

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATECounty & Agency Name: Sacramento County Department of Health & Human ServicesDate Completed: July 19, 2011Name/Title: Kim Pearson, Division ManagerPerson Managing/Overseeing Emergency Plan ImplementationTelephone #: 875-1299E-mail Address: PearsonK@saccounty.net

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. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

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). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE**SACRAMENTO COUNTY EMERGENCY OPERATIONS CENTERS**

1. **Sacramento County Emergency Operations Center** – Facilitates multi-jurisdictional and interagency coordination between local government, state, and federal agencies in emergency operations. The Sacramento County Emergency Operations Center takes the lead on the following:
 - Establishing and developing an event-specific evacuation strategy with law enforcement.
 - Assessing mass care needs and designating sites as mass care facilities/extended shelter and care operations.
 - Coordinating situational information and sharing with stakeholders, including the Department of Health & Human Services (DHHS) Emergency Operation Center

Contact:

711 G Street, Room 209A, Sacramento, CA 95814

Telephone number during business hours: 874-4670

After-hours telephone number: 875-5000

Mail code 94-293A/OES

Fax: 930-9227

SACRAMENTO COUNTY EMERGENCY OPERATIONS CENTERS - Continued

2. Department of Health & Human Services Emergency Operations Center

- Receives information from the Sacramento County Emergency Operation Center
 - Provides DHHS-specific information to the Sacramento County Emergency Operations Center
- Contact: Office of the Director of DHHS: 875-2002**

3. CPS Emergency Operations Center

- Management participates in DOOC
 - Is responsible for continued operation of CPS
- CPS Contact: Office of Deputy Director: 875-2002**
Probation Contact: Probation Division Manager – Placement: 876-9555

CWS Disaster Response Criteria A: Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:

<p>Essential Function:</p>	<p>1. Identification and location process of children who may be displaced</p>
<p>Process Description:</p>	<p>CPS shall identify the disaster area(s) by zip code and use the following tools to determine which foster children reside in the impacted zip code(s).</p> <ul style="list-style-type: none"> • The emergency mapping function and reports within SafeMeasures. • CPS CWS/CMS Unit at 874-5213 for medically fragile children • Social workers identify medically fragile children on their caseloads. • Geographic Information system (GIS) to map the residences of the foster children. <p>Probation For children placed in out of home care, Probation will use a report from Placement Juveniles with Address Information and the Probation PIP System our department's case management system which will entail the minor's name, date of birth, placement location with address and telephone information. The report will also provide the minor's legal guardian and their contact information.</p>
<p>Essential Function:</p>	<p>2. Communication process with child care providers</p>
<p>Process Description:</p>	<p>The CPS toll-free line (1-866-410-6164) will be activated and manned to provide emergency information. This number is available as a direct line of communication between CPS and foster parents, non-relative extended family members, relative caregivers, birth parents, group homes, foster family agencies, contract providers and the children/youth placed in out of home care.</p> <p>After the emergency strikes, CPS shall contact all of its foster care providers in the impacted zip code(s) to ensure the safety and well-being of the foster children within their care. Prioritized contact will be given to foster homes with medically at-risk foster children located in the most heavily impacted zip code(s). If telecommunications are down or if after repeated attempts the family and its designated emergency contact are unreachable, then workers will make home visits (provided it is safe to do so) to verify the status of the foster children.</p>

	<p>After communication has been established and CPS staff determines that injuries and/or death have occurred, these findings must be reported to the DHHS Emergency Operations Center.</p> <p>Probation Care providers will be contacted by land-lines, cell phones, faxes, face-to-face, mail, and/or law enforcement will be used. When probation children are placed in out of home care, the care providers are instructed to contact the Youth Detention Facility or Juvenile Hall (916) 876-9304 as it is a 24 hour facility who will in turn contact the Division Chief Deputy Probation Officer of the Placement Unit.</p>
<p>Essential Function:</p> <p>Process Description:</p>	<p>3. Identification of evacuation procedures – Event known in advance</p> <p>The Evacuation Movement Unit (EMU) of the County of Sacramento Emergency Operations Center establishes and develops event-specific evacuation strategies and communicates the strategies to the DHHS Emergency Operations Center. The DHHS/CPS Assistant Director and Division Managers receive this information immediately due to their participation at the DHHS Emergency Operations Center.</p> <p>In addition, caregivers are responsible for assuring the safety of children in their care. Caregivers are required to maintain a current disaster response plan, which is regularly updated and placed on file with CDSS Licensing.</p> <p>Note: Social work staff does not evacuate families and children; this is the responsibility of law enforcement, the fire department, and National Guard.</p> <p>Probation Probation will contact care providers and identify needs. Probation will collaborate with care providers to ensure needs are met. Probation youth and care providers are also advised to contact the Youth Detention Facility – Juvenile Hall who will have copies of emergency plans.</p>
<p>Essential Function:</p> <p>Process Description:</p>	<p>4. Identification of evacuation procedures – Event not known in advance</p> <p>The Evacuation Movement Unit (EMU) of County of Sacramento Emergency Operations Center establishes and develops event-specific evacuation strategies and communicates the strategies to the DHHS Emergency Operations Center. The DHHS/CPS Assistant Director and Division Managers receive this information immediately due to their participation at the DHHS Emergency Operations Center.</p> <p>In addition, caregivers are responsible for assuring the safety of children in their care. Caregivers are required to maintain a current disaster response plan, which is regularly updated and placed on file with CDSS Licensing.</p> <p>Note: Social work staff does not evacuate families and children; this is the responsibility of law enforcement, the fire department, and National Guard.</p> <p>Probation Probation will contact care providers and identify needs. Care Providers are required to have an emergency plan which includes alternative sites in case their home has to be evacuated. Probation will collaborate with care providers to ensure needs are met. Probation youth and care providers are also advised to contact the Youth Detention Facility – Juvenile Hall who will have copies of emergency plans.</p>

<p>Essential Function:</p>	<p>5. Identification of shelters</p>
<p>Process Description:</p>	<p>In an emergency, the Care and Shelter Branch of the County of Sacramento Emergency Operations Center conducts mass care needs assessment and develops a strategy for extended shelter and care operations and communicates the information to the DHHS Emergency Operations Center. Due to their participation in the DHHS Emergency Operations Center, the DHHS/CPS Assistant Director and Division Managers receive this information immediately.</p> <p>During a major emergency, CPS will be directed by the County of Sacramento Emergency Operation Center on what services are needed for unaccompanied children located at the shelter. CPS workers may be deployed to shelters for 12 hour shifts to process the initial intake and registration of unaccompanied minors, including follow-up action to reunite unaccompanied minors with their parents/guardians or to provide appropriate temporary placement.</p>
<p>Essential Function:</p>	<p>Probation</p> <p>The Department of Human Assistance (DHA) is responsible for identifying and setting up emergency or disaster shelters in collaboration with the Disaster Service Section of the California Department of Social Services. A contact person will be established in DHA. The Youth Detention Facility/Juvenile Hall will be available to provide shelter as needed for minors.</p>
<p>Process Description:</p>	<p>6. Parental notification procedures</p> <p>The CPS toll-free line (1-866-410-6164) will be activated and CPS will monitor it for inquiries by parents and relay information to assigned staff. CPS shall ensure that hotline staff ask for and log current contact information from parents calling to inquire about their children's status who are in placement who have been displaced, evacuated, etc. CPS shall provide instructions to all staff regardless of assignment that if they receive calls from parents, guardians, or relatives trying to locate their family members that they will log the contact information and route the information to the assigned workers and supervisor.</p> <p>After securing the location and safety of children in care, CPS will make reasonable efforts to contact the biological parents of the foster children and provide information about the status of their children as it becomes available.</p>
<p>Essential Function:</p>	<p>Probation</p> <p>Probation will notify parents by land line, cell phone, fax, face-to-face or by law enforcement if it is unsafe for Probation staff. Probation staff will advise parents of the whereabouts and welfare of their children.</p>
<p>Process Description:</p>	<p>7. Alternative processes for providing continued services</p> <p>The need for alternative processes for continuing services shall be assessed by the Deputy Director and Division Managers based on the scope and nature of the emergency. The CPS essential operations include:</p> <ul style="list-style-type: none"> • Screening calls at the hotline • Responding to and investigation of abuse allegations • Concluding investigation and taking appropriate action, • Follow up with services or process for protective custody <p>Less critical operations will be placed into suspense during the emergency, so as to focus on services directly resulting from the disaster.</p>
<p>Essential Function:</p>	<p>Probation</p> <p>The probation department as a branch of law enforcement should have the ability to access our youth in the event of a natural disaster.</p>

Essential Function:	8. Staff assignment process
Process Description:	<p>CPS All County employees are designated by State law as "Disaster Service Workers". When a disaster is declared by the Sacramento County Emergency Operations Center, all public employees are obligated to serve as Disaster Service Workers and may be assigned to perform activities outside of their normal duties that promote the protection of public health and safety or the preservation of lives and property. CPS staff responsibilities may change as reasonable and necessary to help fulfill the mandated response roles. CPS staff will not be expected to perform disaster response duties.</p> <p>The nature of the CPS response will depend on the location and scale of the disaster, time of day, and availability of staff. CPS shall dedicated available staff and resources to disaster response as appropriate given the scale and type of event.</p> <p>Probation An updated list of Probation personnel will be kept in the office of the Placement Division Chief. The Placement Division Chief Deputy in consultation with Assistant Chief Probation Officer will make assignments to continue mandated services. Probation employees are to report to their normal place of employment unless informed otherwise.</p>
Essential Function:	<p>9. Workload planning</p> <p>CPS Immediately following a disaster, ensuring the safety and well-being of CPS current foster children – especially the medically at-risk – and unaccompanied minors will be the highest priority. Otherwise, CPS will assign available staff as necessary to fulfill the core CPS functions including:</p> <ul style="list-style-type: none"> • Screening calls at the hotline • Responding to and investigation of abuse allegations • Concluding investigation and taking appropriate action, • Follow up with services or process for protective custody <p>Probation Regular business practice will be carried out as much as possible. To handle critical functions, the Probation Assistant Chief Probation Officer will direct work to the Placement Division Chief Deputy. The Probation Division Chief Deputy will direct work to Supervising Probation Officer (SPO) who will relay to line staff.</p>
Process Description:	

<p>Essential Function:</p>	<p>10. Alternative locations for operations</p>
<p>Process Description:</p>	<p>CPS CPS has multiple facilities dispersed over a wide area of Sacramento. (See list below.) Following a disaster, CPS employees will be expected to report to their normal worksite unless instructed otherwise. If a facility is inaccessible, CPS will instruct those workers about an alternative location to report to, dismiss them from service for the day, or direct those with the ability to do so to telecommute. If an alternate location is needed, CPS Space and Asset Management staff is available to handle the logistics of a move. If a CPS alternate location is unavailable, DHHS Emergency Operations Center management staff is available to assist in finding a location.</p> <ul style="list-style-type: none"> • 7001-A East Parkway, Sacramento, CA 95823 • 925 Del Paso Blvd, #500, Sacramento, CA 95815 • 3701 Branch Center Road, Sacramento, CA 95827 <p>Referred to as "OB3" (Office Building 3)</p> <ul style="list-style-type: none"> • 3331 Power Inn Road, Sacramento, CA 95826 • 3700 Business Drive, Sacramento, CA 95820 • 6045 Watt Avenue, North Highlands, CA 95660 • 3555 Auburn Boulevard, Sacramento, CA 95821 • 6015 Watt Avenue, North Highlands, CA 95660 • 6045 Watt Avenue, North Highlands, CA 95660 <p>Probation Primary location- Business Park, Placement Office. The probation department has other program locations within Sacramento County. Office relocation as determined by the Assistant Chief Probation Officer.</p>
<p>Essential Function:</p>	<p>11. Orientation and ongoing training</p>
<p>Process Description:</p>	<p>CPS All CPS employees receive training on how to respond to emergencies affecting their building, and drills are conducted on a regular basis. All employees receive a printed guide covering the location of main exits and assembly area where individuals gather to be accounted for and await instruction.</p> <p>The Sacramento County Emergency Operations Center conducts periodic trainings and exercises on emergency operations which are attended by key DHHS and Division staff.</p> <p>The DHHS Office of Director periodically provides training for key staff on the Sacramento County emergency operations infrastructure.</p> <p>In the future, a CPS-specific disaster training module will be incorporated into the training provided to all new and existing CPS staff. The training will also advise staff that all County employees are designated by State law as "Disaster Service Workers". The training will include a timeframe for completion of the module and communication of updates and changes to the plan.</p> <p>Probation Orientation and ongoing training will take place at any of the outlying Probation offices.</p>

<p>CWS Disaster Response Criteria B:</p>	<p>Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases.</p>
<p>Essential Function:</p>	<p>1. New child welfare investigation process</p>
<p>Process Description:</p>	<p>CPS CPS shall respond to new child welfare cases in areas adversely affected by a disaster and provide services in those cases via continued operation of the emergency hotline intake and response to reports of suspected child abuse. Management has identified the essential resources needed to continue emergency hotline intake and response to reports of suspected child abuse reports in the event of an emergency. Probation N/A</p>
<p>Essential Function:</p>	<p>2. Implementation process for providing new services</p>
<p>Process Description:</p>	<p>CPS During an emergency, CPS will be directed by the County of Sacramento Emergency Operation Center on what services are needed for unaccompanied children located at the shelter. CPS workers may be deployed to shelters for 12 hour shifts to process the initial intake and registration of unaccompanied minors, including follow-up action to reunite unaccompanied minors with their parents/guardians or to provide appropriate temporary placement. CPS staff responsibilities may change as reasonable and necessary to handle the new services.</p>
<p>CWS Disaster Response Criteria C:</p>	<p>Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster.</p>
<p>Essential Function:</p>	<p>1. Communication structure – staff</p>
<p>Process Description:</p>	<p>CPS If an emergency occurs during business hours, workers are instructed to report to their supervisor or senior manager in person or via telephone/e-mail for further instructions. For emergencies occurring during non-business hours or weekends, CPS managers will activate the phone tree and contact staff to check on their status and provide work instructions. All staff involved in the emergency, must sign in as instructed at the time of the event. In the absence of phone services, staff members are instructed to:</p> <ul style="list-style-type: none"> • Listen to emergency messages on radio (KFBK 1530 AM) or television. • Report to an evacuation shelter if requested or instructed by Law Enforcement or other governmental official, such as, but not limited to, the military, FEMA, or county management. • 2-1-1 Sacramento is a resource for all Sacramento County residents, and works with the Sacramento County Office of Emergency Operations regarding available resources.

	<p>If county staff is unable to report for duty, they are instructed to contact the department, if possible, informing their supervisors or management.</p> <p>Probation Staff is directed to report to normal workstations and contact their supervisor. If their workstation is unavailable staff are directed to contact their Supervising Probation Officer via cell-phone for direction. The Supervising Probation Officer is to report to the Division Chief and the Division Chief is to report to the Probation Assistant Chief Probation Officer.</p>
<p>Essential Function:</p>	<p>2. Communication structure – child welfare personnel (phone tree)</p>
<p>Process Description:</p>	<p>CPS Deputy Director, (875-0123) serves as the CPS representative to the DHHS Emergency Operations Center. As such, she speaks on behalf of CPS. The CPS Division Managers serve both as alternates and as liaisons to the Deputy Director.</p> <ul style="list-style-type: none"> • Liaisons to Deputy Director - Division Manager Emergency Resources Liaison (875-1299) - Division Manager Dependent Children Liaison (875-5355) - Division Manager – Operations/Communications Liaison (875-3131) <ul style="list-style-type: none"> • Program Managers • Supervisors • Social Workers <p>See Attachment A "CPS Organizational Chart."</p> <p>Staff are instructed to request the most up-to-date Critical Management list from CPS Position Control, worker code FQ30, at 875-0120 or pull the list of managers out of the Critical Incident Binder.</p> <p>Probation Probation communication structure will be the Probation Assistant Chief to the Division Chief to the Supervising Probation Officer, and the Supervising Probation Officer to line staff.</p>
<p>Essential Function:</p>	<p>3. Communication structure – contracted services</p>
<p>Process Description:</p>	<p>CPS Contractors providing direct services to CPS clients must call the CPS toll-free line (1-866-410-6164) (which will be activated) to report any issues that could potentially have a negative impact on CPS clients.</p> <p>In the absence of phone services, contractors are instructed to:</p> <ul style="list-style-type: none"> • Listen to emergency messages on radio (KFBK 1530 AM) or television. • Report to an evacuation shelter if requested or instructed by Law Enforcement or other governmental official, such as, but not limited to, the military, FEMA, or county management. • Contract information for all CPS Contracts is available on-line, is accessible by multiple staff, and is backed up regularly on the County server according to County Information Technology Services policy. • 2-1-1 Sacramento is a resource for all Sacramento County residents, and works with the Sacramento County Office of Emergency Operations regarding available resources.

	<p>Key contractors/providers that CPS may need to communicate with include:</p> <ul style="list-style-type: none"> • The Children's Receiving Home - care/temporary housing of children • County Foster Homes – care for foster children • Foster Family Agencies – care for foster children • Group Homes – care for children with higher end psychological and behavioral needs than foster comes can provide • Medical Providers – treatment as needed. <p>Probation Probation Placement does not utilize contracted staff.</p>
<p>Essential Function:</p>	<p>4. Communication process when all normal channels are unavailable</p>
<p>Process Description:</p>	<p>CPS Communication resources available when all normal channels are unavailable:</p> <ul style="list-style-type: none"> • Listen to emergency messages on radio (KFBK 1530 AM) or television. • Report to an evacuation shelter if requested or instructed by Law Enforcement or other governmental official, such as, but not limited to, the military, FEMA, or county management. • 2-1-1 Sacramento is a resource for all Sacramento County residents, and works with the Sacramento County Office of Emergency Operations regarding available resources. <p>Probation Probation will attempt face-to-face communication. Probation will also seek assistance from the County Office of Emergency Operation Center (EOC) for other modes of communication.</p>
<p>Essential Function:</p>	<p>5. Communication frequency</p>
<p>Process Description:</p>	<p>CPS Communication frequency during an emergency is contingent on the scope and nature of the event and as determined appropriate/necessary by the CPS Operations Center. However, communication frequency will occur daily or as often as necessary to inquire about the health and safety of the families in the emergency area and to determine if evacuation assistance is needed. If telecommunications are unavailable, workers will conduct home visits</p> <p>Probation Communication frequency will occur daily or as often as necessary to carry on Probation mandated services.</p>
<p>Essential Function:</p>	<p>6. Communication with media</p>

<p>Process Description:</p>	<p>CPS All communications with media are handled by the Department Public Information Officer who will be located at the DHHS Emergency Operations Center.</p> <p>Probation Probation communication structure will be the Probation Assistant Chief Probation Officer to the Division Chief Deputy to the Supervising Probation Officer, and the Supervising Probation Officer to line staff.</p>
<p>Essential Function:</p>	<p>7. Communication with volunteers</p>
<p>Process Description:</p>	<p>CPS Communication with volunteers is handled by the DHHS Emergency Operations Center. Volunteers working with CPS children must have been pre-qualified by DHHS or another emergency agency.</p> <p>Probation Probation will communicate with volunteers/student interns by land lines, cell phones, faxes, mail, and/or face-to-face contacts.</p>
<p>Essential Function:</p>	<p>8. Establishment of a toll-free number prior to disaster (include TTY)</p>
<p>Process Description:</p>	<p>CPS The CPS toll-free line (1-866-410-6164) will be activated</p> <p>Probation The Youth Detention Facility/ Juvenile Hall are a 24 hour staffed facility; all youth, family and care providers are provided with the telephone number.</p>

CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	
Process Description:	<p>1. Record preservation process</p> <p>CPS CPS's essential program records are primarily stored in the statewide database CWS/CMS. The CWS/CMS server maintenance is managed by the State's vendor, IBM Global Services. IBM is contractually bound to the State to provide extensive Disaster Recovery Services in the event of emergencies. The services include, but are not limited to, providing access to Sacramento County data, if necessary from another County welfare office.</p> <p>The following CPS information is stored on secure off-site County servers and backup are conducted according to County Information Technology Services policy.</p> <ul style="list-style-type: none"> • Electronic documents from all staff computers • CWS/CMS • Safe Measures • Voice Over Internet Protocol (VOIP) (call management application) <p>Probation Probation's case management system PIP is automatically backed up by County Information Technology (IT) on a regular basis.</p> <p>2. Use of off-site back-up system</p> <p>CPS The following CPS information is stored on secure off-site County servers and backup are conducted according to County Information Technology Services policy.</p> <ul style="list-style-type: none"> • Employee electronic documents • CWS/CMS • Safe Measures • Voice Over Internet Protocol (VOIP) (call management application) <p>Probation Probation's IT system (PIP) is backed-up off site. Information taken during a disaster would be entered using air card lap tops and/or hard copies kept for later input into the case management system.</p>

CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	
Process Description:	<p>1. Interstate Compact on the Placement of Children reporting process</p> <p>CPS CWS/CMS staff is available at 874-5213 to identify those Sacramento County children placed out of state and those children from out of state who are placed in Sacramento County. The Sacramento County ICPC Coordinator's telephone number is (916) 875-0113.</p> <p>The ICPC Coordinator shall contact the State ICPC Coordinators for each child and provide a brief status report.</p>
Essential Function:	<p>Probation A Business Objects Report will be used to identify ICPC courtesy supervised children in the County. County will notify the State ICPC Administrator of the status of ICPC children. The ICPC coordinator will continue to process mandated forms (100 A & B) and assist with the return of children to other states if needed for their safety. Telephones, e-mail, or faxes will be used.</p>
Process Description:	<p>2. Mental health providers</p> <p>CPS CPS will coordinate with the Behavioral Health ACCESS team to assist in authorization of mental health services when medically necessary. Both CPS and Behavioral Health are under the umbrella of Sacramento County, Department of Health & Human Services.</p>
Essential Function:	<p>Probation Probation will contact local mental health providers that provide services to Probation families and children. Coordination with Department of Health and Human Services Mental Health Division.</p>
Process Description:	<p>3. Courts</p> <p>CPS CPS shall inform the Juvenile Court of the potential impact of the emergency on services.</p>
Essential Function:	<p>Probation Probation will communicate with the court by use of land lines, cell phones, faxes, mail, special delivery, or face to face communication to the court.</p>
Process Description:	<p>4. Federal partners</p>

<p>Process Description:</p>	<p>CPS Sacramento County Emergency Operations Center will be responsible for coordinating services and sharing information with federal partners.</p> <p>Probation Probation will communicate with the State CDSS.</p>
<p>Essential Function:</p>	<p>5. CDSS</p> <p>CPS All necessary services and information sharing with CDSS during an emergency will be coordinated by the County Emergency Operations Center.</p> <p>Probation Probation will communicate directly by use of land lines, cell phones, faxes, mail, or special delivery with the CDSS.</p>
<p>Essential Function:</p>	<p>6. Tribes</p> <p>CPS CPS monitors children who are in the Indian Child Welfare Act (ICWA) process. CPS will contact tribes of impacted children in as timely a manner as possible of the location and well being of children served.</p> <p>Probation The tribes and state ICWA representative will be advised in as timely a manner as possible of the location and well being of children served. currently N/A</p>
<p>Essential Function:</p>	<p>7. Volunteers</p> <p>CPS Communication with volunteers is handled by the DHHS Emergency Operations Center. Volunteers working with CPS children must have been pre-qualified by DHHS or another emergency agency.</p> <p>Probation Probation will communicate with volunteers/student interns by land lines, cell phones, faxes, mail, and/or face-to-face contacts.</p>
<p>Process Description:</p>	