

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATECounty & Agency Name: Lassen County Child and Family Services Date Completed: 07/06/2016Name/Title: Lisa Chandler-CFS Program Manager
Person Managing/Overseeing Emergency Plan ImplementationTelephone #: 530-251-8166E-mail Address: lisa.chandler@cws.state.ca.usInterstate Compact on the Placement of Children
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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 TEMPLATE

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| 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 displaced. |
| Process Description: | <p>CFS: The locations of youth who are in placement, including ICPC and non-minor dependents through Child Welfare are stored in the CWS/CMS system. Child and Family Services (CFS) supervisors have access to a laptop with CWS/CMS records. Each foster family agency is required to have their own disaster plan and have each foster family's relocation site. Hard copies of the foster family agency plans/contact information and of relative placement emergency information for individual R/NREFM placements will be stored with the emergency preparedness kit provided by the County Office of Emergency Services and Public Health.</p> <p>PROBATION: The on-call Probation Officer will keep an emergency binder with updated contact information for all youth in placement, including ICPC and non-minor dependents to ensure timely access in responding to a disaster or emergency situation. Senior and Supervising Deputy Probation Officers will have access to a laptop computer to retrieve location and notification information of all youth in placement.</p> |
| Essential Function: | 2. Communication process with child care providers |

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| Process Description: | CFS & PROBATION: Emergency contact information for foster family agencies and R/NREFM providers will be stored with the emergency preparedness supplies. |
| Essential Function: | 3. Identification of evacuation procedures – Event known in advance |
| Process Description: | CFS & PROBATION: CFS/Probation staff will notify children’s care providers and non-minor dependents of the evacuation so they can proceed with the provided protocol. Should the evacuation site be deemed unsafe, the CFS/Probation staff will direct providers to follow the Office of Emergency Services designated shelter plan. |
| Essential Function: | 4. Identification of evacuation procedures – Event not known in advance |
| Process Description: | CFS & PROBATION: CFS/Probation staff will notify all youth’s care providers, ICPC and non-minor dependents of the evacuation so they can proceed with the provided protocol. Should the evacuation site be deemed unsafe, the CFS/Probation staff will direct providers to follow the Office of Emergency Services designated shelter plan. |
| Essential Function: | 5. Identification of shelters |
| Process Description: | CFS & PROBATION: The Lassen County Office of Emergency Services is the lead agency in designating evacuation sites. OES has multiple sites approved for emergency shelter and designates shelters, depending on the location and circumstances of the disaster requiring evacuation. PROBATION: The Probation Department will utilize the Lassen County Juvenile Detention Facility, which is equipped with a generator, as a shelter site. Should the Juvenile Detention Facility be deemed unsafe, the Probation Department would defer to the Office of Emergency Services designated emergency shelter sites based on the geographical location of the disaster. |
| Essential Function: | 6. Parental notification procedures |
| Process Description: | CFS: |

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| | <p>CFS staff will attempt to notify biological parents, using CWM/CMS data. The OES media officer will have a contact number for CFS to be released to the public.</p> <p>PROBATION: The Probation Department will utilize the contact information for parental notification from the contact sheets in the emergency binder. Parents will be provided with telephone numbers for the on call Probation Officer for further information. Should the telephone system fail, parents will be provided with emergency contact information for the Office of Emergency Services.</p> |
| Essential Function: | 7. Alternative processes for providing continued services |
| Process Description: | <p>CFS: The current CFS site is equipped with limited back-up power for the computers. Staff will be called to this site to assign ongoing services on a rotating basis. If OES determines the current site is unsafe, staff will be instructed to report to a site approved by OES.</p> <p>PROBATION: The Probation Department will utilize the Juvenile Detention Facility, which is equipped with a generator to provide continued services to youth in out of home placement. Probation Officers and Juvenile Detention Counselors will report to the Juvenile Detention Facility to ensure all youth receive necessary services and care. Should the site be deemed unsafe due to its geographical location, the Probation Department will defer to the Office of Emergency Services shelter care or will begin the process of transporting youth to the Tehama or Shasta County Juvenile Detention Facility.</p> |
| Essential Function: | 8. Staff assignment process |
| Process Description: | <p>CFS: Available staff will be assigned duties by CFS Supervisors as needed.</p> <p>PROBATION: The Probation Department will assign one supervisory level Probation Officer to be the point of contact for the Office of Emergency Services and will be stationed at the incident command center. One supervisory level Juvenile Detention Counselor will be the dedicated information officer at the shelter site. The Probation Officer and Juvenile Detention Counselor will be the point of contact for all critical information to be communicated and relayed to other staff.</p> |

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| | The Probation Department will assign one staff member to be the team leader as a point of contact to relay and receive critical information to youth at the shelter site from the incident command contacts. One staff member will be assigned to be the team leader as a point of contact to relay and receive critical information to and from the parents of youth at the shelter site from the incident command contacts. Remaining staff will be assigned to report to the Supervisory Juvenile Detention Counselor for further instructions. |
| Essential Function: | 9. Workload planning |
| Process Description: | <p>CFS: Once staff has gathered at the current work site (or OES designated site) a Social Worker or Supervisor will be assigned to respond to reports of child abuse (including 24 hour on-call) and the remaining Social Workers and Supervisor will handle ongoing case management and prioritize court dates.</p> <p>PROBATION: The Probation Department will continue with current staffing assignments to perform daily duties at the assigned work site with the exception of those Officer's assigned to emergency detail. Notices will be placed on all public entrances at the Probation Department directing the public to the work site and will be updated should changes occur.</p> |
| Essential Function: | 10. Alternative locations for operations |
| Process Description: | <p>CFS: The current CFS site is equipped with limited back-up power for the computers. Staff will be called to this site to assign ongoing services on a rotating basis. If OES determines the current site is unsafe, staff will be instructed to report to a site approved by OES.</p> <p>PROBATION: The Probation Department will continue operations in the current location of 107 South Roop Street for adults and 1415 Chestnut Suite A for juveniles. Should the current work site be deemed unsafe all officers will report to the Juvenile Detention Facility located at 1415 Chestnut Suite B. Should this site be deemed unsafe all officers will report to the Office of Emergency Services shelter site</p> |
| Essential Function: | 11. Orientation and ongoing training |
| Process Description: | CFS: |

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| | <p>All CFS staff will complete ICS 100, 200 and NIMS 700 training online within the first year of employment. Emergency preparedness training will be included in all new hire orientation and will be reviewed annually will all staff.</p> <p>PROBATION: The Probation Department will ensure all sworn and non-sworn personnel complete the ISC 100, 200 and NIMS 700 online training courses through the National Incident Management System annually.</p> |
| 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: | <p>CFS: A Social Worker or Supervisor will be assigned to respond to reports of child abuse, including rotating 24 hour on-call.</p> <p>PROBATION: The Probation Department will process all new cases and document all necessary information with the use of lap top computers. Information will be saved and processed when clearance is given to resume normal business operations. The Probation Department has 24 hour on-call personnel to assist with after-hours matters.</p> |
| Essential Function: | 2. Determine circumstances surrounding the child’s potential entrance |
| Process Description: | <p>CFS: The CFS Department would utilize standard screening tools and perform appropriate investigations as prescribed by law and departmental placement procedures to determine a child’s potential entrance. Available relative, NREFM and foster placements would be utilized.</p> <p>PROBATION: The Probation Department will investigate the circumstances of new cases as prescribed by law and departmental policy.</p> |
| Essential Function: | 3. Implementation process for providing new services |
| Process Description: | CFS: |

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| | <p>New services will be conducted from the current work site (or OES designated site). The emergency preparedness kit will include contact information for referrals to community partners.</p> <p>PROBATION: The Probation Department will process referrals with available electronic, written or in person communication from the dedicated work site. Service providers will be notified of the current work site and space will be made available to ensure services can be delivered. Notices will be posted at the Probation Department main office and the work site as new information is received.</p> |
| Essential Function: | 4. Services emphasizing reunification due to disaster |
| Process Description: | <p>CFS: The CFS Department would coordinate with first responders and emergency personnel to assist in unifying families separated due to disaster.</p> <p>PROBATION: Services provided by the Probation Department would be on a case by case basis depending on the nature of the emergency and available staff.</p> |
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| CWS Disaster Response Criteria C: | Address and provide care for unaccompanied minors: |
| Essential Function: | 1. Structure – CWS personnel |
| Process Description: | <p>CFS: The CFS Department consists of Social Workers, two Supervisors, one Program Manager, one Director and two administration clerks. Additionally, two Foster Care agencies are located in Susanville with various foster placements available in Lassen County and outside of Lassen County.</p> <p>PROBATION: The Probation Department consists of Juvenile Detention Counselors, Probation Assistants, Probation Officers and 4 Management positions. All employees have access to various devices for communication in the event of an emergency.</p> |
| Essential Function: | 2. Address language barriers to communicate quickly and effectively |

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| Process Description: | <p>CFS: The CFS Department would utilize bilingual staff employed by the county, or provided by the Office of Emergency Services, as needed.</p> <p>PROBATION: The Probation Department would utilize bilingual staff within the department and county as needed.</p> |
| Essential Function: | 3. Determine likelihood of reunification and steps toward reunification |
| Process Description: | <p>CFS: CFS Supervisors will continue to staff reunification cases on a case by case basis. Exhaustive steps would be taken to identify and locate family members of unaccompanied minors.</p> <p>PROBATION: In emergency situations, staffing will be conducted using communication devices or an appropriate</p> |
| Essential Description: | 4. Assess and make a determination within 30 days |
| Process Description: | <p>CFS: CFS Social Workers and the Supervisors would utilize existing departmental procedures.</p> <p>PROBATION: In emergency situations, staffing will be conducted using communication devices or an appropriate and functional location.</p> |
| 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>CFS: The emergency preparedness kit will include physical addresses and phone numbers of all current staff. Public Health maintains a directory of essential Health and Social Services management, which will also be available in the kit.</p> <p>PROBATION: The Probation Department will utilize in person or hand held and vehicle radios for communication should electronic or telephone communication systems fail. Assigned Supervisory personnel will have access to emergency and contact information for all other personnel. Team leaders will communicate/receive critical information to/from the Supervising Juvenile Detention Counselor who will relay/receive information to the Supervisory Probation</p> |

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| | Officer located at the Incident Command Center. |
| Essential Function: | 2. Communication structure – CWS personnel (phone tree) |
| Process Description: | <p>CFS: The emergency preparedness kit will include physical addresses and phone numbers of all current staff.</p> <p>PROBATION: Assigned Supervisory personnel will have access to emergency and contact information for all other personnel from the On-Call Probation Officer.</p> |
| Essential Function: | 3. Communication structure – contracted services |
| Process Description: | <p>CFS: Contact information for contract providers will be included in the emergency preparedness kit.</p> <p>PROBATION: The Probation Department has limited contracted services and will use the available communication method to notify contract providers of needed services.</p> |
| Essential Function: | 4. Communication process when all normal channels are unavailable |
| Process Description: | <p>CFS: If normal channels are down, communication will be through the OES or Public Health. Public Health has satellite phones and a satellite laptop for this purpose. If necessary, contact will be made face-to-face.</p> <p>PROBATION: The Probation Department will assign a communication carrier should all other methods fail to ensure delivery of information from Incident Command Center to Supervising Juvenile Detention Counselor. Information notices will be posted at the dedicated work site.</p> |
| Essential Function: | 5. Communication frequency |
| Process Description: | <p>CFS: The frequency will be designated by the Lassen County Office of Emergency Services</p> |

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| | <p>PROBATION: The Probation department will relay critical information as soon as possible through available methods previously outlined. All other information will be communicated as it is received.</p> |
| Essential Function: | 6. Communication with media |
| Process Description: | <p>CFS: Lassen County OES has a designated media officer.</p> <p>PROBATION: The Probation Department will communicate any media information through the assigned supervisory Probation Officer located at the Incident Command Center.</p> |
| Essential Function: | 7. Communication with volunteers |
| Process Description: | <p>CFS: Volunteers will be under the OES, OES generally uses Red Cross to coordinate volunteer activities.</p> <p>PROBATION: The Probation Department will communicate with any volunteers using the same methods previously outlined.</p> |
| Essential Function: | 8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD) |
| Process Description: | <p>CFS: Lassen County Child and Family Services currently has a toll free number (877) 251-8277. It does not include TTY.</p> <p>PROBATION: The Probation Department does not have a toll-free number and will utilize the number provided by the Office of Emergency Services or partner with Child and Family Services to use their toll-free number. The toll-free numbers provided will be kept in a binder with all other emergency information with the on call Probation Officer.</p> |
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| CWS Disaster Response Criteria E: | Preserve essential program records: |
| Essential Function: | 1. Record preservation process |
| Process Description: | <p>CFS: Records will be entered into CWS/CMS via the emergency laptop. If CWS/CMS is unavailable, hard copies of records will be maintained in a locked file.</p> <p>PROBATION: The Probation Department does not have access to remote data entry into the Caseload Pro data management system. All youth, including non-minor dependents, in out of home placement have limited information stored in the CWS/CMS data management system used by Child Family Services. Information regarding youth in out of home care will be entered by remote access to this system. The Probation Department will keep all hard copy and electronic records for data entry into the appropriate data management system when normal business resumes. All hard copy documentation will be kept in a locked file to ensure confidentiality.</p> |
| Essential Function: | 2. Use of off-site back-up system |
| Process Description: | <p>CFS: The emergency laptop will be available to assigned staff.</p> <p>PROBATION: The Probation Department will store all information electronically with the use of a laptop and/or tablet and will back up all data to an external hard drive. The information will be retrieved for data entry when normal business resumes. Once recorded, the information stored on the backup system will be deleted to protect the confidentiality of case information.</p> |
| 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: | CFS: |

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| | <p>ICPC services and information, obtained from CWS/CMS data or lists in the emergency preparedness kit, will be used by assigned CFS emergency staff to locate courtesy supervised children. The locations will be reported to the California ICPC office in Sacramento.</p> <p>PROBATION: The Probation Department will coordinate information and services with the ICPC office in Sacramento, California. Directives for care of minors placed in Lassen County through ICPC will be followed should they differ from the Lassen County plan. ICPC will be provided with emergency contact information to the supervisory Probation Officer assigned to the Incident Command Center.</p> |
| Essential Function: | 2. Mental health providers |
| Process Description: | <p>CFS: The Lassen County Behavioral Health Department will be utilized as needed.</p> <p>PROBATION: The Probation Department will coordinate all crisis and service related needs through the previously described methods. The Probation Department will also coordinate all needs/communication through the Behavioral Health designee at the Incident Command Center.</p> |
| Essential Function: | 3. Courts |
| Process Description: | <p>CFS: The Lassen County Superior Court has a plan in place for conducting Juvenile Court business in the event of an emergency.</p> <p>PROBATION: The Probation Department would utilize the Courtroom located at the Juvenile Detention Facility to conduct all Court Hearings, if the Hall of Justice was deemed unsafe. The Lassen Superior Court emergency procedures would be implemented in the event the Juvenile Detention Facility was deemed unsafe.</p> |
| Essential Function: | 4. Federal partners |
| Process Description: | <p>CFS: Communication with Title IV-E and other federal partners will be handled by assigned emergency</p> |

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| | <p>staff in conjunction with CDSS.</p> <p>PROBATION: Communication with all Federal Partners needing to be advised of emergency information will be conducted in the same manner previously stated with all partners of the Probation Department.</p> |
| Essential Function: | 5. CDSS |
| Process Description: | <p>CFS: Communication with CDSS will be conducted by emergency CFS staff.</p> <p>PROBATION: The Probation Department will communicate information to CDSS from the Supervisory Probation Officer located at the incident command center, using any available means of communication. The Probation Department will also partner with CFS to provide combined communication to reduce unnecessary or duplicated information.</p> |
| Essential Function: | 6. Tribes |
| Process Description: | <p>CFS: The CFS Department will provide all emergency notifications to the ICWA Coordinator at the Susanville Indian Rancheria to disseminate information to any other Tribal contacts.</p> <p>PROBATION: The Probation Department will provide all emergency notifications to the ICWA Coordinator at the Susanville Indian Rancheria to disseminate information to any other Tribal contacts.</p> |
| Essential Function: | 7. Volunteers |
| Process Description: | <p>CFS: Volunteers will be coordinated by OES.</p> |

PROBATION:

The Probation Department would communicate and direct volunteers of the Department in the same manner previously described for department personnel.