which operations can be resumed. If none of these locations are accessible, arrangements will be made with another department facility under HHSA, or even a neighboring county to provide equipment and space to resume operations. HHSA's Willows office is the county command center for disaster services where an emergency generator is located and the Center is open 24 hrs. In the event of a disaster.
Essential Function:	11. Orientation and ongoing training
Process Description:	The CWS case workers, caregivers and agency partners, including the Probation Department, will be trained on the plan initially and at 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. Investigation process
Process Description:	The process will be similar to that followed in non-disaster situations. A CWS response worker will investigate, with law enforcement if necessary. During a disaster, all new referrals will be triaged on an imminent risk and safety basis. The Probation Department will be involved with new investigations if appropriate.
Essential Function:	2. Determine circumstances surrounding the child's potential entrance

Process Description:	The CWS response workers are trained to identify those issues which are disaster related versus issues that include on-going cases or new child abuse referrals. Supervisor(s) are also available to assist during non-business hours to assist with determination.
Essential Function:	3. Implementation process for providing new services
Process Description:	An operational agreement exists with Behavioral Health department to provide mental health counseling to children, NMD youth and families for disaster-related issues. This service will be to preclude the detainment of the child by separating those situations which are strictly related to the disaster and those which have been present for a longer period of time. More CWS social workers would be added to the on-call staff to respond to reports of abuse/neglect and to assist with situations where more short term crisis support and relief is needed. Also, a contracted Public Health Nurse will be available to assess the children's physical health. Probation will be involved with the development of new services if appropriate.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	Additional support will be in place by supervisor(s), CWS social workers, Probation and Licensing staff to contact parents and family members as needed for reunification assessment, family placement, and provision of supportive placement services.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – child welfare personnel
Process Description:	CWS and Probation staff will provide temporary care for unaccompanied minors and unaccompanied NMD youth while placement is located and secured. Both HHSA Social Services facilities as well as facilities utilized by Probation will be assessed for appropriate temporary care based on the areas impacted by the disaster. Food, water, and shelter will be provided as needed, while temporary care is provided.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	HHSA has bilingual staff to support language needs as well as access to Language Line services. Several of the CWS social workers are also bi-lingual.

Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	Additional support will be in place by supervisor(s), CWS social workers, Probation and Licensing staff to contact parents and family members as needed for reunification assessment, family placement, and provision of supportive placement services. Assistance of Licensing staff will be requested for family placement, but CWS social workers are also trained to do emergency relative placements.
Essential Description:	4. Assess and make a determination within 30 days
CWS Disaster Response Criteria D:	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:	If telephone/text service is available, HHSA will implement a telephone tree. In the absence of telephones, radio announcements will be made. Glenn County has established procedures for employees who are able to report to work during or immediately after a disaster. All CWS social worker and Probation staff are trained in emergency preparedness.
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	CWS staff 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, typically by the HHSA since CWS contracted services are generally initiated by that Department. 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:	HHSA Executive team members help staff the Emergency Operation Center (EOC) along with other county service providers, including Probation personnel. Communication will be conducted through

	designated lead staff and the EOC. Emergency communication radios with specified frequencies can be used in the event of communication difficulties.
Essential Function:	5. Communication frequency
Process Description:	Communication will be conducted as needed by either CWS or Probation staff, per the circumstances of the event. Employees will initially report to the supervisor(s) 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 HHSA Emergency Preparedness Executive Sponsor has responsibility for staffing the county Emergency Operation Center (EOC) and releasing information to employees and the public. In time of disaster, all communication with the media will be conducted through the executive sponsor.
Essential Function:	7. Communication with volunteers
Process Description:	Contact will be made by either telephone or e-mail, by either CWS or the Probation Department, as appropriate. In the absence of either of those, personal contact will be made.
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	Toll-free numbers have been established and published by the County, including access to the Probation Department. HHSA also has a separate toll-free number for an additional avenue of communication.
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	Records on electronic systems (CWS/CMS) are stored in Sacramento. Both HHSA and the Probation use CWS/CMS. 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 and will be utilized as necessary by HHSA and Probation staff.
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:	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, whether served by HHSA or through Probation.
Essential Function:	2. Mental health providers
Process Description:	HHSA has an agreement where Behavioral Health staff will provide mental health services during disasters. Each client has a signed release of information so information can be shared between CWS and Behavioral Health Services.
Essential Function:	3. Courts
Process Description:	CWS and Probation Department share information with the courts through court reports and filings. Judges are available 24/7 via telephone.
Essential Function:	4. Federal partners
Process Description:	Not Applicable
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:	Provision of information and service coordination will occur with tribal chairs, ICWA coordinator and/or secretary as necessary. Communication may occur via telephone, e-mail or in-person contact.
Essential Function:	7. Volunteers
Process Description:	The only volunteers that work with dependents/wards of the State is through the CASA program. Coordination will occur via telephone or by e-mail.