

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Lake County Department of Social Services Date Completed: 7/14/16

Name/Title: Kathy Maes, Interim Director Telephone #: (707) 262-4542  
 Person Managing/Overseeing Emergency Plan Implementation

E-mail Address: [kmaes@dss.co.lake.ca.us](mailto:kmaes@dss.co.lake.ca.us)

Interstate Compact on the Placement of Children  
 (ICPC) Liaison: Sherri DeLaTorre Telephone #: (707) 262-45 14

E-mail Address: [sherri.delatorre@cws.state.ca.us](mailto:sherri.delatorre@cws.state.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 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 TEMPLATE

<b>CWS Disaster Response Criteria A:</b>	<b>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:</b>

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:	<p>The identity and location of all children in placement is available in the Child Welfare Services/Case Management System (CWS/CMS) computers located in the Lake County Department of Social Services (LCDSS) Child Welfare Services (CWS) office, which is in Lakeport. Another CWS/CMS work station is located in a satellite office approx. 22 miles from the CWS office. CWS has Server Based Computing (SBC) tokens issued by CDSS that permit CWS/CMS access from any computer with internet connection. The list can be reprinted from any CWS/CMS computer in another county or in Sacramento, where the CWS/CMS computer is maintained. The information is also available in SafeMeasures®, which is accessible from non-CWS/CMS computers, including laptops. Additionally, the list is printed biweekly and the paper copy, containing names and addresses of both Probation and CWS children, is kept on file. This list also contains contact information for children placed in Lake County by other states. In addition, LCDSS maintains a listing of contacts for local FFAs and group homes.</p> <p>Probation placement (ward) information is kept with the Probation Department Juvenile Division paper files/records in the file room. Also, electronic records are kept in the Probation Caseload Pro case management system. A master ledger of all placements is kept on the “Placement Roster” board located in the Juvenile Division’s Legal Secretary’s office. The Probation Lead Placement Officer also has a placement list and will identify and locate wards in and out of county. All probation officers have the ability to access all hard copy placement records and CWS/CMS online files.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	Foster parents communicate directly with their child care providers. Neither CWS nor Probation has oversight over child care providers. (Lake County does not license child care providers – they are licensed through the state.)
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>CWS building evacuation plan is outlined in a written policy and procedures document, and staff participates in scheduled fire/emergency drills. The Lake County Office of Emergency Services (OES) has evacuation plans in place for the County; OES would coordinate an evacuation.</p> <p>For Probation wards placed in the County, the Probation Lead Placement Officer would contact the ward’s care provider. If needed or required, placement wards could be detained at the Mendocino</p>

	County Juvenile Hall (which has its own evacuation plans that would apply to any wards housed there). The lead placement worker would contact out-of-county care providers to determine if evacuation is needed.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	Same as item #3 above, and subject to any county or statewide directives.
Essential Function:	5. Identification of shelters
Process Description:	County OES is in charge of securing shelter sites for the County. Designated LCDSS staff are trained as emergency shelter workers.
Essential Function:	6. Parental notification procedures
Process Description:	<p>Social Workers will look up, either on-line or in hard copy, contact information for the parents of dependent children in their caseloads.</p> <p>The Probation Lead Placement Officer will contact the parent or guardian of each ward as soon as possible using his/her contact information located on electronic or paper files. If the parent cannot be reached, the Probation Lead Placement Officer will notify law enforcement in the area where the parent lives so they can continue the notification process. If law enforcement is not available, the local OES coordinator will be contacted.</p>
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>In an emergency where staff is unable to report to work, LCDSS policies provide for a skeleton crew (consisting of all managers, supervisors, analysts, the on-call social worker, and one office assistant) to provide immediate services.</p> <p>Probation has established procedures to work with neighboring counties. Protocols are established for all placement officers and their supervisors to receive emergency overtime in order to ensure services to children in placement.</p>
Essential Function:	8. Staff assignment process
Process Description:	CWS staff members on the skeleton crew in item #7 are on notice that they are required to report to work in an emergency. Tasks will be assigned as needed.

	The Probation Placement Supervisor may reassign work as needed, which may include the Placement Supervisor absorbing identified placement officer duties.
Essential Function:	9. Workload planning
Process Description:	Supervisors are in charge of dividing workloads among staff in their units. Workers could be reassigned as needed to cover for staff that cannot be present. Supervisors could also perform social worker functions as needed.
Essential Function:	10. Alternative locations for operations
Process Description:	<p>Two CWS offices are located in Lakeport, 22 miles from the main LCDSS, Employment Services, and Adult Services offices. If both CWS offices were inaccessible, CWS could operate out of any of the offices located in Lower Lake. Computer access and telephone service could be established at any of these offices. The SBC tokens issued by CDSS enable access from any computers with internet connections, including laptops.</p> <p>The Probation Department can work out of the Day Reporting Center (DRC) or their Clearlake office building if the Probation Department building was inaccessible. The DRC is located on the outskirts of Lakeport. If all locations were inaccessible, Probation staff would work with neighboring counties to continue caring for wards.</p>
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>All managers and supervisors attend disaster preparedness training presented by OES. Additional staff members have volunteered and been trained by Red Cross to perform emergency relief work. All staff complete 6 hours of online training by FEMA National Incident Management System (NIMS).</p> <p>All probation officers are emergency service workers in the event of a disaster and receive training from OES. All Probation staff has completed 6 hours and supervisors/managers have completed 12 hours of online training by FEMA National Incident Management System (NIMS).</p>
<b>CWS Disaster Response Criteria B:</b>	<b>Respond, as appropriate, to new CWS cases in areas adversely affected by a disaster, and provide services in those cases:</b>
Essential Function:	1. Investigation process

Process Description:	CWS Investigations needing immediate attention would be worked by the on-call social worker or members of the skeleton crew as listed in item #7. If the CWS telephones were inoperable, staff would notify all local law enforcement agencies and coordinate with them to relay information to CWS to provide emergency services to children in need. The Director, Deputy Director and Program Managers all maintain cell phones accessible to law enforcement and staff.
Essential Function:	2. Determine circumstances surrounding the child’s potential entrance
Process Description:	During the regular course of business, issues regarding a child’s entrance are staffed by the social workers conducting investigations, social work supervisors, the Program Managers, and the Deputy Director. In emergencies, staffing could be conducted via cell phone or by a skeleton crew assembled in whichever office remained functional, as LCDSS operates from five different sites.
Essential Function:	3. Implementation process for providing new services
Process Description:	All social workers are trained, for purposes of being on call, to perform emergency investigations, and could be reassigned to provide new services, as needed.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	LCDSS operates five separate sites, so in-house services could be transferred to other sites if the current site was unavailable due to an emergency. In an emergency where all staff were continuing to work, services would continue, but in a situation where only skeleton crews were reporting, services would be scaled back to only essentials.
<b>CWS Disaster Response Criteria C:</b>	<b>Address and provide care for unaccompanied minors:</b>
Essential Function:	1. Structure – CWS personnel
Process Description:	CWS is structured as follows: line workers (social workers) are assigned to one of five units, each with a Social Worker Supervisor, who reports to one of two Program Managers, who are overseen by a Deputy Director. Social workers and supervisors have access to one another’s home telephone numbers, Supervisors and Managers to one another’s, and Managers and Deputy Director to one another’s. Non-minor dependent cases are handled by case carrying social workers in the permanency planning unit, which comprises one of the five units.

Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	All LCDSS staff are “on-call” as disaster workers and bilingual staff could be dispatched as needed.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	Issues concerning decisions about reunification and services are staffed by the case carrying social workers, supervisors, and the Program Managers. In emergencies, staffing could be conducted via cell phone or by a skeleton crew assembled in whichever office remained functional, as LCDSS operates from five different sites. Reunification services are not provided in non-minor dependent cases.
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	This would be handled in the same manner as item number “3” directly above.
<b>CWS Disaster Response Criteria D:</b>	<b>Remain in communication with caseworkers and other essential CWS personnel who are displaced because of a disaster:</b>
Essential Function:	1. Communication structure – staff
Process Description:	All LCDSS offices have two ham radios. All designated ham radio operators are currently receiving training to become licensed operators. By the end of July 2015, all operators will be licensed. The Anderson Ranch office has battery operated two-way radios to enable communication within that office and with local law enforcement agencies if telephone service was inoperable. In addition, all CWS social workers have county provided cell phones available.  Probation officers have use of law enforcement radios and cell phones and the Mendocino County Juvenile Hall phone number, which is listed on all placement contracts. If needed, officers can access the emergency radio system, to contact dispatch and OES locally or in other counties.
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	The Social Services Director oversees the Program Managers, who would call the supervisors, who would call the social workers in their units. Social workers’ home and cell telephone numbers are kept on file.
Essential Function:	3. Communication structure – contracted services

Process Description:	CWS contracts with an answering service, which has the number of the on-call social worker at all times when the office is closed.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	The main Social Services office (in Lower Lake) has battery operated two-way radios to enable communication within that office and with local law enforcement agencies if telephone service was inoperable. In addition, LCDSS has two staff persons trained in ham radio operation in each office, as a means of enabling communication when phone lines are down.
Essential Function:	5. Communication frequency
Process Description:	Social workers contact clients regularly as required by law (usually monthly) and would continue to do so by whatever means available in the event of a disaster or emergency.
Essential Function:	6. Communication with media
Process Description:	OES has designated a county spokesperson from the County Administration Office. The LCDSS director or her designee is authorized to speak to the media regarding LCDSS operations and to provide information during or following a disaster.
Essential Function:	7. Communication with volunteers
Process Description:	A few volunteers work with dependents as Court Appointed Special Advocates (CASA). The CASAs have contact information for the children to whom they are assigned. In a disaster situation that necessitated the use of other volunteers, such as shelter workers, the LCDSS director or her designee would communicate with them.
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	The LCDSS CWS toll free number is 800-386-4090. TTY is available via the Telephone Relay Service, which is located out of county, and presumably would be functional in a disaster affecting Lake County.

<b>CWS Disaster Response Criteria E:</b>	<b>Preserve essential program records:</b>
Essential Function:	1. Record preservation process
Process Description:	In addition to saving all computer-generated work in CWS/CMS, hard copies of essential documents are kept in the paper file. All documents filed in court are preserved in court files. A case's essential documents could be reconstructed as needed.
Essential Function:	2. Use of off-site back-up system
Process Description:	The CWS/CMS back-up system is located in Sacramento. Paper files are located in the LCDSS CWS office. The courthouse, located several blocks from CWS, houses all court files.
<b>CWS Disaster Response Criteria F:</b>	<b>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:</b>
Essential Function:	1. ICPC reporting process must include a process that disseminates information to both the sending state and CDSS
Process Description:	The social worker supervisor who serves as the LCDSS ICPC coordinator handles all communication for out of state placements. The ICPC Coordinator would share information with his contacts in other states where Lake County dependent children are placed. Those contacts, working with the LCDSS ICPC coordinator, would handle contacts with the organizations listed in items 2-7 below.
Essential Function:	2. Mental health providers
Process Description:	Lake County Behavioral Health (BH) Dept. has two offices. One is located across the Lake in Lucerne, about ten miles from the CWS office. The other office is located in Clearlake, approximately 23 miles from the CWS office. The departments communicate via phone, e-mail, and in-person meetings. Social workers have contact information for private-practice mental health professionals in the community. CWS and BH meet once a month for a Children's Systems of Care Collaborative meeting, to discuss the status of CWS cases with BH involvement.
Essential Function:	3. Courts

Process Description:	The courthouse is located less than a mile from the CWS office. Thus, even if telephone and e-mail were non-functional, in person communication would be possible in most situations.
Essential Function:	4. Federal partners
Process Description:	Lake County has no direct partnerships on the federal level. These are handled by CDSS.
Essential Function:	5. CDSS
Process Description:	Lake County's CDSS consultant is Barbara Riciutti-Colombo. She maintains contact by telephone and e-mail. Additionally, Lake County's CDSS OCAP consultant, Lisa Chavez, maintains regular communication with Lake County via email. They contacted us during the September 2015 Valley Fire disaster to see if we needed any kind of assistance from CDSS.
Essential Function:	6. Tribes
Process Description:	Through regular meetings, CWS has established channels of communication with the ICWA reps and other tribal leaders. CWS maintains contact information for all tribes and for a tribal expert witness. Tribal TANF and the Tribal Health Consortium have separately located offices that may serve as resources for contact with the tribes.
Essential Function:	7. Volunteers
Process Description:	<p>Currently, the only volunteers are a small number of Court Appointed Special Advocates (CASA). They have the contact numbers for the children to whom they are assigned. If an emergency required help from volunteers, communication with them would be handled by the LCDSS director or her designee, who would delegate responsibility to staff as needed.</p> <p>The Probation Department does not have volunteer workers at this time.</p>