

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Nevada County Child Protective 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.

## 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</b>
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<b>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>Nevada County Child Protective Services will maintain a master file of all Nevada County children, ICPC children, and non-minor dependents (NMD) in and out of state placed in foster care. Information concerning Nevada County children and NMD in foster care will be updated on a monthly basis to ensure that accurate placement information is provided to, and maintained by, the Child Protective Services Supervisors and Program Manager. Each Social Worker/Probation Officer will maintain contact information for each child and NMD in foster care, including the name(s) of the care provider(s), telephone number, mailing address, physical address, and 24-hour telephone number for the Foster Family Agency Social Worker, if applicable.</p> <p>In the event of an emergency or disaster, emphasis shall be placed on maintaining displaced foster youth and NMD with their current care providers, unless circumstances arising from the emergency or disaster require another placement of the child or NMD.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	<p>Nevada County Child Protective Services Social Workers/Probation Officers will maintain accurate contact information for each Nevada County child and NMD placed in foster care, including: Name(s) of the care provider(s), telephone number, mailing address, physical address, and 24-hour telephone number for the Foster Family Agency Social Worker, if applicable.</p> <p>Upon placement of a Nevada County child in foster care, the placing Social Worker/Probation Officer will implement an appropriate contact procedure with the foster care provider and Foster Family Agency Social Worker (if applicable) to promote Child Protective Services' communication with the care providers in the event of an emergency. Such information shall include:</p> <ul style="list-style-type: none"> <li>• Care provider's daytime and evening phone numbers;</li> <li>• Care provider's cell phone, if applicable;</li> <li>• Foster Family Agency's 24-hour phone number;</li> <li>• Foster Family Agency's Social Worker's cell phone;</li> <li>• Nevada County Child Protective Services 24 Emergency Telephone number;</li> </ul> <p>In the event of an emergency or disaster, the care providers will first attempt to contact Nevada</p>

	<p>County Child Protective Services via the 24-hour emergency intake line at (530) 273-4291. In the event the care provider is unable to contact Child Protective Services via the emergency intake line, the care provider will next attempt to contact the assigned Child Protective Services' Social Worker/Probation Officer via the Social Worker's/Probation Officer's direct phone number, followed by the Social Worker's/Probation Officer's cell phone number.</p> <p>In the event of a disaster or emergency impairing Child Protective Services'/Probation Department's ability to provide direct services to a Nevada County foster child or NMD, the care provider will be provided with appropriate contact information on agencies that will provide services for the child until Child Protective Services/Probation Department are able resume service delivery. In the event of a disaster or emergency, the care provider shall not relinquish placement care of the child without the authorization of Child Protective Services/Probation Department.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>The care providers will maintain an emergency evacuation plan. The emergency evacuation plan shall include the following:</p> <ul style="list-style-type: none"> <li>• Detailed evacuation plan and procedures, including an evacuation map, addresses and contact information for local shelters, addresses and contact information for local medical facilities, and identification and tracking information concerning foster children in their care during the evacuation period;</li> <li>• Identification of essential care and support services for Nevada County foster children and NMD, including emergency housing, medical care, food, clothing, and crisis intervention services.</li> </ul> <p>In the event that Nevada County Child Protective Services/Probation Department are notified that a disaster or emergency will occur, which may place a Nevada County foster child or NMD at risk, Child Protective Services/Probation Department shall do the following:</p> <ul style="list-style-type: none"> <li>• Contact the State and County Offices of Emergency Services to determine the seriousness of the reported emergency or disaster for purposes of determining whether Nevada County foster children or NMD require evacuation or removal from the care providers;</li> <li>• Contact the care provider for purposes of assessing the care provider's ability to provide continued placement care for the foster child or NMD;</li> <li>• Convene appropriate Child Protective Services/Probation Department personnel, including placing Social Worker, placing Probation Officer, Supervisor, and Program Manager, for purposes of evaluating and determining appropriate evacuation procedures.</li> </ul>

	<p>In the event the care provider is unable to provide continued care for the foster child or NMD during the emergency or disaster, the child welfare social worker/Probation Officer shall:</p> <ul style="list-style-type: none"> <li>• Notify his/her Supervisor and/or Program Manager of the situation for purposes of determining an appropriate course of action, including:</li> <li>• Identification of respite care providers and emergency foster care shelters;</li> </ul> <p>Initiating contact with other county Child Protective Agencies/Probation Departments for purposes of accessing emergency placement services.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>The care providers will maintain, and provide the placing Child Protective Services Social Worker/Probation Officer with an emergency evacuation plan for use in the event of an emergency or disaster. The emergency evacuation plan shall include the following:</p> <ul style="list-style-type: none"> <li>• Detailed evacuation plan and procedures, including an evacuation map, addresses and contact information for local shelters, addresses and contact information for local medical facilities, and identification and tracking of foster children and NMD during the evacuation period;</li> <li>• Identification of essential care services and support for Nevada County foster children and NMD, including emergency housing, medical care, food, and crisis intervention services.</li> </ul> <p>In the event that Nevada County Child Protective Services/Probation Department is notified that a disaster or emergency has occurred, Child Protective Services/Probation Department shall:</p> <ul style="list-style-type: none"> <li>• Contact the State and County Offices of Emergency Services to determine the seriousness of the reported emergency or disaster and whether Nevada County foster children or NMD require evacuation or removal from the care provider;</li> <li>• Contact the care provider for purposes of assessing the care provider’s ability to provide continued placement care for the foster child or NMD;</li> <li>• Convene appropriate Child Protective Services/Probation Department personnel, including the Social Worker, Probation Officer, Supervisor, and Program Manager for purposes of evaluating and determining appropriate emergency response services to promote the health and safety of Nevada County foster youth and NMD during the emergency or disaster situation.</li> </ul> <p>In the event the care provider is unable to evacuate the foster child or NMD or otherwise provide continued care of the foster child or NMD during the emergency or disaster, the Social Worker/Probation Officer shall:</p>

	<ul style="list-style-type: none"> <li>• Notify his/her Supervisor and Program Manager of the situation for purposes of determining an appropriate course of action, including: <ul style="list-style-type: none"> <li>○ Identifying respite care providers and emergency foster care shelters;</li> <li>○ Contacting other County Child Protective Agencies for purposes of accessing emergency placement services.</li> </ul> </li> </ul>
Essential Function:	5. Identification of shelters
Process Description:	Nevada County Child Protective Services/Probation Department will maintain a current list of available foster care shelters for placement of Nevada County foster youth and NMD in emergency or disaster situations. In the event of an emergency or disaster, the placing Social Worker/Probation Officer shall provide the care provider with contact information for local foster care shelters, and assist in the coordination of shelter care services.
Essential Function:	6. Parental notification procedures
Process Description:	<p>In the event of an emergency or disaster, Nevada County Child Protective Services/Probation Department will make reasonable efforts to timely notify the parents of Nevada County foster children and youth impacted by an emergency or disaster. Parental notification shall include an overview of the emergency or disaster and the response plan. Parental notification shall first be attempted by the assigned Social Worker/Probation Officer, followed by the Supervisor, Program Manager, or emergency response Social Workers. Parental notification shall include:</p> <ul style="list-style-type: none"> <li>• The nature and extent of the emergency or disaster;</li> <li>• Any change to the child’s or youth’s placement resulting from the emergency or disaster;</li> <li>• Plan for periodic parental updates concerning the child’s or youth’s placement status.</li> </ul>
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>In the event of an emergency or disaster, Nevada County Child Protective Services/Probation Department will contact the care provider and determine alternative means of promoting continuity of foster care services during the emergency or disaster. Considerations shall include:</p> <ul style="list-style-type: none"> <li>• The ability of the current care provider to provide and/or arrange continued foster care services;</li> <li>• Determination of alternative processes for providing continued foster care services;</li> </ul>

	<ul style="list-style-type: none"> <li>• Determination of time-lines for arranging needed alternative processes for continued services;</li> <li>• Identifying priority of foster youth service needs during an emergency or disaster.</li> </ul>
Essential Function:	8. Staff assignment process
Process Description:	Nevada County Child Protective Services/Probation Department will ensure adequate staffing at all times during an emergency or disaster. Staffing coverage shall include a 24-hour emergency response telephone number, after-hours emergency Social Worker response, and protocol for 24-hour Supervisor and Program Manager access by child welfare personnel during the emergency or disaster. In the event of an emergency or disaster, the Program Manager and Supervisors will convene and determine necessary staffing assignments to promote adequate staffing for the delivery of child welfare services during the emergency or disaster.
Essential Function:	9. Workload planning
Process Description:	<p>In the event of an emergency or disaster affecting Nevada County foster youth and NMD, Nevada County Child Protective Services/Probation personnel shall convene for purposes of workload planning. Considerations shall include:</p> <ul style="list-style-type: none"> <li>• Availability of social work/probation staff during the emergency or disaster;</li> <li>• Priority of foster youth and NMD needs during the emergency or disaster;</li> <li>• Identification of available community support services to assist in the continued delivery of services;</li> <li>• Prioritization of service delivery during the emergency or disaster;</li> <li>• Coordination with Probation Department personnel to promote efficiency of service delivery to and share information on Nevada County foster youth placed by the Probation Department and Child Protective Services.</li> </ul>
Essential Function:	10. Alternative locations for operations
Process Description:	<p>In the event that an emergency or disaster compromises the continued use of Nevada County Child Protective Services/Probation Department facilities, the Program Manager will identify alternative operational sites for use by Child Protective Services/Probation Department personnel.</p> <p>The CPS Program Manager will ensure that the Director of the Nevada County Department of</p>

	<p>Social Services, all local law-enforcement agencies, the Nevada County Probation Department, and the Nevada County Office of Emergency Services are notified of the alternative operations sites.</p> <p>The CPS Program Manager will identify and collect the following items for use at the alternative operational sites:</p> <ul style="list-style-type: none"> <li>• Essential foster youth and NMD case records and contact information;</li> <li>• Care provider contact information;</li> <li>• Employee and management contact information;</li> <li>• Spare keys to all Nevada County Child Protective Services vehicles;</li> <li>• Portable electronic equipment, including cell phones, laptop computers, pagers, care chargers for cell phones and laptop computers, and back-up battery supplies;</li> <li>• Portable first aid kits in each vehicle and alternative operations sites.</li> </ul> <p>The CPS Program Manager will determine when normal operations can be resumed at the dedicated Child Protective Services offices, including a plan for transitioning operations back to the dedicated sites following the emergency or disaster.</p>
Essential Function:	11. Orientation and ongoing training
Process Description:	All Nevada County Child Protective Services personnel will be provided with annual training on the Child Welfare Services/Probation Department Disaster Response Plan. The Program Manager will maintain verification of the trainings.
<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:	Nevada County Child Protective Services will investigate reported child abuse or neglect cases in areas adversely affected by an emergency or disaster. In the event that a child is determined to be at substantial risk of abuse or neglect, the investigating Social Worker shall determine whether foster care placement is necessary for the protection of the child. In the event that the child is not determined to be at substantial risk of abuse or neglect, the Social Worker shall determine whether child welfare services are required for the protection of the child, or whether other identified

	community services are available to meet the immediate needs of the child and family.
Essential Function:	2. Determine circumstances surrounding the child’s potential entrance
Process Description:	<p>Nevada County Child Protective Services will identify the unique needs of children, youth, and families resulting from the emergency or disaster, and will provide assessment, referral, and support services to the identified children, youth, and families in need, including:</p> <ul style="list-style-type: none"> <li>• Assessment of child and family needs during the emergency or disaster, including child abuse/neglect risk assessments and crisis intervention services.</li> <li>• Referral services for emergency shelters;</li> <li>• Referral services for emergency assistance to families in need during the emergency or disaster, including medical care, food, clothing and financial aid;</li> <li>• Referral services to community agencies providing crisis intervention services;</li> <li>• Assistance in locating available relatives or non-relatives for temporary housing of displaced families.</li> <li>• Foster care placement for abused, neglected, or displaced children and youth during the emergency or disaster.</li> </ul>
Essential Function:	3. Implementation process for providing new services
Process Description:	<p>Consistent with county and state protocols, Nevada County Child Protective Services will provide child welfare services to abused or neglected children and their families during emergency or disaster situations. The Program Manager, Supervisors, and Social Workers will convene for purposes of determining the unique service needs of the families affected by the emergency or disaster and will initiate necessary referrals for the delivery of identified service needs. The Social Workers will make all reasonable efforts to maintain compliance with county and state protocols for the delivery of child welfare services during the emergency or disaster.</p>
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	<p>Children and families will be given temporary shelter in a safe environment. Every effort will be made to keep children with their families. Attempts will be made to reach out to kin. Families will be offered services to help prevent any high-risk behavior. Children in need will be offered emergency therapy. Children will be offered visitation with parents. Families will be given robust services</p>

	towards reunification.
<b>CWS Disaster Response Criteria C:</b>	<b>Address and provide care for unaccompanied minors:</b>
Essential Function:	1. Structure – CWS personnel
Process Description:	Child welfare personnel will identify unaccompanied minors. There will be a thorough investigation into the child's circumstances. The structure of investigation, court involvement, and child reunification will be employed by child protective services. If necessary petitions to the court will be filed. Children will be connected to care and services. Medical and psychological treatment will be obtained for children in need. Every attempt will be made to find families and the families will be given qualifying services if they are found. Child welfare services will outreach with foreign consulates to obtain information. Issues of citizenship will be addressed in the court. All services will be provided with the ultimate goal of reunifying the family.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	Nevada county child welfare service has bilingual, bicultural staff. Child welfare service also has access to a language line with ATT, whereby interpreters can be contracted.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	Child welfare service will make all efforts to identify families and support reunification with families. Nevada County Child Protective Services will employ contractors for the purpose of finding families. Once families are contacted, it will be determined if services are needed to return the children with the families. Every case will be carefully investigated with highest priority returning children with kin.
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	Within 30 days, a thorough investigation will occur. Many attempts will be made to find and support families so that the children can return home.
<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:	<p>Nevada County Child Protective Services will include as part of its Child Welfare Services Disaster Response Plan a protocol for ensuring continued communication between Social Workers and other essential child welfare personnel who become displaced because of an emergency or disaster. In the event of such an emergency or disaster, the following protocol shall be followed: Each Social Worker and essential child welfare personnel will ensure that their county-issued cell phones are charged on a daily basis and maintained in good working order. Social Workers and essential child welfare personnel will maintain current employee contact information, including office, cell, and home telephone numbers of all Social Workers, essential child welfare personnel, Supervisors, and the Program Manager.</p> <p>In the event that a Social Worker or other essential child welfare employee is displaced because of an emergency or disaster, the Social Worker or employee will first attempt to contact his/her immediate Supervisor in the order of work phone, cell phone, and home phone. In the event that the displaced employee is unable to reach his/her Supervisor, the employee will attempt to reach the Program Manger in the order of work phone, cell phone, and home phone. In the event that the displaced employee is unable to reach the Program Manger, the employee will attempt to reach another Social Worker or essential child welfare employee in order of work phone, cell phone, and home phone.</p> <p>In the event that communication by a displaced employee is not possible, the employee will attempt to contact the nearest law enforcement agency to report his/her status and request that the information is forwarded to Nevada County Child Protective Services.</p>
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	The Program Manager will ensure that a child welfare personnel contact information form is reviewed on a monthly basis and provided to all child welfare personnel. The form shall include contact information for all child welfare personnel, including work telephone numbers, cell phone numbers, home telephone numbers, and home physical addresses. Each child welfare employee shall maintain a copy of the contact information from both at work and home.
Essential Function:	3. Communication structure – contracted services
Process Description:	The Program Manager will ensure that all Social Workers maintain contact information for all contracted service providers such that child welfare personnel will be able to contact the contracted provider in the displaced employee’s absence. The information shall include a communication structure to promote ongoing communication between child welfare personnel and the contracted

	<p>service providers during an emergency or disaster. Additionally, the contracted service providers shall be provided with the Nevada County Child Protected Services' 24-hour emergency intake telephone number.</p> <p>The Program Manager will ensure that contracted foster care providers provide the following contact information, which shall be maintained and utilized by child welfare personnel during an emergency or disaster:</p> <ul style="list-style-type: none"> <li>• Care provider's daytime and evening phone numbers;</li> <li>• Care provider's cell phone, if applicable;</li> <li>• Foster Family Agency's 24-hour phone number;</li> <li>• Foster Family Agency's Social Worker's cell phone.</li> </ul>
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	In the event that an emergency or disaster disrupts all normal channels of communication, the displaced employee will make reasonable ongoing efforts to initiate contact with child welfare personnel for purposes of notifying the agency of their displaced status. Additionally, the Supervisors and Program Manager will make reasonable ongoing efforts to initiate contact with employees believed to be displaced because of an emergency or disaster. Alternative channels of communication shall include the assistance of local law enforcement.
Essential Function:	5. Communication frequency
Process Description:	Communication with displaced Social Workers and other essential child welfare personnel displaced because of an emergency or disaster shall be maintained on a daily basis during the emergency or disaster. The displaced employee shall make reasonable efforts to contact his/her immediate Supervisor and will notify his/her Supervisor of any changes to his/her contact information.
Essential Function:	6. Communication with media
Process Description:	In the event of an emergency or disaster, the Program Manager and Supervisors shall ensure that appropriate communication between volunteers and child welfare personnel is maintained. Considerations include the balancing of confidential client information with delivery of volunteer services. The Program Manager and Supervisors shall maintain contact information on each volunteer during the emergency or disaster.

Essential Function:	7. Communication with volunteers
Process Description:	
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	Nevada County Child Protective Services shall maintain the current 24-hour toll-free telephone number, which will remain accessible during an emergency or disaster. The 24-hour hotline is equipped with a TDD.
<b>CWS Disaster Response Criteria E:</b>	<b>Preserve essential program records:</b>
Essential Function:	1. Record preservation process
Process Description:	<p>Nevada County Child Protective Services/Probation Department shall maintain both a computerized file and manual file for all children, NMD, and families receiving services. Each Social Worker/Probation Officer will ensure that all vital records are secured during an emergency or disaster. In addition, the Program Manager will ensure that all closed manual child welfare cases are secured during an emergency or disaster.</p> <p>In the event that child welfare/probation records require relocation during an emergency or disaster, the Program Managers will arrange for the transportation and secure storage of the records at the identified location.</p>
Essential Function:	2. Use of off-site back-up system
Process Description:	<p>In the event of an emergency or disaster, Nevada County Child Protective Services/Probation Department shall make reasonable efforts to utilize a back-up record storage system. Such efforts shall include:</p> <ul style="list-style-type: none"> <li>• Utilizing office laptops for record storage during the emergency or disaster;</li> <li>• Accessing the CWS/CMS system remotely and recording case information during an emergency or disaster.</li> </ul>

	<ul style="list-style-type: none"> <li>Storing identified vital case records on storage disks or other identified storage systems during an emergency or disaster.</li> </ul>
<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:	<p>Nevada County Child Protective Services shall maintain current contact information for care providers and Interstate Compact child welfare workers, and will provide both the care providers and the Interstate Compact child welfare workers with the Child Protective Services' 24-hour toll-free telephone number.</p> <p>In the event of an emergency or disaster, Nevada County Child Protective Services shall make reasonable efforts to initiate communication with all out of state care providers and Interstate Compact child welfare workers. The care providers and Interstate Compact child welfare workers shall be notified of the emergency or disaster, and the continued coordination of child welfare services shall be discussed for purposes of limiting any disruption in services.</p> <p>In the event that a child or youth placed via the Interstate Compact is affected by the emergency or disaster, a determination shall be made with the sending state over the continued placement and disposition of the child.</p>
Essential Function:	2. Mental health providers
Process Description:	<p>Nevada County Child Protective Services shall maintain current contact information for care providers and Interstate Compact child welfare workers, and will provide both the care providers and the Interstate Compact child welfare workers with the Child Protective Services' 24-hour toll-free telephone number.</p> <p>In the event of an emergency or disaster, Nevada County Child Protective Services shall make reasonable efforts to initiate communication with all out of state care providers and Interstate Compact child welfare workers. The care providers and Interstate Compact child welfare workers</p>

	<p>shall be notified of the emergency or disaster, and the continued coordination of child welfare services shall be discussed for purposes of limiting any disruption in services.</p> <p>In the event that a child or youth placed via the Interstate Compact is affected by the emergency or disaster, a determination shall be made with the sending state over the continued placement and disposition of the child.</p>
Essential Function:	3. Courts
Process Description:	In the event of an emergency or disaster, Nevada County Child Protective Services shall provide a timely update to the Juvenile Court in Nevada County of the status of each Dependent child or youth.
Essential Function:	4. Federal partners
Process Description:	In the event of an emergency or disaster, Nevada County Child Protective Services shall contact all Federal partners involved in the delivery of child welfare services and notify the partners of the emergency or disaster. Child welfare personnel shall place an emphasis on the sharing of necessary information with the Federal partners to promote the continuity of service delivery during the emergency or disaster.
Essential Function:	5. CDSS
Process Description:	In the event of an emergency or disaster, Nevada County Child Protective Services shall contact the California Department of Social Services (CDSS) and notify CDSS of the emergency or disaster in Nevada County and those children and youth placed in Nevada County via the Interstate Compact. Nevada County Child Protective Services shall coordinate emergency or disaster-related services with CDSS.
Essential Function:	6. Tribes
Process Description:	In the event of an emergency or disaster, Nevada County Child Protective Services will timely notify all Native American Indian tribes involved in Nevada County child welfare cases via the Indian Child Welfare Act. The tribes shall be notified of the nature of the emergency or disaster and whether the child described by the Indian Child Welfare Act has been affected by the emergency or disaster. As deemed appropriate, Nevada County Child Protective Services will coordinate identified services

	with the tribe to ensure the continued health and safety of the child or youth.
Essential Function:	7. Volunteers
Process Description:	In the event of an emergency or disaster, the Program Manager and Supervisors shall ensure that appropriate communication between volunteers and child welfare personnel is maintained in order to maximize the delivery of volunteer services to children and families in Nevada County during an emergency or disaster.