

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Monterey County Department of Soc. Services Date Completed: 07/15/2016

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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

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:
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Essential Function:	<p>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 that may be displaced.</p>
Process Description:	<p>A List of CWS children, including non minor dependents residing in foster care, out-of-county placements, children placed in or out of CA through the ICPC, and out-of-state non minor dependents under the care or supervision of the county, is compiled on a monthly basis. These lists are distributed to the Program Managers for placement services, and contain identifying and locating information of the children listed above. In the event of an emergency, the Program Manager for Placement services, or their designee, will garner the help of social workers and staff who are available to contact and ascertain the status of children in care and their care providers.</p> <p>The FCS Branch Director or their designee, shall access Safe Measures. A designee will ascertain the status of these children and contact any outside counties regarding information sharing, status of the child, and to coordinate services to their families.</p> <p>Program Managers will take the lead to ensure staff check in with caregivers of all children under FCS jurisdiction, by phone, to determine which of their services have been interrupted by the disaster in question, and to work with the family to mitigate the interruption in service (i.e., troubleshooting other methods of meeting the family’s service needs, referrals to resources that may be able to help in meeting the family’s service needs, etc.)</p> <p>Probation: Probation maintains a list of wards and non-minor dependents and their respective placements. These lists contain identifying and location information of children and out-of-home placements. In the event of an emergency situation, the Probation Services Manager for placement services or designee will garner the help of Deputy Probation Officers and staff, who are available to contact and ascertain the status of children in care and their care providers. The Probation Services Manager or designee shall advise Probation Administration of actions taken and status. The Probation Services Manager will take the lead with staff to review Case Plans and identify services that may have been impacted and will determine alternative options to meet service goals.</p>

Essential Function:	2. Communication process with child care providers
Process Description:	<p>All social workers with an assigned caseload will contact the caregivers for children on their caseloads, including non-minor dependents, and those children placed out of county or state, via telephone and/or a home visit (when possible), in order to assess client needs. If the assigned social worker is not available, another social worker will be assigned to make the contacts. Caseload coverage during a disaster will be ensured by each Supervisor or Program Manager (in that order). Other social work and support staff will be utilized to assist in carrying out this function as required.</p> <p>To ensure timely foster care payments, the Child Welfare and Community Benefits Branch Directors will work collaboratively with the Foster Care Eligibility Supervisor and staff. Checks will be mailed out in advance if and when possible.</p> <p>Probation: All Deputy Probation Officers with an assigned caseload will contact the caregivers on their caseloads via telephone and/or home visits to assess ward's needs. If the assigned Deputy Probation Officer is not available, another Deputy Probation Officer will be assigned to make the contacts. Caseload coverage will be ensured by the Probation Services Manager. Other Deputy Probation Officers and support staff will be utilized to assist in carrying out this function as required.</p> <p>To assure timely foster care payments, Probation will work with the Community Benefits Director collaboratively with Foster Care Benefits. Checks will be mailed in advance, if and when possible.</p>

Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>When a disaster event is known in advance, identification of evacuation procedures will be based on the direction of the Office of Emergency Services (OES). If the disaster event is widespread and will occur in outside counties where dependents and non-minor dependents are placed, the identification of evacuation procedures will be based on the direction of that county's Office of Emergency Services. If the disaster event will occur in another state where a dependent or non-minor dependent is placed, the identification of evacuation procedures will be based on the direction of that State's Office of Emergency Services.</p> <p>The OES is a section of the County Administrative Office, and is responsible for initiating and coordinating disaster and emergency preparation, response, recovery, and mitigation operations within the county. In order to accomplish this task, the OES develops and maintains a wide variety of emergency plans, including incident response plans specific to certain incidents, and coordinated emergency response plans specific to certain geographic threat areas. OES is the lead agency of the Monterey County Operational Area, an organization composed of most jurisdictions within the county. OES operates the Monterey County Operational Area Emergency Operations Center (EOC), which is activated during emergency conditions. Care providers are responsible for ensuring the safety of the children in their care.</p> <p>The OES identifies geographic areas needing evacuation. If needed, during the course of an emergency, FCS and Probation will provide information and instruction to caregivers to assist with evacuation and relocation to approved disaster shelters. Program Managers and Probation Services Manager are responsible for assigning lead staff to these tasks.</p>

Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>When a disaster event is not known in advance, the identification of evacuation procedures will be based on the direction of the Office of Emergency Services (OES), once those directions have been issued. If the disaster event is widespread and occurs in outside counties where dependents and non-minor dependents are placed, the identification of evacuation procedures will be based on the direction of that county’s Office of Emergency Services. If the disaster event occurs in another state where a dependent or non-minor dependent is placed, the identification of evacuation procedures will be based on the direction of that State’s Office of Emergency Services.</p> <p>The OES is a section of the County Administrative Offices, and is responsible for initiating and coordinating disaster and emergency preparation, response, recovery, and mitigation operations within Monterey County. In order to accomplish this task, the office develops certain incidents and coordinated emergency response plans specific to certain geographic threat areas. The OES is the lead agency in Monterey County and operates the Monterey County Operational Area Emergency Operations Center (EOC), which is activated during emergency conditions. The OES identifies geographic areas to be evacuated. Law Enforcement will provide the information and instructions to DSS, and designated FCS staff will relay the information and instructions to foster, relative, near-kin, and group homes to assist in evacuation and relocation during the course of an emergency. Program Managers and the Probation Services Manager will assign lead staff to assure caregivers of foster children/wards are following these directions and relocating with their children. Non-minor dependent will be contacted via phone or text by the assigned social worker or their supervisor and encouraged to follow these procedures. Rides will be offered whenever possible by designated FCS Staff.</p>
Essential Function:	5. Identification of shelters
Process Description:	<p>DSS/Family and Children’s Services staff may be assigned to designated disaster shelters to assist with the intake and registration of any unaccompanied minors. Program Managers are responsible for assigning tasks to staff as needed. Locations of disaster shelters will be made available through the County Emergency Operations Center. The FCS Branch Director or their designee will provide a list of designated shelters to FCS staff to use as a resource for caregivers of dependents, including non-minor dependents, who may be in need of shelter services.</p>
Essential Function:	6. Parental notification procedures
Process Description:	<p>After ensuring the safety of all detained and court dependent children/wards, including non minor dependents and dependents placed out of county, FCS and Probation staff will complete quick, responsive, and diligent attempts to notify parents and/or guardians of the children’s whereabouts and safety.</p>

Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>The Business Continuity and Contingency Plan for Emergency Preparedness and Disaster (BCCP) will communicate to all FCS staff through Unit Supervisors. The Branch Director of DSS, or their designee, has the authority to invoke the plan. Consideration will be given to contacting non affected counties regarding the availability of social work personnel who may be able to assist. FCS will follow the disaster plans established by DSS and the Office of Emergency Services, should the county be declared to be in a state of emergency. The OES will set up disaster shelters if county residents are in need of electricity and/or warmth, and/or if all power fails. Local hospitals will be utilized by clients who medical needs cannot be met elsewhere. As per the Food Bank Director, emergency food will be available to the needy public. Specific to foster care giving families, the Clerical Supervisor or their designee will check voucher vendors for availability of groceries, motels, etc. All emergency response staff will check voucher vendors for availability of groceries, motels, etc. All emergency response staff will have an extra supply of these vouchers in their emergency response briefcases. If more convenient or easier to access, non minor dependents will be referred to The Epicenter should there be a basic need to be met which can be met by resources available through The Epicenter. Probation will assist as needed.</p> <p>Whenever a disaster event is widespread enough to extend to counties where out-of-county dependents are placed, or when there is a disaster event in a county or state where out-of-county dependents are placed, the dependents' assigned social worker and their Supervisor will work together to identify emergency medical, food, electricity, and shelter services in the area, and refer families to the appropriate local resource. Probation will assist as needed.</p>
Essential Function:	8. Staff assignment process
Process Description:	<p>Managers will look at current staffing availability and will assign FCS staff to all offices or to the disaster shelters as the need arises. Temporary assignments may be made until the crisis is averted. Clerks and Service Aides will be available for transport, translations, paperwork support, and to promote overall communications as needed. All FCS staff may be assigned to tasks not listed here. Task assignment, outside of the employee's usual scope of work, is done by the supervisors in consultation with the Program Managers.</p> <p>FCS Staff not being utilized to fulfill the BCCP may be asked to staff disaster shelters. Staff assigned to a designated shelter, shall assist with processing initial intake and registration of unaccompanied minors as well as make efforts to reunify said children with their parents, legal guardians, or responsible relatives, in accordance with regulations and legislation governing child welfare practice and will perform duties as assigned.</p>

Essential Function:	9. Workload planning
Process Description:	After ensuring the safety of their own families, FCS and Probation staff will report to their designated work area and perform their essential duties and responsibilities. Physical locations of worksites may change to meet the current needs of the DSS and Probation departments, or if a specific physical work location is not accessible or is unsafe. Under the direction of the Branch Director, Program Managers will assess the need for staff to be stationed at emergency disaster shelters. Supervisors will work with Program Managers in assignment of staff to perform critical tasks, such as supporting a family to relocate to safety, work in intake, and providing emergency responses. For Probation wards, under the direction of the Probation Administration, the Probation Services Managers will assess the need for staff to be stationed at emergency disaster shelters.
Essential Function:	10. Alternative locations for operations
Process Description:	Alternative locations for operations will depend on the emergency situation, and may involve the relocation of staff to sites other than the primary locations in Salinas, Seaside, and South County. Specific sites will be determined in partnership with all DSS management, with the Program Managers making decisions on a case by case basis. For Probation staff, specific sites will be determined in partnership with OES and Probation Administration. This may include utilization of other County office buildings such as 713 La Guardia, Salinas, Ca 93905. Program Managers will assure safe working environments for all staff as determined by the OES.
Essential Function:	11. Orientation and ongoing training
Process Description:	Human Resources, American Red Cross, and the Office of Emergency Services are responsible for training staff on procedures and disaster preparedness. All staff will have access to the Disaster Plan, and the American Red Cross Publications specific to disaster preparedness. Monterey County DSS has an identified group of employees across branches that are trained and skilled in details specific to Disaster preparedness, and remain links for staff orientation and training. FCS has a “Care and Shelter Branch Director” identified with the management team.

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:	FCS will respond to Child Welfare cases, using existing protocol, whenever possible. Program Managers will assess current staffing and identify a team of social workers whose role will remain initial investigation and 24 hour response when required. Alternative worksites will be based on each emergency scenario and will be determined in partnership with OES. If CMS is not active, Emergency Response social workers will utilize referral form CO 524 for documentation purposes. In the event of a full power outage staff will be directed by the Program Managers to document all investigative and case notes in handwritten form. These will be redone in electronic format once power is restored. An alternate may be for staff to travel to neighboring counties where power exists to write their contacts and input required CMS documentation.
Essential Function:	2. Determine circumstances surrounding the child’s potential entrance
Process Description:	FCS staff will follow existing safety assessment protocol. The program expectation of holding a Team Decision Making meeting will continue, whenever possible. At a minimum a staffing to include the birth parents will be held whenever possible. If a collaborative meeting cannot be held due to present circumstances, the reason will be documented by the social worker in consultation with the Program Manager. If a parent is not available, and extensive means to locate them has been made, a staffing may consist, at minimum, of the social worker, supervisor and Program Manager. Placement options will be considered based on presenting information. Relative and near-kin will be given placement consideration priority, yet this may be delayed based on delay in background checks and staff ability to do a home inspection at that time.
Essential Function:	3. Implementation process for providing new services
Process Description:	Whenever possible. Children who are removed from their parents during a time of disaster will be taken to the Receiving Center and assessment and support services will continue. Parents will be given opportunities to receive all services necessary for the safe return of the children to their care. During a crisis time, the status of various service providers and their ability to provide timely services will be considered when engaging the parents. Based on workload capacity the case carrying social worker may be required to do direct referrals to various services and programs, documenting in case notes their actions to assure service referrals were made in a timely manner.

Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	FCS staff will first have an opportunity to secure the safety of their own families before returning to work to collaboratively complete a review of the foster care placement population will be completed. Once it is established that all children are safe a review of the child and parents' current situation will be done. At that time a determination of possible physical reunification of the child(ren) with their birth parents will be made. The Program Managers will appoint one supervisor to take on this task; A list will be generated by the appointed supervisor and given to the Program Managers for review. The program manager will work with the presiding judge and courts on how to reunite the children with their parents, if determined to be safe, during this timeframe.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	The Senior Secretary for FCS, or designee, maintains a phone log for all FCS to include work, home and cell numbers. Supervisors will be responsible for contacting their staff, creating a phone tree process using the organizational flow chart.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	Program Managers maintain a list of certified bi-lingual staff. This list will be reviewed and short-term staff assignments will be prioritized to secure that language barriers are minimized.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	FCS staff will review active family reunification caseloads during this time. Safety assessment will be re-determined to see if the reasons that the child(ren) came into care have been addressed. FCS will work with the Courts to review the cases and expedite reunification when safe and appropriate. Prioritization will be made to maintain all services and supports helping the family move toward successful reunification in a timely manner.
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	Where the unaccompanied minor in question is a Mexican National, or their parents/relatives are Mexican Nationals, FCS will get in contact with the Mexican Consulate to work with consulate staff in an effort to reunite unaccompanied minors with family in Mexico. In any case where this is not an option, FCS will send the unaccompanied minor to the county's receiving center and move forward with filing a petition. If the unaccompanied minor is already a dependent and cannot be reunited with family, FCS will follow steps outlined in this document for ensuring safety and continuation of services in the same method used for all other dependents.

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:	The Senior Secretary maintains the staff roster for FCS, which includes county issued cellular phone numbers and personal cell phone numbers. The Senior Secretary provides copies of this list to FCS Program Managers and HR. Staff also provide personal cell numbers to their individual supervisors. Each Program Manager and Supervisor keeps copies of the staff roster and telephone contact information for FCS, both at home and at the office. Program Managers shall contact all supervisors assigned to them. Supervisors will contact by phone or in person all FCS staff assigned to their unit and shall report back to the Manager specific to safety, personal location and ability of staff to perform their work duties. Staff are also directed to contact County Communications in the event that cellular services in unavailable. Probation Administration maintains an emergency contact list for all probation personnel. In the event of a disaster, the Probation Services Managers will contact their respective staff and direct them to work locations as determined by Probation Administration. Staff assigned handheld radios will contact County Communications in the event that cellular services are unavailable.
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	The Senior Secretary maintains a current FCS phone tree using the organizational flow chart. It is expected that the Program Managers and Supervisors will call FCS staff assigned to their unit(s). For probation staff, the Probation Services Managers will contact assigned personnel.
Essential Function:	3. Communication structure – contracted services
Process Description:	Each Manager who oversees a contracted service will request applicable information from that service provider to assess if the service provider can continue with business as usual or if there will be a pause in services provided. If contracted services must be interrupted, the immediate need of the service will be assessed. Every effort shall be made to locate an alternative source for services of immediate need. If a service is temporarily suspended and it may affect timeliness to family reunification, this will be reported to the court. Probation will review wards' case plans to determine if suspended service will interrupt family reunification, and every effort will be made to locate an alternative source for services of immediate need.

Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	The Child Welfare Deputy Director or his/her designee (if he/she is unavailable) will be the director of all FCS tasks. Administrative Services will provide the FCS Deputy Director with a back-up cellular phone. In the event of a disaster, all staff will be assigned to keep their cellular phones turned on. The channel for communication with the Office of Emergency Services will be established by the Office of Emergency Services, and will be utilized by the DSS Communication Manager. If cellular power or electricity is unavailable FCS staff will work directly with OES on a plan and will interface directly with County Communications where various communication stations have been identified. FCS staff will be assigned to support the communication stations as needed. FCS will take the direction of the identified DSS Communications Manager. Two-way radios will be obtained through OES and made available for the Child Welfare Director, Program Managers and designated personnel. Probation Administration or the Probation Services Manager(s) will direct all probation activities by utilizing cellular phones, or handheld radios, and will work closely with OES/FCS as needed.
Essential Function:	5. Communication frequency
Process Description:	Communication frequency will depend on the emergency situation and as needed. At a minimum the Deputy Director and the Probation Administration will determine a daily check in time for essential management personal for the provision of new information or instructions. Program Managers and Probation Services Manager(s) will set up a daily communication plan to relay information and instructions directly to staff
Essential Function:	6. Communication with media
Process Description:	The DSS Director and/or FCS Deputy Director will Coordinate with the Community Relations Manager (Public Information Office) in providing information on accessing essential functions, such as child abuse reporting. The DSS Director, FCS Director, Community Relations Manager, or a designee, will respond to requests for information from the media. All media inquiries to staff for comments will be directed to the DSS Director, FCS Director, and/or the Community Relations Manager. All media inquires to Probation will be referred to the Office of the Chief Probation Officer.
Essential Function:	7. Communication with volunteers
Process Description:	The DSS Director, FCS Branch Director, DSS Communication Manager and American Red Cross will coordinate volunteers in accordance with the County of Monterey and Monterey County Department of Social Services Plan.

Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	FCS has a toll free number to report abuse and neglect (1-800-606-6618). FCS has TTY capability. Community members can also contact 211 for how to make a CPS referral where this number will be provided to them.
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<p>Most of Child Welfare Services documentation is stored and preserved through the CWS/CMS system where a regular back-up occurs via the State on a regular basis. CDSS will continue to maintain the CWS/CMS system. FCS will work with the Information technology Branch to handle local access issues to CWS/CMS. Lack of access will translate into FCS staff using hard copies that are maintained weekly and provide basic information. Social Work supervisors will be responsible to work with staff on the development of a hard-copy drop file system for each family/child (manual record) should access to CWS/CMS not be available. These hard files will be maintained at a secure, yet accessible location with DSS. The DSS Record Warehouse for closed case record preservation is the responsibility of the Administrative Services Branch.</p> <p>Most documentation for Probation wards under placement orders are stored and preserved through the CWS/CMS system where a system back up via the State, occurs on a regular basis. CDSS will continue to maintain the CWS/CMS system. Probation will work with the information technology unit to handle local access issues to CWS/CMS. Where there is a lack of access to CWS/CMS, Probation staff will use hard copies that are maintained weekly, and which provide basic information for each family/child (a manual record). These hard files will be maintained at a secure, yet accessible location with Probation. The Probation Record Warehouse for closed case records preservation is the responsibility of the Administrative Services Branch.</p>
Essential Function:	2. Use of off-site back-up system
Process Description:	Computer records are stored in CWS/CMS. CWS/CMS can be accessed at one of the three County offices, at the County's Receiving Center, through laptops with remote access and by emergency response staff participating in the server based computing project, which allows access to web CWS/CMS with authorized pin numbers. If there is an area power outage data may be accessed and entered through neighboring county child welfare agencies. Most of Probation's placement computer records are stored in CWS/CMS, which can be accessed through laptops with remote access, through web CWS/CMS using authorized pin numbers.

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:	<p>The ICPC Coordinator maintains a list of all ICPC cases. For incoming ICPC cases the social worker will respond to these families in the same manner as is done for all local children in foster care. The locally assigned social worker will fax, e-mail or call the social worker assigned from state of origin to report on the child(ren). Should a family need to be relocated this specific information will also be provided to the state of origin. Further, the social workers will also provide this information via e-mail or in handwritten format to the ICPC coordinator who will submit a basic report to CDSS on the status of all ICPC children.</p> <p>The ICPC Coordinator will act as a back-up for the sending state about the status of the child(ren) and caregivers, confirming their safety. When long-term power outage is expected, alternative contact information for the state of origin will be determined and provided through OES and coordinated through the local DSS OES liaison via the ICPC Coordinator. Specific to outgoing cases the ICPC Coordinator will work with the assigned Monterey County social worker to get information to the child specific to local news and family.</p> <p>Along with utilizing internal tracking lists for ICPC youth, the Program Manager and the ICPC Coordinator will use or access Safe Measures to assure that all incoming ICPC children and youth have been contacted and assessed for safety and well-being.</p>
Essential Function:	2. Mental health providers
Process Description:	Monterey County FCS and Probation receive all mental health services in partnership with Monterey County Children’s Behavioral Health (MCCBH). MCCBH is part of the County wide Disaster Plan and will provide information, critical incident support and debriefing as outlined in the County Wide Disaster plan.
Essential Function:	3. Courts
Process Description:	The Welfare and Institutions Code requires that petition and reports be prepared and filed within the statutory guidelines, during and after a disaster, in the event the Court system is functioning. FCS and Probation staff will make every effort to comply with these regulations. The Court, at its sole discretion, may suspend timelines for document submission.

Essential Function:	4. Federal partners
Process Description:	FEMA/Mutual Aid will be requested at the County level as needed. Requests from Federal partners for information should come through the Child Welfare Director who will respond as appropriate.
Essential Function:	5. CDSS
Process Description:	CDSS can request information through the DSS or Child Welfare Director. The information will be provided as requested and appropriate.
Essential Function:	6. Tribes
Process Description:	Tribes shall be notified in the same manner as parents and legal guardians regarding the safety and wellbeing of the register Native American children affected by disaster.
Essential Function:	7. Volunteers
Process Description:	All volunteer resources and supplies will be deployed and supervised as outlined within the Monterey County Disaster Plan and via the American Red Cross.

Monterey County Department of Social Services

Family and Children's Services

Business Continuity and Contingency Plan

Family and Children's Services and Probation will be prepared to perform mission critical tasks to keep families and children safe in the event of a disaster. The Department of Social Services Director activates the DSS Disaster Operation Center (DOC) and organizes personnel in accordance with the Standardized Emergency Management System (SEMS) as outlined in the Monterey County Department of Social Services Disaster Plan.

MISSION CRITICAL OPERATIONS:

I. Expected Inputs

A. Referrals

1. Receive and respond to immediate response referrals within 24 hours.
 - a. Revert to pre-CMS process by using ER referral form CO 524. An adequate number of forms will be available and kept by ER Supervisors.
Note: The average number of referrals in one month is 211. ER Supervisors for FCS satellite offices will ensure an adequate supply is available.
2. Use manual log of all calls. Manual logs will be created and stored by ER Supervisors.
3. Use print out of CMS logs to create a log of cases/open referrals.

B. Emergency Placements

1. Use hardcopy of Placement Form CO 285G-A.
 - a. An adequate supply of Placement Form CO 285G-A will be kept by ER Supervisors.
 - b. Each social worker will make 3 copies: one for file, two for Supervisor (one goes to Placement Clerk who forwards to eligibility).
2. Principal Clerk for Placement Support unit will print a list of current foster homes at least once per month.
3. Every Friday, the Principal Clerk for the Placement unit will print a list of all emergency homes and their available capacity. The Principal Clerk shall also assure the updated list is available on FCS Online Resources.

C. General Business

1. All mission critical forms used by FCS will be inventoried and supply will be maintained by clerical staff.
2. The Senior Secretary for the Deputy Director of FCS will continue to update policies and procedures in SharePoint and will notify all staff.

II. Planned Outputs**A. Databases**

1. FCS Director and Managers shall print to hardcopy and save to their assigned and encrypted USB:
 - a. Dependent Children Database
 - b. Foster Home List
 - c. Relative Caregiver List
 - d. Medically Vulnerable Children
 - e. Relative and NREFM Caregiver List
2. The Director and his/her designee have been provided by CDSS restricted access to Safe Measures. Safe Measures will also be accessed to assist staff in locating and ensuring the safety of dependent children.

B. Court Petitions

1. File petitions in court within 48 hours of removal
 - a. Court Officer
 - b. Court Supervisor
 - c. Court Unit Social Workers
2. If there is no power, petitions will be hand-written on Judicial Council forms.
3. Judicial Council forms will be obtained by Court Officer and provided to Court Supervisor.

C. Emergency Placement Changes

1. Hardcopies of Placement Form CO 285G-A and CO 902S will be made available by the Clerical Supervisor. Copies will be given to each Unit Supervisor.
2. To increase licensing capacity during a state of emergency, existing licensed/certified foster homes may receive waivers with approval by the FCS Director.

D. Notices of Hearing

1. Upon establishing the location of persons to be noticed, a Notice of Hearing will be mailed in a timely manner.
2. The Unit Supervisors will be responsible to see that notices are mailed.

E. Court Reports

1. Court reports will be written in advance when possible.
 - a. Court reports will be written on laptops if PC's are down. They will need to be printed at a location that has a printer/generator.
 - b. Court reports will be handwritten or oral reports will be provided to the presiding Judge in the instance of long term power outage.
 - c. The presiding Judge can order to suspend all Court Hearings in incidents of extreme emergencies with consideration to parents receiving extended Family Reunification time as appropriate.

F. Probation:

1. In the event of extreme emergencies, Probation will assess each ward under a placement order and take the appropriate action to maintain the ward's safety.