

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

County & Agency Name: Humboldt County Dept of Health and Human Services (DHHS)/Children and Family Services - Child Welfare Services
 Date Completed: June 2016

Name/Title: Julie Perata, Administrative Analyst, Vonnie Fierro, Staff Services Analyst (Backup)
 Person Managing/Overseeing Emergency Plan Implementation

Lead Telephone #: (707) 388-6453

Backup Telephone #: (707) 388-6689

Lead E-mail Address: JPerata@co.humboldt.ca.us

Backup E-mail Address: VFierro@co.humboldt.ca.us

Interstate Compact on the Placement of Children
 ICPC Liaison: Vonnie Fierro, Staff Services Analyst

Telephone #: (707) 388-6689
 E-mail Address: VFierro@co.humboldt.ca.us

This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster criteria s 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), 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

<p>Process Description:</p>	<p style="text-align: center;">displaced.</p> <p>In the event of a disaster, Humboldt County Children and Family Services – Child Welfare Services (CWS) and Probation have an identification and location process of children in care that may be displaced in affected areas. This process involves using a monthly updated child placement information list, caregiver names and phone numbers, and assigned social workers and supervisors. The list is sorted in multiple ways for easy reference (i.e. name, location, etc.)</p> <p>This list is updated monthly by the designated CWS Staff Services Analyst and given to a Social Services representative for the Emergency Operations Center (EOC), who takes it to the Sheriff’s Office of Emergency Services (OES) to be stored at the EOC (Attachment A). A printed copy of the list (sorted by location of the child’s placement to help identify the areas where the children live) is also made available to the CWS clerical unit and all On-Call/On-Duty supervisor/social worker kits. The updated list is stored electronically on the county and CWS network server share drives. On a weekly basis, the Probation Department Family Reunification Unit provides Juvenile Hall and On-Call Probation officers with a list of minors in placement including parent phone numbers.</p> <p>Because disasters may vary in their intensity and type of damage, available resources are assessed in the event of a disaster by designated representatives of the EOC (including Social Services and other departments) in coordination with available staff in DHHS and Probation Department’s administration. The highest available ranked CWS and Probation administrators designate the CWS and Probation Disaster Coordinators and Disaster Response Staff. They are given responsibilities for coordinating Disaster Response Staff. The Disaster Response Staff implement the CWS/Probation Disaster Response Plan in affected areas. Varying degrees of flexibility may be needed in responding to a disaster.</p> <p>The CWS/Probation Disaster Response Plan involves establishing contact (by phone or in-person) with the caregivers to ensure the safety of the children and if relocation and/or services are needed.</p>
<p>Essential Function:</p>	<p style="text-align: center;">2. Communication process with child care providers</p>
<p>Process Description:</p>	<p>CWS/Probation has dedicated phone lines (707) 445-6180 or (844) 665-4436 available to care providers affected by the disaster to call and leave voice messages regarding their name, location, the child(ren) in their care and whether they need services.</p> <p>Instructions on how to check messages on the dedicated phone line are available in the On-Call/On-Duty kits.</p> <p>A letter with information about what to do in the case of a disaster is mailed to placement care providers annually and are included in placement packets for new care providers (Attachment B).</p>

	<p>This information also includes a magnet for the placement with the CWS/Probation dedicated emergency phone number (707) 445-6180 or (844) 665-4436 (Attachment C). Care providers are instructed to contact the CWS/Probation dedicated phone line as soon as possible with their status in the case of a declared disaster and provide CWS/Probation with their written disaster plan using state form LIC 610B - <i>Emergency Plan for Foster Family Homes</i> (Attachment D), if appropriate.</p> <p>If care providers affected by the disaster do not call in, or contact by phone is not possible, then a contact is attempted in person and, if necessary, law enforcement assistance will be requested. If needed, CWS/Probation communicates with the media to inform care providers of emergency services and ways to contact them.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>The CWS/Probation Disaster Coordinator and Disaster Response Staff coordinate with the Emergency Operations Center (EOC) to provide disaster related information and evacuation routes in affected areas. Public emergency alert information is provided on radio broadcasting over emergency response channels. Care providers are referred to the American Red Cross evacuation and shelter plan already in place. Probation activities are coordinated by the Probation Department Facility Emergency Coordinator.</p> <p>Evacuation procedures are identified in the Humboldt County Emergency Operations Plan and the County Facility Emergency Action Plan. Alternate locations are identified in the Continuity of Operations Plan.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>The same procedures are followed as in #3 in this section. The designated CWS/Probation Disaster Response Staff coordinate with the Emergency Operations Center (EOC) and the Sheriff's Office of Emergency Services (OES) to provide disaster related information and evacuation routes if needed. Public emergency alert information is provided on radio broadcasts over emergency response channels. Care providers are referred to the American Red Cross evacuation and shelter plan already in place. Probation activities are coordinated by the Probation Department Facility Emergency Coordinator.</p> <p>Evacuation procedures are identified in the Humboldt County Emergency Operations Plan and the County Facility Emergency Action Plan. Alternate locations are identified in the Continuity of Operations Plan.</p>
Essential Function:	5. Identification of shelters
Process Description:	<p>The designated CWS/Probation Disaster Coordinator and Disaster Response Staff coordinate with the EOC to provide disaster related information and established shelter sites. The county has an agreement with the Humboldt County Chapter of American Red Cross (707) 832-5480 to provide</p>

	mass care and shelter to families and individuals impacted by a disaster. Sites have been designated throughout the county as possible shelter sites.
Essential Function:	6. Parental notification procedures
Process Description:	As soon as possible after ensuring the safety of children or youth in care, social workers and probation officers that are assigned to the specific children/youth contact the parents and/or legal guardians (that have not called in) by phone or in-person regarding their child's safety and condition. The CWS Emergency Contact List (Attachment A) includes parent names and phone numbers. The Probation list includes parent names and phone numbers and is implemented as described in Part A, Item 1 of this plan.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>Services during a disaster situation are provided according to EOC and DHHS identified priorities of critical services, including medical, mental health, social services, and other special needs. EOC representatives coordinate services with the Disaster Response Staff of Humboldt County DHHS divisions (Social Services, Public Health, Mental Health) and Probation to provide alternative processes for providing continued services, and in accordance with National Incident Management System (NIMS)/Standardized Emergency Management System (SEMS) procedures. Staff are assigned to duties relevant to the disaster and may be required to assist in a variety of ways. If staff are not available within the county divisions, EOC will contact other counties, regions, and the state as needed.</p> <p>DHHS divisions use communication systems that are available during and after the disaster. Work, home, and mobile phone lists are shared among designated disaster response division staff.</p> <p><u>Mental Health Services:</u> CWS and Probation contact the Children and Family Services (C&FS) program of Mental Health. C&FS assigns available staff, in cooperation with EOC procedures.</p> <p><u>Public Health Services:</u> CWS and Probation contact Public Health clinical staff to coordinate access to needed medications, in cooperation with EOC procedures.</p> <p><u>Social Services:</u> Services specific to Social Services are coordinated directly with available staff and chain of command, in cooperation with EOC procedures.</p>
Essential Function:	8. Staff assignment process
Process Description:	Staff are notified that during a declared disaster their role includes being a disaster response worker. CWS and Probation available response staff are, in general, to utilize chain of command for disaster-related communication and activities. Available staff report to their supervisor or next available supervisor or manager in absence of their assigned supervisor. After business hours, any available staff must report to their supervisor within 24 hours if possible. CWS staff phone numbers

	<p>(work, home, and mobile) are updated quarterly by the CWS Clerical Unit and made available to staff and the EOC. Probation staff utilize an internal disaster line for instructions on reporting to work in the case of a disaster.</p> <p>In the event of a disaster the county's designated Disaster Response Staff, including any available managers and supervisors, receive directives in accordance with chain of command, EOC, and NIMS/SEMS procedures. Refer to the Standard Emergency Management System NIMS/SEMS for staff communication and assignment procedures. CWS program managers and supervisors utilize the current CWS phone tree to contact assigned staff, determine availability (if worker has not yet made contact), allocate duties and make client contacts. See staff phone tree and communication structure (Attachment E).</p>
Essential Function:	9. Workload planning
Process Description:	<p>Assignment procedures follow current policy and procedures as much as possible. If a social worker calls in and mentions they are unavailable for case work, the cases/families in their caseload are reassigned to another available worker as much as possible by way of available (direct or indirect) communication. Probation staff utilize chain of command for assignment of staff in the absence of the assigned staff person.</p> <p>CWS, Probation Disaster Coordinators, and Disaster Response Staff determine critical cases and priorities based on safety, food, shelter, medical, and special needs.</p>
Essential Function:	10. Alternative locations for operations
Process Description:	<p>Depending on the scale of the disaster and safety concerns, alternative locations for operation are determined by DHHS/Social Services, in coordination with the COOP, EOC, and OES, and implemented by the CWS/Probation Disaster Response Staff. The CWS/Probation dedicated phone line is updated with information on alternative locations for operations as needed.</p>
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>CWS and Probation provide disaster plan training to staff on a periodic basis. The Disaster Response Staff, supervisors, and other designated staff also receive county emergency preparedness training including NIMS/SEMS courses IS-100.B: Introduction to the Incident Command System, IS-200.B: ICS for Single Resources and Initial Action Incidents, and IS-700.A: National Incident Management System (NIMS) An Introduction.</p> <p>The CWS/Probation Disaster Plan is made available to all staff. CWS supervisors review the CWS/Probation Disaster Response Plan with staff quarterly and provide training at unit meetings and during new worker training. Juvenile Probation staff are trained annually as part of the Probation disaster drill. Additionally, Juvenile Probation staff will regularly review the CWS/Probation Disaster Plan.</p>

	Emergency preparedness information is provided to care providers by mail and in the placement packet at the time of placement of a child. This information includes disaster response information, the dedicated phone number to call for updates and to provide status/location. Also, care providers receive disaster planning information during pre-service training and in the Foster Parent Handbook.
CWS Disaster Response Criteria B:	Respond, as appropriate, to new CWS cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. Investigation process
Process Description:	Providing emergency response and essential services is a top priority in the event of a disaster. CWS investigation policies and procedures are followed. Disaster procedures are covered in the Facilities Emergency Action Plan, the COOP, and this plan. The following policies and procedures will be followed during and after a disaster: 09-04; 09-09; 09-11; 09-13.
Essential Function:	2. Determine circumstances surrounding the child’s potential entrance
Process Description:	Providing emergency response and essential services is a top priority in the event of a disaster. CWS investigation policies and procedures are followed along with the use of the Structured Decision Making Tools. Disaster procedures are covered in the Facilities Emergency Action Plan, the COOP, and this plan. The following policies and procedures will be followed during and after a disaster: 09-14; 09-15; 09-16.
Essential Function:	3. Implementation process for providing new services
Process Description:	Providing emergency response and essential services is a top priority in the event of a disaster. CWS investigation policies and procedures are followed. Disaster procedures are covered in the Facilities Emergency Action Plan, the COOP, and this plan.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	Providing emergency response and essential services pertaining to reunification is a top priority in the event of a disaster. CWS investigation policies and procedures are followed. Disaster procedures are covered in the Facilities Emergency Action Plan, the COOP, and this plan. The following policies and procedures will be followed during and after a disaster: 09-39.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	Because disasters may vary in their intensity and type of damage, available resources are assessed in the event of a disaster by designated representatives of the EOC (including Social Services and other departments) in coordination with available staff in DHHS and Probation Department’s administration. The highest available ranked CWS and Probation administrators designate CWS and Probation Disaster Coordinators and Disaster Response Staff. They are given

	<p>responsibilities for coordinating Disaster Response Staff. The Disaster Response Staff implement the CWS/Probation Disaster Response Plan in affected areas. Varying degrees of flexibility may be needed in responding to a disaster.</p> <p>Providing emergency response and essential services is a top priority in the event of a disaster. CWS investigation policies and procedures are followed. Disaster procedures are covered in the Facilities Emergency Action Plan, the COOP, and this plan. The following policies and procedures will be followed during and after a disaster: 09-04; 09-09; 09-11; 09-13; 09-14; 09-15; 09-16.</p>
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	<p>CWS/Probation has dedicated phone lines (707) 445-6180 or (844) 665-4436 available to care providers affected by the disaster to call and leave voice messages regarding their name, location, the dependent(s) in their care and whether they need services. Incoming messages to this phone line are checked and tracked hourly by the supervisor and social workers On-Duty (during business hours) and On-Call (after business hours), or as otherwise designated by administration.</p> <p>This phone line also offers instructions in Spanish by using the AT&T Language Line.</p>
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	<p>Providing emergency response and essential services pertaining to reunification is a top priority in the event of a disaster. The Structured Decision Making Tools are utilized to determine if a child or youth is able to return home. CWS investigation policies and procedures are followed. Disaster procedures are covered in the Facilities Emergency Action Plan, the COOP, and this plan. The following policies and procedures are followed during and after a disaster: 09-39.</p>
Essential Function:	4. Assess and make a determination within 30 days
Process Description:	Humboldt County CWS follows federal regulations of Division 31 on assessments and determinations for child welfare cases.
CWS Disaster Response Criteria D:	Remain in communication with caseworkers and other essential CWS personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	<p>The CWS/Probation Disaster Coordinator and Disaster Response Staff coordinate communication among staff as needed and tracks the list of people who have not contacted their supervisor. Communication structure is according to chain of command (or next higher available in command) unless otherwise directed: line-level employees report to supervisors; supervisors report to program managers; and program managers report to the deputy director. In the event that directives are passed on from EOC Director, the deputy director contacts the program managers; the program managers contact the supervisors and so on until the information is disseminated to everyone regarding that directive. Probation staff also utilize chain of command for assignment of staff in</p>

	<p>absence of the assigned worker.</p> <p>CWS/Probation has dedicated phone lines (707) 445-6180 or (844) 665-4436 available to care providers affected by the disaster to call and leave voice messages regarding their name, location, the child(ren) in care and whether they need services. In the event of a declared emergency/disaster, this number is also utilized by staff for checking in, identifying location and their availability for case work or any other related information. Incoming messages to this phone line are checked and tracked hourly by the supervisor and social workers On-Duty (during business hours) and On-Call (after business hours), or as otherwise designated by administration.</p>
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	<p>CWS staff phone numbers for work, home, and mobile are updated by CWS clerical as changes occur and the list is made available to staff. Juvenile Hall maintains an updated personal phone number list for Probation Department staff. In the event of a disaster, the CWS Disaster Response Staff activates the phone tree and assigns roles as needed. The phone tree system is utilized to activate emergency response assistance in accordance with chain of command and NIMS/SEMS procedures (i.e. EOC Representatives from Social Services will maintain communication with Social Services-designated Disaster Response Staff)</p> <p>In the event of a declared disaster, staff report to their supervisor or next higher available supervisor during business hours. After business hours, any available staff report to their supervisor within 24 hours, if possible. Available managers and supervisors, as part of the CWS Disaster Response Staff, utilize the phone tree to contact assigned/available staff, allocate duties and make client contacts. When communication is not possible by phone or e-mail, all employees are expected to listen to the Emergency Alert System on news radio stations to learn about the disaster and instructions for reporting to work.</p>
Essential Function:	3. Communication structure – contracted services
Process Description:	<p>Contracted service agencies (i.e. Environmental Alternatives) complete the LIC 610B - <i>Emergency Plan for Foster Family Homes</i> with the families at the time of placement and it is posted in the home (Attachment D). This is a requirement of Title 22 California Licensing Department, under Section 3. Emergency contact information is on the form, including the agency social worker and CWS social worker or probation officer phone numbers. The form is updated as needed when changes occur (i.e. placement, social worker, contact information, etc.).</p> <p>The CWS/Probation Disaster Response Staff coordinate with contracted service providers and the EOC to provide services in times of emergency. Contact lists for all contracted service providers are maintained by CWS program analysts. Contracted services are provided to the extent that they are available and possible.</p>

Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	When all normal channels of communication are unavailable, the Sheriff's OES, in coordination with EOC, provides and notifies disaster responders of alternative communication by requesting ham radio operators or other communication methods, such as hardwire FAX, mobile satellite phones, county hand held radios, signs and notices. Probation officers and juvenile corrections officers also have access to public safety radios. The public is instructed by the EOC to listen for disaster related information on the Emergency Alert System on local news radio stations.
Essential Function:	5. Communication frequency
Process Description:	Employees should check in with their supervisor within 24 hours of a disaster and then two times daily thereafter, if possible. Intra-agency communication frequency is determined by the Sheriff's OES in coordination with EOC and DHHS Disaster Response Staff.
Essential Function:	6. Communication with media
Process Description:	In accordance with chain of command and NIMS/SEMS procedures, directives are given to the Public Information Officer in the EOC and the DHHS Public Education and Outreach officers, who coordinate to inform the public of emergency services and ways to contact CWS/Probation.
Essential Function:	7. Communication with volunteers
Process Description:	Representatives from Social Services and the American Red Cross (when called upon as needed) are located at the EOC, where they can address emergency response issues and communicate with volunteers at designated shelters and other locations. The Social Services representative at the EOC also works in coordinating the activities of other voluntary organizations including Volunteer Organizations Active in Disasters (VOAD) and the Salvation Army.
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	Children and Family Services – Child Welfare Services is in the process of establishing a toll free number that offers TDD capabilities. The distribution of this number follows the distribution of the dedicated emergency hot line (707) 445-6180 or (844) 665-4436 in the event of a disaster. CWS and Juvenile Hall have 24-hour emergency/reporting lines that accept collect calls.
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	Physical records are retained on all clients. CWS also maintains electronic client records in CWS/CMS with off-site back-up in Alameda County and with the IBM Help Desk. Probation utilizes the CWS/CMS application.
Essential Function:	2. Use of off-site back-up system
Process Description:	Five laptops (with jump drive, power supply, log on credentials, air cards, and documentation) are available in the Clerical Unit for CWS to complete case work and connect to CWS/CMS remotely. If

	the CWS/CMS database is unavailable, case work reverts to using paper forms. Probation utilizes the CWS/CMS database along with an internal case management system (JAMS) for record keeping. In the event electronic systems are unavailable paper record keeping is used as back-up.
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:	CWS has policies and procedures that address the Interstate Compact for Placement of Children (ICPC) (Attachment F). The CWS and Probation Disaster Response Staff works with the ICPC Coordinator for identifying and tracking ICPC children, and then notifies the California ICPC Administrator.
Essential Function:	2. Mental health providers
Process Description:	Humboldt County DHHS provides integrated services to the community. These services incorporate mental health, public health, and social services in an effort to provide comprehensive, efficient, non-duplicated services. In the event of a declared disaster, the disaster response staff from Social Services and Mental Health Divisions are available at the County's EOC to discuss and coordinate the need for necessary mental health services. CWS also has co-located mental health staff for coordination of services.
Essential Function:	3. Courts
Process Description:	The CWS/Probation Disaster Coordinator and Disaster Response Staff works in coordination with EOC and the court regarding disaster response efforts. Also, Business Continuity Plans have been developed by Risk Management for the Courts.
Essential Function:	4. Federal partners
Process Description:	The CWS/Probation Disaster Coordinator and Disaster Response Staff coordinate with EOC and DHHS to convey local needs to federal agencies. When Federal Emergency Management Agency (FEMA) responds to the disaster, their representative may be located in the EOC or be readily available to representatives located there. CLETS procedures are continued, if possible, with local law enforcement.
Essential Function:	5. CDSS
Process Description:	The CWS Disaster Response Staff coordinate with EOC representatives from Social Services in order to communicate information and local needs with CDSS. CDSS is notified of the CWS Disaster Response Plan procedures and the dedicated phone line.
Essential Function:	6. Tribes
Process Description:	Humboldt County has eight federally-recognized tribes located within its boundaries. The

	CWS/Probation Disaster Response Coordinator has assigned Designated Response Staff to contact the tribes individually in the event of a disaster regarding the safety and well-being of Native American children in the CWS or Probation system of care.
Essential Function:	7. Volunteers
Process Description:	The American Red Cross works with the EOC and the Volunteer Center of the Redwoods (V-COR), and Volunteer Organization Active in Disasters (VOAD) to coordinate volunteer services.