

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Napa County Child Welfare Services

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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.

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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:	<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>CWS staff will use the Emergency Management reports from SafeMeasures to generate a calling checklist. In the event of a loss of internet connection, a monthly emergency contact list of all dependents in-care, Probation children, and all non-minor dependents, listing their names, current social workers, current placements, addresses, cities, phone numbers, and schools will be utilized. The report will be updated bi weekly and uploaded to a shared drive on our county servers to be accessed via cell phone. If both of these methods should be unavailable, a paper copy will be distributed to a disaster plan folder located in the Emergency Response Supervisor office safe. Electronic copies are also available via the Napa County Child Welfare SharePoint site.</p> <p>Using the Emergency Management reports, our analyst generates an excel spreadsheet checklist with all contact information for all children in placement. Supervisors will ensure staff contacts caregivers, by phone or in person if they have not reported in promptly following a disaster. Staff will contact local shelters, schools, police and hospitals in an effort to locate any missing foster children. In addition, staff will attempt to contact social workers from other counties whose children are placed in Napa County utilizing the same Emergency Management report from SafeMeasures.</p> <p>The monthly emergency contact list includes a listing of all children who have an active medical alert recorded in CWS/CMS. This listing allows support to be provided to these caregivers as a priority. Caregivers are instructed to have battery backup for equipment and/or to have generator backup. To have an alert recorded in CWS/CMS the child should meet one of three conditions:</p> <p>a. <u>Technology dependent children</u>: In the event of a disaster including extended losses of power or evacuations of tech-dependent children (for example a child with sleep apnea) must have functioning equipment immediately</p> <p>b. Any condition for which a child needs regular medical care, diabetes for example</p> <p>c. In general, any condition that if untreated could endanger the child.</p> <p>The Probation Placement Supervisor and the Supervisors in Juvenile Hall will be provided with updated information for all wards in out-of-home care and all Extended Foster Care youth at the beginning of each month. Juvenile Hall staff will be responsible for contacting the youth on that list in the event of an emergency. Because many of the youth placed by Probation are out of county, each program’s disaster plan will be included with the emergency contact information. As a back-up system the Placement Supervisor will keep updated information on current placements available</p>

	and contact youth in the event that Juvenile Hall Staff cannot.
Essential Function:	2. Communication process with child care providers
Process Description:	<p>In a disaster, caregivers are instructed to phone the primary child abuse hotline number (which is backed by emergency generator) within 3 hours. In the event that we are unable to access our phone system we have contracted with a service provider to receive calls. They will follow all emergency procedures and instruct caregivers. Alternative forms of communication utilized by caregivers are to call or text their assigned worker's work cell phone or leave a message on their assigned worker's work station phone. Staff on the ER hotline will identify and track from the SafeMeasures excel printout those who are accounted for and what they may need. First thing in the morning this list is updated by the workers on the ER hotline. If a caregiver does not report in, calls will be made by staff as assigned by CLT. Staff will attempt to make phone contact, and, if unsuccessful, will attempt to contact agency if applicable. If all attempts are unsuccessful within 48 hours, staff will attempt to make face to face contact. If all attempts are unsuccessful, staff will contact law enforcement to check on the home.</p> <p>Homes and facilities with Probation placed youth are instructed to contact Juvenile Hall where their call ins will be tracked similarly.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	Caregivers are instructed to follow the instructions of law enforcement in an evacuation. They are to notify the Department as soon as possible if they plan to go to a community shelter or if they will be staying with friends or relatives. Caregivers are to identify themselves as foster caregivers to the shelter staff. They are to call the central hotline number (1-800-464-4216).
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>See above – follow the instructions of law enforcement.</p> <p>For caregivers that are able to contact CWS, staff will advise that they are to follow law enforcement instructions, and provide them with any emergency contact information.</p> <p>In the event all power is down and there are no other forms of communication with caregivers, available staff will attempt to locate children at listed primary address first followed by shelters.</p>
Essential Function:	5. Identification of shelters

Process Description:	Red Cross shelter locations have been pre-identified in our community.
Essential Function:	6. Parental notification procedures
Process Description:	Assigned staff will field calls from concerned parents. Most of our parents have contact numbers to reach their children in placement. Staff will respond to those who have called in.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	Available CLT members will meet to coordinate and prioritize continuing services, action steps: <ul style="list-style-type: none"> • Identify resources, designating staff person to triage new referrals received on the hotline. • Consider contacting neighboring counties who can assist if we are short of staff. • Identify a location for continued parent/child contact. • Contact County Counsel to confirm status of Juvenile Court operations including location and proposed schedule.
Essential Function:	8. Staff assignment process
Process Description:	Available CLT members will discuss location and availability of staff utilizing the distributed staff phone list. Staff will be designated to perform essential functions that may not be their normal assignment.
Essential Function:	9. Workload planning
Process Description:	Available CLT members will discuss location and availability of staff. Staff will be designated to perform essential functions that may not be their normal assignment.
Essential Function:	10. Alternative locations for operations
Process Description:	Coordination with HHS-disaster response planning: <ul style="list-style-type: none"> • Consider relocating to 1917 1st Street; other alternatives include county buildings in downtown area i.e. 1195 Third Street, Suite 110 Napa, CA 94559 or American Canyon offices and/or neighboring counties CWS offices and the use of public shelters as a last resort.
Essential Function:	11. Orientation and ongoing training
Process Description:	Train foster parents and relative/NREFM care givers in disaster preparedness through frequent reminders that they need to contact the ER unit at 707-253-4261 or 1-800-464-4216. This information will be provided in the quarterly foster care newsletter distributed to all foster parents. This will include SILP placements (NMD's). CWS Staff will be trained on the disaster plan on a regular basis.

	Probation Supervisors and Juvenile Hall Supervisors will be trained on a regular basis.
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:	Assign staff to triage referrals/phone calls. Available staff will be assigned to respond as appropriate, either from their home or office. If necessary contact neighboring counties for assistance.
Essential Function:	2. Determine circumstances surrounding the child’s potential entrance
Process Description:	Assign staff to identify available foster care providers. Consider exceptions for over capacity during the emergency. Identify staff to do emergency relative approvals. Assess the need to request assistance from surrounding counties not affected by the disaster.
Essential Function:	3. Implementation process for providing new services
Process Description:	Operate out of shelters if County offices are unavailable or inaccessible <ul style="list-style-type: none"> • Essential services only until situation is stabilized and staff resources are restored. • Use printout of identified placement resources for any children needing new placements. Consider contacting other counties for additional staff or placement resources as necessary.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	Standards for safety of the child would not be compromised during a disaster. Risk and safety assessments would continue to be performed. Court oversight would continue.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	Child welfare staff would be identified to work with children separated from their family in the same way as for children already in the care of child welfare. Children would likely either be delivered to our offices by first responders or taken to shelters. Available staff resources would be assessed by CLT and children’s needs would be triaged based upon the child’s current situation.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	Available bi-lingual staff would be used to address the language barriers. As noted in prior sections, staff may be used outside their normal program responsibilities. This would include

	agency staff outside child welfare. If the language line were available, that would be used as well.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	Every effort would be made to locate parents, guardians or relatives of the child. CWS/CMS would be checked for history and, if appropriate, CLETS might be accessed. Prior to release of the child, positive identification of the parent or relative would be made.
Essential Description:	4. Assess and make a determination within 30 days
	For children for whom appropriate family cannot be located within 48 hours, dependency proceedings would be initiated in Juvenile Court and statutory requirements followed.
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:	Available CLT members will attempt to contact division staff by phone with the list distributed with the disaster plan. In the event of a disaster, displaced staff will call their supervisor or manager. All staff will call in to their supervisor to update on location/conditions in their area.
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	CWS will maintain a current and accurate phone tree.
Essential Function:	3. Communication structure – contracted services
Process Description:	NA - Have not contracted essential or emergency services
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	Maintain updated lists of all cell phones/home phones/addresses and distribute to CLT members monthly to be kept available at all times.
Essential Function:	5. Communication frequency
Process Description:	Staff will call in or be contacted daily.

Essential Function:	6. Communication with media
Process Description:	Director to communicate with HHS and County PIO for providing information to the media
Essential Function:	7. Communication with volunteers
Process Description:	Assistant Child Welfare Directors will coordinate with larger county structure to use any available volunteers for CWS functions
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	Toll free number exists: 1-800-464-4216
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	All essential information is in CWS/CMS; look to CDSS to provide case record information if it is unavailable on a local level. Probation maintains records in the electronic databases CJIMS and CWS/CMS.
Essential Function:	2. Use of off-site back-up system
Process Description:	Login through state site as described in division procedures. CWS Management and Supervisory staff has access to network via VPN/laptop if our local network is in operation. If internet services are down, CWS Management and Supervisory staff has access via Verizon Air Cards.
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:	County ICPC coordinator and designated backup have phone list of ICPC cases and relevant contacts in other states which will be distributed monthly to CLT member's mailboxes. County coordinator will contact appropriate state ICPC offices to report on location and condition of any child placed in Napa County through ICPC.
Essential Function:	2. Mental health providers
Process Description:	We are an integrated Health and Human Services agency and provide 24 hour Mental Health Crisis Services.
Essential Function:	3. Courts
Process Description:	Available CLT members will assign staff to contact courts and/or County Counsel. Upon request, Court Judge will receive a full accounting for all children in out of home placement.
Essential Function:	4. Federal partners
Process Description:	N/A
Essential Function:	5. CDSS
Process Description:	Information provided on request.
Essential Function:	6. Tribes
Process Description:	Information provided on request. Will contact Tribal Representative to advise on minor's status.
Essential Function:	7. Volunteers
Process Description:	Information provided on request and as necessary.