

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Riverside County Probation Department

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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,
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	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.
	<p><u>Children’s Services Division</u></p> <p>In case of a disaster or an evacuation, Children’s Services Division (CSD) needs to know where our foster children are located or have been relocated. On a monthly basis, CSD runs a data report on all Riverside County dependents in out-of-home placement including, medically fragile children and non-minor dependents in out-of-home placement. This report clearly indicates the identified category, the Placement Home name, caregiver’s name, dependent’s name, address, and phone number so that, in the event of a disaster, calls or visits can be made to ensure the safety of our children and non-minor dependents as well as determine if relocation has been or may be necessary. This monthly report is to be maintained by the designated safety officer in the Children’s Services Division (CSD) Disaster Preparedness Binder at each office.</p> <p><u>Probation</u></p> <p>The Placement Unit for the Riverside County Probation Department is housed at the Riverside Juvenile Services Division (JSD) and is a centralized unit that supervises wards of the court who are ordered placed outside of the home. In case of a disaster or an evacuation, Probation must know the location of all wards in placement. On a weekly basis, a Private Placement Agency Population report will be generated which specifies where all wards in placement facilities are located. This report will be kept with the master Placement Facilities List, which lists the placement facility name, address, and phone number. This report is run weekly and maintained by the Placement Unit Supervisor(s) at the Juvenile Field Services Office. In the event of a disaster, calls or visits can be made to ensure the safety of our wards and determine if relocation is necessary.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	<p><u>Children’s Services Division</u></p> <p>For non-minor dependents and children including those in family maintenance status, the case carrying social worker or Central Placement Unit will make contact with these caregivers to assess</p>

the safety of the family, children, and non-minor dependents, assess any needs of the family, children, and non-minor dependents to determine how those needs will be met. Contact with the caregivers (which could include parents, relatives, and non-relative extended family members) is to be made by telephone or in person if they cannot be reached by telephone and if it is safe to travel in the area of where the child is placed. All efforts for children under the care and supervision of the Probation Department will be coordinated with the probation liaison and through the Disaster Operations Center (DOC) following the county disaster preparedness plan. Each group home with children placed by the Probation Department has a probation officer assigned. The group home is given a contact number for that officer.

In the event of an emergency which prevented the case carrying social worker or Central Placement Unit (CPU) from interacting with caregivers, the immediate steps to respond are:

1. Refer to the master listing of all Foster Family Homes and relative caregivers who have placement of Riverside County Dependents. Contact those homes who live in the area that has been affected by the event. Caregivers will be able to contact the Child Abuse Hotline 1-800-442-4918, telephone number to notify the Department of damage to their home or injury to a child(ren). Staff will retrieve messages from the telephone line and contact the caregivers who have been affected to see if temporary housing arrangements are necessary and obtain if so needed.
2. Staff will assess the needs of the caregiver, child(ren), and non-minor dependents; provide referrals and resources on a needed basis in coordination with the DOC.
3. The unit will establish an emergency tracking electronic and hard copy database of the temporary locations where children and non-minor dependents are placed.
4. Staff will make follow-up contact with the caregivers who needed assistance to ensure services were provided.
5. The Placement Regional Manager (RM), Assistant Regional Manager (ARM) and DOC liaison will be kept apprised of the number of families, children and non-minor dependents affected by an uncontrolled event and will be informed of the temporary plan for the families, children and non-minor dependents.

Probation

Placement staff assigned to the particular placement facility will make contact with the caregivers to assess the safety of the ward(s), assess any needs of the facility and wards, and determine how those needs will be met. Immediate contact with the caretakers is to be made by telephone or in person, if they cannot be reached by telephone and if it is safe to travel.

	<p>At the time a ward is placed, the placement provider will be given a contact number for the assigned probation officer as well as a copy of the Child Welfare Services Disaster Response Plan for Children in Private Placement for Riverside County Probation wards.</p> <p>In the event of a major disaster or emergency which prevents or hinders the probation officer from easily contacting the placement provider, the probation officer will:</p> <ol style="list-style-type: none"> 1. Refer to the Private Placement Agency Population report and master Placement Facilities List. 2. Probation Officer is to contact by telephone and in person (if possible) those placement 3. Providers which are located in the affected area of the disaster/event. Placement providers, as able, are to contact the Probation Officer or Placement Supervisor(s) to notify the department of damage to their facility or injury to any ward(s) or if wards need to be relocated. Probation Officers will retrieve messages and contact the placement provider(s) who have been affected to see if temporary housing arrangements for wards are necessary. 4. The probation officer will assess the needs of wards and provide resources and assistance on an as needed basis in coordination with the Department Operation Center (D.O.C.). 5. If able, the Placement Unit will establish an electronic and manual emergency tracking database of the temporary locations of any wards that have been moved to a new placement/location. The Private Placement Agency Population report will be utilized. 6. The probation officer will follow up with placement providers who need assistance to ensure services are provided. <p>The Placement Supervisor(s) and Riverside Juvenile Hall D.O.C. are to be kept apprised of the number of wards affected by an uncontrolled event and will be informed of the temporary plan for these wards.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p><u>Children’s Services Division</u></p> <p>Each office has an evacuation plan posted throughout the work area. Quarterly drills are held and evaluated. All placement homes are required to post evacuation routes. Social workers are to document viewing plans and each home is to have a drill. If children and non-minor dependents need to be relocated, the social worker is to contact the Centralized Placement Unit (CPU). The CPU is a centralized unit that processes the social workers’ placement requests for foster family homes, FFA homes, small family homes, and group homes.</p>

	<ol style="list-style-type: none"> 1. The on-call primary placement worker will notify the Placement supervisor of the event who will alert the on-call Placement Manager. 2. Placement social worker will then be relocated to another office that is not affected by the disaster. 3. The supervisor will contact all Placement staff and set up operations at the unaffected site. The site will have email, fax machines, printers, copiers, and telephone communications available. 4. The on-call social worker and supervisor for the Central Placement Unit will maintain hard copies of the database for child placement and foster care openings, and is responsible for the safekeeping of these records off site. 5. Regional administrative staff, on behalf of the RM, will notify all regional liaisons of the temporary email connection, telephone and fax numbers. If telecommunications systems are disabled in some regions, a courier system will be deployed to transport hard copy placement requests to and from the temporary site. 6. Placement social worker will have all Foster Family Agencies and Group Homes contact the Child Abuse Hotline (1-800-422-4918) to call in and report any child injuries resulting from the disaster event, if needed. 7. The screening committee will conduct emergency screenings as needed. <p><u>Probation</u></p> <p>Each probation office has an evacuation plan posted throughout the work area. Drills are held and evaluated throughout the year.</p> <p>Placement providers are required to post evacuation routes in each of their facilities. Each placement facility is required to have evacuation drills on a quarterly basis. The Placement Monitor will conduct an annual inspection of each placement facility to insure disaster and evacuation plans are prepared and evacuation drills are being held as required.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p><u>Children’s Services Division</u></p> <p>Each office has an evacuation plan posted throughout the work area. Quarterly drills are held and evaluated. All placement homes are required to post evacuation routes. Social workers are to document viewing plans and each home is to have a drill. If children and non-minor dependents need to be relocated, the social worker is to contact the Centralized Placement Unit (CPU). The CPU is a centralized unit that processes the social workers’ placement requests for foster care homes,</p>

FFA homes, small family homes, and group homes.

1. The on-call primary placement worker will notify the Placement supervisor of the event who will alert the Placement RM.
2. Placement social worker will then be relocated to another office that is not affected by the disaster.
3. The supervisor will contact all Placement staff and set up operations at the unaffected site. The site will have email, fax machines, printers, copiers, and telephone communications available.
4. The on-call social worker and supervisor for the Placement Services region will maintain hard copies of the database for child placement and foster care openings, and is responsible for the safekeeping of these records off site.
5. Regional administrative staff, on behalf of the RM, will notify all regional liaisons of the temporary email connection, telephone and fax numbers. If telecommunications systems are disabled in some regions, a courier system will be deployed to transport hard copy placement requests to and from the temporary site.
6. Placement social worker will have all Foster Family Homes, Foster Family Agencies and Group Homes contact the Child Abuse Hotline (1-800-422-4918) to call in and report any child injuries resulting from the disaster event, if needed.
7. The screening committee will conduct emergency screenings as needed.

Probation

Each probation office has an evacuation plan posted throughout the work area. Drills are held and evaluated throughout the year.

Placement providers are required to post evacuation routes in each of their facilities. Each placement facility is required to have evacuation drills on a quarterly basis. The Placement Monitor will conduct an annual inspection of each placement facility to insure disaster and evacuation plans are prepared and evacuation drills are being held as required.

The Placement Unit for the Probation Department is housed at the Riverside Juvenile Services Division (JSD) and is a centralized unit that supervises wards of the court who are ordered placed outside of the home. In the event evacuation of JSD is needed, the following steps will be taken:

1. The JSD Director or Assistant Director will notify the Placement Supervisor(s) who will inform the assigned Probation Officer(s).
2. The Placement Supervisor(s) will be relocated to Riverside Juvenile Hall (RJH), if RJH is not affected by the disaster.

	<ol style="list-style-type: none"> 3. The Placement Supervisor(s) will contact all Placement staff and set up operations at the unaffected site. 4. If possible, the site will have email, fax machines, printers, copiers, and telephone communications. 5. The Placement Supervisor(s) maintain hard copies of the most current Private Placement Agency Population Report and master Placement Facility List and is responsible for the safekeeping of these records off site. 6. Designated support staff will assist in notifying all probation officers of the temporary email connection, telephone and fax numbers. If telecommunications systems are disabled in some regions, a courier system will be deployed to transport hard copy placement issues to and from the temporary site. 7. The Placement Supervisor(s), or their designates, will contact all Placement facilities and set up a contact number for the facilities to call in and report any child injuries or other pertinent issues resulting from the disaster event, if needed. 8. The screening committee will conduct emergency screenings as needed.
Essential Function:	5. Identification of shelters
Process Description:	<p><u>Children’s Services Division</u></p> <p>All required emergency shelters needed as a result of the disaster are coordinated through the DOC. Shelters needed for children and non-minor dependents detained during a declared disaster period will follow the established process.</p> <ol style="list-style-type: none"> 1. During normal business hours the placement requests are emailed, if possible, to CPU from the placement liaison. The placement request is assigned via a rotation among existing placement workers. 2. After business hours including nights and weekends, the on-call supervisor completes an initial intake and contacts the on-call placement social workers who researches the case via CWS/CMS and then locates an appropriate foster care placement. The on-call placement social worker contacts the regional Social Worker and gives them the placement information to make the placement. 3. The on-call social worker and supervisor for the Placement Region will maintain copies of the database for child placement and foster care openings, and are responsible for its safekeeping off site

	<p><u>Probation</u></p> <p>All required emergency shelters needed as a result of the disaster are coordinated through the Placement Supervisor(s). In the event a disaster requires shelters to be utilized, the following actions will be taken:</p> <ol style="list-style-type: none"> 1. The Placement Supervisor(s) will maintain a list of shelters located in Riverside County. 2. The case of each child affected by the disaster will be evaluated to determine if early reunification to the family home is feasible. 3. For local placements, Riverside, Southwest and Indio Juvenile halls may be utilized if appropriate.
Essential Function:	6. Parental notification procedures
Process Description:	<p><u>Children’s Services Division</u></p> <p>Social workers shall immediately contact the parent or guardian by telephone. If they cannot reach the parent or guardian by telephone and if it is safe to travel in the area where the child is placed, the worker shall make contact in person. A follow-up face to face visit with the family is required as soon as possible when travel conditions are safe.</p> <p><u>Probation</u></p> <ol style="list-style-type: none"> 1. The probation officer or designee shall contact the placement provider by telephone to obtain an update for each child in their care. If the placement cannot be reached by telephone, contact will be made in person if it is safe to travel to area where the ward(s) is placed. A follow-up face to face visit with the placement provider is required as soon as possible when travel conditions are safe. 2. The probation officer or designee will then contact the parent(s) by telephone to provide them with an update on the status of their child. If the parent can not be reached by telephone, contact will be made in person, if it is safe to travel.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p><u>Children’s Services Division</u></p> <p>Social workers will identify, locate and continue availability of services for children and non-minor</p>

dependents under their supervision that are displaced or adversely affected by a disaster. In the event that the Central Intake Center (CIC) has to be evacuated and cannot be re-entered or cannot be accessed due to catastrophic events, and the decision to activate the DOC has been made by the corresponding designate, the following will be performed:

1. Office Support Supervisor or designee will notify Inland Desert Security and Communications.
2. Answering Service of the emergency and manually transfer the three Child Abuse and Neglect reporting lines with instructions to maintain the lines until CIC staff arrive at Alternate Site, and give Inland Desert Security and Communications cellular telephone numbers of designated CIC.
3. Supervisors to be contacted for updates and information.
4. Verify manual transfer was completed.
5. If manual transfer is disabled at the Center, immediately contact Riverside County Information Technology (RCIT) Helpdesk to route the reporting lines to Inland Desert Security and Communications Answering Service.
6. In the event the emergency occurs after hours and the reporting lines have already been transferred to Inland Desert Security and Communications, a designated staff member or designee shall verify that the lines are still routed to Inland Desert Security and notify Inland Desert Security stated above.

Regional Operations Staffing Structure

The RM will make the following assignments within each of the regional offices and oversee the operation of those assignments, while coordinating with the Assistant Director and Deputy Directors of CSD.

1. Place a supervisor in charge of triaging immediate response reports and 10-day investigations.
2. Place a supervisor in charge of Emergency Response investigations and Structured Decision Making (SDM) consultations.
3. Place a supervisor in charge of telephone and/or face-to-face contact with biological parents, relatives, foster parents, and children.
4. Place a supervisor in charge of coordinating community linkages for needed emergency care and services.
5. Assign social work staff to carry out each of the above functions.
6. Assign clerical staff to support each of the above functions.
7. Assign SSA staff to assist with each of the above functions, as well as child transport/care.

Normal staffing structures will resume in each of the regional offices once the disaster has been stabilized.

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Foster Care Eligibility:

Provide Medi-Cal cards for children receiving Foster Care, KinGAP, & Adoptions Assistance Payments

1. This function is centralized at the La Sierra Office. The CSD function can be moved to another Foster Care office that is operational or to any Self Sufficiency office that is operational. Operation is contingent upon the state MEDS system and terminals being functional. There is no method of issuing a Medi-Cal card outside of the state MEDS system.
2. In a County-wide emergency, another California County could be contacted to issue initial and replacement cards or to perform on-line MEDS transactions to provide current eligibility for a client.
3. Restore MEDS capability to one Foster Care office site. Issue all Foster Care MEDS requests from this central point until MEDS capability and staff can be restored to all Foster Care offices and normal business functionality exits.

Provide cash aid payments to caregivers on new applications and continuing cases for Foster Care.

KinGAP, and Adoptions Assistance

1. This function is performed in ten units at seven physical locations County-wide. If one site were not functional, the cases could be accessed through C-IV at another site where C-IV is available.
2. If C-IV was down, staff would use the manual issuance procedure for issuing walk-thru payments outside of the C-IV system as described DP45-018E for all issuances until C-IV is restored.
3. In the event a main payroll issuance is delayed, caregivers would be expected to provide for the children until the payroll could be issued.
4. Staff would be relocated to sites where C-IV equipment is available. The C-IV system stores cases electronically so all actions can be performed without paper cases. Foster Care staff could be assigned to any Self Sufficiency office site and still would be able to issue Foster Care payments.

Receive, track, and assign applications for Foster Care, KinGAP, & Adoptions Assistance Payments

1. A paper log process would be activated to record, track, and assign applications if the electronic process were unavailable.
2. All information recorded on the paper log would be transferred to the electronic system when restored.

Services for Children and Families:

Staff has access to service providers' contact information via a listing located at a non-public website, the CSD Extranet (www.csd.riversidedpss.org). Additionally, Riverside participates in the CWDA Southern Counties Mutual Aid in Disaster agreement.

Probation

Probation officers will identify, locate and continue services for wards under their supervision that are displaced or adversely affected by a disaster.

1. Contact will be made with placement facilities by the assigned probation officer or designee. The assigned wards will be accounted for and a determination will be made if they are able to receive service through each facility.

	<ol style="list-style-type: none"> 2. Efforts will be made to physically secure any ward(s) in need and transport them to the nearest Juvenile Hall until they can be placed elsewhere. 3. Utilizing the Private Placement Agency Report, a paper log will be activated to record and track placement wards displaced and housed at each juvenile hall. All information recorded on the paper log would be transferred to the electronic system when restored. 4. The Placement Supervisor(s) will communicate with Riverside Juvenile Hall D.O.C. regarding transportation of wards as well as space/location where displaced wards will be housed. 5. Each case will be evaluated to determine if early reunification is feasible.
Essential Function:	8. Staff assignment process
Process Description:	<p><u>Children’s Services Division</u></p> <p>The following information will be updated and maintained in a binder labeled CWS Disaster Preparedness which will be given to the Assistant Director, Deputies, and RMs.</p> <ul style="list-style-type: none"> • Child Welfare Staff phone numbers (Quarterly) • Group Homes and FFA contact list • California ICPC contact list on CDSS Website www.childsworld.ca.gov/res/pdf/AAICPC.pdf • National ICPC contact list on CDSS website www.childsworld.cagov/res/pdf/AAICPC2.pdf • County Foster Homes, Small Family Homes, Relative/NREFM’s, Supervised Independent Living Placement (SILP) and THP&FC. <p>Communication is vital in the event of an emergency or disaster. If phone lines/cell phones are working, staff should check in with their immediate supervisor if there is any question about their ability to get to work.</p> <p>Staff will be informed of alternative locations to report to work following the procedure outlined in Riverside County Disaster Preparedness brochure 7200, as necessary.</p> <p>In the event that the case carrying social worker is not available, coverage shall be provided by another CSSW and/or Supervisor with the first option being a social worker in the unit the case is in.</p> <p>The RM or designated in-charge will coordinate referral assignments from CIC with available supervisors.</p> <p><u>Probation</u></p> <p>The following information will be updated and maintained in a binder labeled Placement–DISASTER</p>

	<p>PREPAREDNESS, which will be given to the JSD Director, Assistant Division Director, as well as Placement Supervisor(s) and placement probation officers. The lists will be updated quarterly. The lists will contain:</p> <ul style="list-style-type: none"> • Placement Supervisor(s) phone numbers • Placement Probation Officer phone numbers • Placement Providers addresses and phone numbers <p>Communication is vital in the event of an emergency or disaster. If phone lines/cell phones are working, staff should check in with their immediate supervisor if there is any question about their ability to get to work.</p> <p>Placement staff is to report to JSD or the nearest Juvenile Hall in the event the Placement unit has been relocated.</p> <p>In the event that the assigned Probation Officer is not available, coverage shall be provided by another Probation Officer and/or Supervisor.</p> <p>The Division Director, Assistant Director, Placement Supervisor(s), or designated lead staff will coordinate assignments from JSD. If JSD is not safe to inhabit Riverside Juvenile Hall is designated as the primary alternate site. If both locations are unavailable, the nearest safe probation facility will be utilized.</p>
Essential Function:	9. Workload planning
Process Description:	<p><u>Children’s Services Division</u></p> <p><u>Intake</u> The functioning of the CIC has been described as to how the phone lines are to be switched over in the event of an emergency. The plan also covers alternate site and manual adaptations as appropriate. An Intake Specialist will be assigned to handle hotline calls. A blank template of the template used by Intake staff will be provided to district offices.</p> <p><u>Operational regions</u> New workload assignments will be factored into available case carrying social workers. Coordination will be through the DOC or through the alternative CIC sites, as appropriate. Support staff can assist</p>

	<p>with many varied job functions such as but not limited to:</p> <ul style="list-style-type: none"> • Assist with phone calls to verify location of foster children and hotline coverage, • Assist with in person verification of location of foster children in the event that phone lines are down, • Emergency Placements – assist in locating appropriate foster home and relative/ non-related extended family member (NREFM) placements, and • Assist in coordinating Live Scan for available emergency placements. <p>Riverside participates in the CWDA Southern Counties Mutual Aid in Disaster agreement.</p> <p><u>Probation</u></p> <p>As indicated, the Placement Unit for the Riverside County Probation Department is housed at the Riverside Juvenile Services Division (JSD). In the event of an emergency, if JSD is not functional, the Placement Supervisor(s) will be relocated to Riverside Juvenile Hall or another probation office not affected by the disaster. The unaffected site will be used as a point of operation to monitor minors currently in private placements. While the focus will be on ensuring the safety of the wards in placement, it does not appear in the event of a major disaster, wards would be placed in private placements during this unstable period of time. Wards pending private placement will be housed at juvenile hall to ensure their safety.</p>
Essential Function:	10. Alternative locations for operations
Process Description:	<p><u>Children’s Services Division</u></p> <p><u>Intake</u></p> <ol style="list-style-type: none"> 1. RM or designee will deploy CIC staff to one of the pre-determined Alternate Sites via the safest mode of transportation. 2. Designated staff, determined by the RM or designee, will contact all CIC staff when necessary, and notify them of the deployment to Alternate Site. 3. RM or designee will notify the following departments of the deployment of CIC staff, where the Alternate Site is, and ETA for CIC staff arrival. 4. RM or designee will request response from each department at the Alternate Site for assistance and response from each department to the CIC to assess and determine the recovery time. The contact for these support departments are:

- DPSS IT Support, (951) 358-3147. The after-hours number is (951) 222-4163. AN administrator is on call and is paged by the servers in case of an after-hours emergency.
 - Riverside County Information Technology (RCIT) 24 Hour Helpdesk phone number is (951) 358-4357.
 - Facilities: After hours and on week-ends, that number is put on "night service". Night service causes all calls to go to voice mail and then to page the technician on call. The phone number is (951) 358-3161.
5. Office Support Supervisor or designee will verify that the CIC Emergency Bag is available and En-route to Alternate Site. This bag contains the following items and is updated quarterly:
 - Supply of blank referral templates are now used to hand write child abuse and neglect reports received. This form has all the required fields needed to report child abuse as mandated by Penal Code 11167.
 - Telephone book with updated numbers: regions, law enforcement agencies, other Counties, emergency numbers.
 - Thomas Bros. Guide, Emergency Light, pens, batteries, stapler.
 - CSD Disaster Preparedness binder.
 6. Upon arrival to the Alternate Site, designated staff will contact Inland Desert Security and Communications Answering Service and give them a list of cellular telephone numbers (verified that the cellular telephone is receiving a signal) for CIC staff on site in order for Inland Desert Security to forward the child abuse and neglect calls they receive on a rotational schedule.
 7. CIC staff will prepare to receive calls on their assigned cellular telephone and take, by hand, reports of child abuse and neglect. Additionally, each Intake Specialist and Intake Supervisor have been assigned a laptop that can be moved from the Intake Center to an alternate location conditions permitting. Hand written referrals will be maintained together to prevent loss or damage so they may be entered into computer once available.
 8. CIC supervisors will contact region supervisors to ascertain an availability list of Emergency Response workers for immediate response.
 9. Intake Center Supervisors will maintain a log of all pertinent information that occurred on their shift, and will pass the log onto the on-coming CIC supervisor.
 10. Arrival, at the Alternate Site, of emergency staff from other departments notified of the CIC deployment activities:
 - County Communications to verify telephone systems work for routing calls to Alternate site on short term basis,
 - DPSS-IT Support to verify and assist in computer access/connectivity for research and data entry of child abuse and neglect reports,
 - Facilities to verify and assist in any equipment or supplies required at the Alternate Site on

	<p>a short term basis</p> <p><u>Operational regions</u> In the event that the case carrying social worker is not available, coverage shall be provided by another CSSW and/or Supervisor with the first option being a social worker from the unit the case is carried. New investigations will be assigned in coordination with the CIC and DOC as appropriate.</p> <p><u>Probation</u> Placement Supervisor(s) will deploy placement probation officers to one of the sites not affected by the emergency via the safest mode of transportation.</p>
Essential Function:	11. Orientation and ongoing training
Process Description:	<p><u>Children’s Services Division</u></p> <p>RMs receive updated hard copies and e-copies monthly of contact information every 6 months. Supervisors are to address disaster preparedness during their required quarterly safety discussion. Evacuation drills are held twice per year.</p> <p><u>Probation</u></p> <p>Staff is given disaster training throughout the year. Supervisors are to address disaster preparedness and/or safety issues during their monthly staff meetings. Any time a new probation officer is transferred to the Placement unit, they should be provided with the Child Welfare Services Disaster Response Plan and instructions on where to locate the plan. Evacuation drills at private placement facilities are to be held quarterly. Evacuation drills of probation offices are to be held in April and October of each year.</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><u>Children’s Services Division</u></p> <p>a. Investigative Services social workers will utilize structured decision making in consultation with supervisory staff to determine the needs, safety, and risk of the children in the home being</p>

	<p>investigated. Each report must be triaged for response time.</p> <p>b. A report requiring a 10-day response would be assessed within 1 business day as the disaster area is secured and adequate staff is available. These reports could then be responded to in accordance with normal policies and procedures.</p> <p>c. Emergency response referrals will need staff dispatched to investigate if the geographic area is safe to enter based on the nature of the disaster in coordination with DOC. If safety is secured, assessment will occur in the field according to standard policy. Staff will maintain contact with the regional operation by cellular telephone if the system is operational. In the event that cellular telephone operation is down, staff would be directed to utilize other county and law enforcement offices in coordination with DOC. If removal of children is necessary, all policies and procedures would be followed, including assessment of relatives and if necessary, identifying a licensed foster home. If child(ren) and non-minor dependents are in the office awaiting placement, adequate staff would need to be mobilized to supervise the care of the children.</p> <p><u>Probation</u></p> <p>CSD and Probation have a Memorandum of Understanding (MOU) regarding investigation of allegations of child maltreatment.</p>
Essential Function:	2. Determine circumstances surrounding the child’s potential entrance
Process Description:	<p><u>Probation and Children’s Services Division</u></p> <p>Probation and CSD circumstances would include but not be limited to children and youth not having a parent, guardian, relative, nonrelated extended family member, or adult to provide care. Also included would be children in exigent circumstances requiring a legal intervention to ensure their safety. An assessment is needed for all dependent children being returned to CSD by Caregivers.</p>
Essential Function:	3. Implementation process for providing new services
Process Description:	<p><u>Children’s Services Division</u></p> <p>Staff have access to county-wide service information for service referrals through the non-public website, the resource www.informriversidecounty.com website and 2-1-1 phone system. Staff can also access the extranet at www.csd.riversidedpss.org.</p>

	<p><u>Probation</u></p> <p>CSD and Probation will maintain the Dual Status Protocol.</p>
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	<p><u>Probation and Children’s Services Division</u></p> <p>Will utilize reunification similar to services outlined in Essential Function # 7 - Alternative processes for providing continued services. The services will be different in that staff will be able to review court reports for progress made by the parents toward completing their reunification plan. This will allow staff to assess for risk and safety.</p>
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	<p><u>Children’s Services Division</u></p> <p>In the event of a disaster, either occurring locally or nationally, communication is a key element of any disaster plan. Communication with emergency management personnel, the media, other counties and states, and our partners is vital.</p> <p><u>Probation</u></p> <p>If phone lines/cell phones are working, placement staff will check in with their immediate supervisor as to any question about their ability to get to work. If safe to do so, placement staff are required to report to JSD or Riverside Juvenile Hall, if JSD is unsafe to inhabit.</p>
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	<p><u>Probation and Children’s Services Division</u></p> <p>Both departments currently have multilingual staff currently servicing clients. If the staff, themselves do not speak the language, then interpreters are utilized. In the case of a disaster, staff will utilize the process for communicating with non-English speaking clients per current policies. In</p>

	some instances English speaking family members may be used. Multilingual staff will also be identified and utilized as needed.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	<p><u>Probation and Children’s Services Division</u></p> <p>Once it has been assessed and determined that it is safe to begin the post-disaster activities both Probation and DPSS will begin to implement steps toward reunification. This will also be dependent on the court’s ability to function as well.</p>
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	<p><u>Probation and Children Services Division</u></p> <p>Both Probation and DPSS will be able to assess and make a determination within 30 days contingent upon the courts being operational and CWS/CMS being operational and accessible to staff.</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>In the event of a disaster, either occurring locally or nationally, communication is a key element of any disaster plan. Communication with emergency management personnel, the media, other counties and states, and our partners is vital.</p> <p><u>Children Services Division</u></p> <p>If phone lines/cell phones are working, CSD staff will check in with their immediate supervisor as to any question about their ability to get to work. Staff will be informed of alternative locations to report to work as outlined in Riverside County Disaster Preparedness brochure 7200.</p> <p><u>Probation</u></p> <p>If phone lines/cell phones are working, placement staff will check in with their immediate supervisor</p>

	as to any question about their ability to get to work. If safe to do so, placement staff are required to report to JSD or Riverside Juvenile Hall, if JSD is unsafe to inhabit.
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	<p><u>Children’s Services Division</u></p> <p>CSD regularly updates phone contact lists and DPSS sends out the disaster list on a regular basis. All other staff updates their emergency and current contact information every six (6) months to their supervisors. Staff contact information is also input on a county-wide system maintained and updated by the Human Resources department and verified annually by staff. The RM, ARM, and Supervisor are to have their assigned cellular telephone at all times. The RM and Supervisor are to have copies of HR telephone tree and telephone list. This information is to also be with the RM and Supervisor when they leave for the day in the event that an emergency/disaster happens during the night. They will need to contact staff and advise them which office to report to for work.</p> <p><u>Probation</u></p> <p>A Confidential Phone List of supervisory and management staff is distributed quarterly. All other staff updates their emergency and current contact information yearly, or sooner as changes take place, to their supervisors. The JSD Division Director, Assistant Director, and Placement Supervisor(s) are to have their assigned cellular telephone at all times. The Division Director, Assistant Director, and Placement Supervisor(s) are to have copies of the department’s Confidential Telephone List. Copies of this list are to be kept by each at JSD and at their homes</p>
Essential Function:	3. Communication structure – contracted services
Process Description:	<p><u>Children’s Services Division</u></p> <p>The Program Development Region (PDR) will work with our contracted vendors to provide crisis intervention services to staff and families following a disaster. Within 72 hours, P&RM will contact the operational regions to assess the need for services and initiate contact with service providers, and assist in referring staff and clients to needed services.</p> <p><u>Probation</u></p> <p>Services delivered by placement providers will be on-going. Using the master Placement Facility</p>

	List, Placement Supervisor(s) will maintain contact with each placement facility in which wards are placed.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p><u>Children’s Services Division</u></p> <p>All CSD staff is given initial training and information to follow the communication procedure outlined in Riverside County Disaster Preparedness brochure 7200. Intake (CIC) functions have a procedure to initiate a roll-over of three lines to handle calls to an off-site number (PCN). Transportation and use of a courier system is a component coordinated through the County plan.</p> <p><u>Probation</u></p> <p>All placement staff are to have their assigned cellular phones at all times for business use only. In the event all normal channels are unavailable, the probation department will utilize the emergency lines as outlined by CSD.</p>
Essential Function:	5. Communication frequency
Process Description:	<p><u>Probation and Children’s Services Division</u></p> <p>The County plan, upon declaration of a disaster, enacts a communication protocol at the County Operations Center (C.O.C.) aka Disaster Operations Center (DOC). CSD and Probation are components of that system and plan.</p>
Essential Function:	6. Communication with media
Process Description:	<p><u>Probation and Children’s Services</u></p> <p>A Public Information Officer (PIO) at the COC coordinates all releases to the media for CSD and Probation. The Riverside County Disaster Preparedness brochure 7200 identifies media outlets that will disseminate information from the COC to workers and the public.</p>
Essential Function:	7. Communication with volunteers

Process Description:	<p><u>Children’s Services Division</u></p> <p>CSD does not directly use volunteers. DPSS volunteers are used at the direction of the DOC.</p> <p><u>Probation</u></p> <p>In the event a probation volunteer is able and willing, the volunteer may be used at the discretion of the Probation Department.</p>
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	<p><u>Children’s Services Division</u></p> <p>Currently, CSD uses 1-800-442-4918. Caregivers will be able to contact the 1-800-442-4918 telephone line to notify CSD of damage to their home or injury to a child.</p> <p><u>Probation</u></p> <p>The Probation Department will utilize the same emergency numbers established by CSD. Placement providers will be able to contact the assigned placement probation officer via provided cell phone number, or Placement Supervisor(s) to notify of damage to their placement home or injury to a ward(s). Continual disaster procedures for Riverside County wards will be provide to placement facilities.</p>
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<p><u>Children’s Services Division</u></p> <p>To protect records and use information systems that can be accessed during an emergency it is important to do the following:</p> <ul style="list-style-type: none"> • Store case records and paper files in filing cabinets to better protect them from smoke or water damage. • Ensure that contact information and other placement information are kept up to date in

	<p>CWS/CMS and in the case file. Since the CWS/CMS information has off-site backup, critical information will be maintained in the event of a local disaster, however it may be temporarily inaccessible due to power outages.</p> <ul style="list-style-type: none"> • Providing the state CWS/CMS system is operational in the regional office, documentation will occur in accordance to established policy and procedure. If the CWS/CMS system is not operational, manual documentation in the case file will occur. • Manual documentation would cease once the CWS/CMS system is fully operational in each of the regional offices. Clerical staff will be assigned to assist with the data entry of all manual documentation completed during the response plan. <p><u>Probation</u></p> <p>Probation records are maintained electronically by the Juvenile and Adult Management System (JAMS). JAMS is a client management system designed to track all persons who come into contact with the Riverside County Probation Department. These services can start at the time a juvenile is arrested, an adult is convicted, a client is relocated to another county, or when prevention programs are used to deter criminal behavior. This is a full-scope system that records the entire life and history of the client, from juvenile to adult. With this system, reporting is more flexible. The individual history of a client can be examined, or a group trend and comparison can be identified. Active placement cases are also documented in the CWS/CMS system.</p> <p>In the event that JAMS and/or the CWS/CMS systems are not operational, manual documentation in the case file will occur. Manual documentation would cease once the JAMS and CWS/CMS systems are fully operational in each of the regional offices. Clerical staff will be assigned to assist with the data entry of all manual documentation completed during the response plan.</p>
Essential Function:	2. Use of off-site back-up system
Process Description:	<p><u>Children’s Services Division</u></p> <p>Since the CWS/CMS information has off-site backup, critical information will be maintained in the event of a local disaster, however it may be temporarily inaccessible due to power outages.</p> <p>Foster Care staff will be assigned to another office and will use C-IV to perform casework. In the event that a Foster Care office was not available, staff could be deployed to a TAM office.</p>

	<p>The on-call placement social worker and supervisor of the Centralized Placement Unit (CPU) will maintain copies of the database for child placement and foster care openings, and is responsible for the safekeeping off site.</p> <p><u>Probation</u></p> <p>The JAMS system has an off-site backup, thus all critical information will be maintained in the event of a local disaster; however, it may be temporarily inaccessible due to power outages.</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:	<p><u>Children’s Services Division</u></p> <p>The ICPC supervisor shall maintain regular contact with the RMs and provide updates accordingly. The ICPC staff will check on the safety of the children assigned to them in the affected area by:</p> <ul style="list-style-type: none"> • Immediately contacting the caretakers (which could include parents, relatives, and non-relative extended family) by telephone or in person if they cannot be reached by telephone and if it is safe to travel in the area of where the child is placed. • Following-up with a face to face visit with the family as soon as travel conditions are safe. • Social workers will identify, locate and continue availability of services for children under their supervision who are displaced or adversely affected by a disaster. <p>The ICPC supervisor will communicate with the California State ICPC coordinator the status of all children who have been placed in Riverside County under ICPC guidelines. ICPC placements are identified separately on the monthly updates of placements.</p> <p><u>Probation</u></p> <p>The process as identified in the “Communication Process with Child Care/Placement Providers” block is to be followed. Additionally, the assigned Probation Officer or Supervising Probation Officer will communicate with the California State ICPC coordinator the status of all children who have been placed out-of-state under ICPC guidelines. ICPC placements are identified separately on the</p>

	monthly updates of placements.
Essential Function:	2. Mental health providers
Process Description:	<p>The Riverside County Department of Mental Health is a component of the C.O.C. Coordination of services for CSD dependents and Probation wards is part of the C.O.C. county-wide plan. Mental Health contact information is available to staff.</p> <p><u>Children’s Services Division</u></p> <p>Contracted providers’ contact information is available to staff via the Extranet on a non-public website</p> <p><u>Probation</u></p> <p>Riverside County Behavioral Health contact information is available to staff.</p>
Essential Function:	3. Courts
Process Description:	<p>The court will identify an on-call judicial officer.</p> <p><u>Children’s Services Division</u></p> <p>Urgent processes such as detention petitions, noticing, court reports, etc. will continue providing the juvenile court is in operation. IS workers shall provide the Court Services Branch (CSB) with the Application for Juvenile Court Petitions (J 132). All Ex Partes for emergency services, such as medical attention, shall also be processed.</p> <p><u>Probation</u></p> <p>Urgent processes and hearings will continue, providing the juvenile court is in operation.</p> <p><u>Creating/Filing/ Distributing Petitions/Reports for Juvenile Court</u></p> <p>In the event of an emergency which prevented probation court services from fax filing petitions and other legal documents (i.e. Notice of Hearings, court reports):</p> <ol style="list-style-type: none"> 1. Inform the Juvenile Court, District Attorney, Public Defender, Juvenile Defense Panel, and

probation staff that probation court services functions are temporarily impaired and that the filing and distribution of legal documents will be modified by having all court reports and other legal documents delivered to the Court Clerk's office and placed in their designated bins for pick-up.

2. Relocate to another office that will provide staff with technical support to conduct business (i.e. CMS/JAMS, email, fax, printers, copiers, telephones, and Genesis)
3. Other Divisions, if not impacted by the disaster, will have JAMS, Genesis, and Judicial Access and can be utilized for assistance.
4. Inform line-staff of the relocation and advise that court reports, and other documents intended for court, are to be delivered and/or faxed at the new address for distribution to court staff.
5. Provide line staff with cellular telephone numbers of available court officers if normal telephone service is disrupted. Inform staff that during the duration of the declared disaster period, they are to deliver their non-filed reports directly to the Court Clerk's Office in Riverside and place them in the designated bins. The same time frame for filing deadline of 12:00 p.m. will remain.
6. Inform staff that during the duration of the declared disaster period, they are to deliver their non-filed reports directly to the Court Clerk's Office in Riverside and place them in the designated bins. The same time frame for filing deadline of 12:00 pm will remain.

Contacting Line-Staff regarding petitions/court reports

In the event of an emergency which impacts line-staff's ability to contact probation court services staff regarding petitions and court reports, the immediate steps are:

1. Notify line-staff via email or in coordination with DOC that relocation was necessitated due to the emergency and that Court Officers would be available by cellular telephone.
2. Inform all staff of the temporary relocation site, and instruct them to submit their court documents to that site and to the designated probation court services staff.

Dissemination of Minute Orders to staff

In the event of an emergency which prevented court services from disseminating minute orders, the immediate steps to ensure that staff were provided with the necessary information regarding court orders on any given case would be to:

1. Input the results of the court hearing in the chrono's and case notes in JAMS.
2. Provide a faxed copy of the minute order to the probation officer.

	3. Provide a telephone call to the probation officer when a forthwith order has been made.
Essential Function:	4. Federal partners
Process Description:	<p><u>Probation and Children’s Services Division</u></p> <p>CSD and Probation Department will follow state directives and communication regarding dissemination of information from federal authorities targeting child welfare. CSD and Probation Department will follow the county plan regarding directives and communication from federal authorities as it relates to the disaster.</p>
Essential Function:	5. CDSS
Process Description:	<p><u>Probation and Children’s Services Division</u></p> <p>CSD and Probation Department will follow state guidance regarding communication with CDSS. It is hoped that the state will provide alerts, information exchange, etc. using the CDSS website, Safe Measures, and/or a toll free number.</p>
Essential Function:	6. Tribes
Process Description:	<p><u>Children’s Services Division</u></p> <p>CSD has a list of tribal contacts which are accessible via the Extranet on a non-public website. This is a topic of further development using the current Tribal Alliance meetings. All ICWA related requirements will continue per policies.</p> <p><u>Probation</u></p> <p>In the event ICWA applies to a placement minor ICWA protocols will be followed.</p>
Essential Function:	7. Volunteers
Process Description:	<p><u>Children’s Services Division</u></p> <p>CSD does not directly use volunteers. DPSS volunteers are used at the direction of the DOC.</p>

Probation

In the event a probation volunteer is able and willing, the volunteer may be used at the discretion of the Probation Department.