

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: San Benito County Health & Human 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

CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for CWS children, Probation children, non-minor dependents, including non-minor dependents residing in foster care, out-of-county placements, children placed in or out of California through the Interstate Compact on the Placement of Children (ICPC), out-of-state non-minor dependents under
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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.
Process Description:	<ul style="list-style-type: none"> • A bi-weekly updated list/file of dependent children and non-minor dependents, including those placed out of the state, is kept in a binder in the clerical area in the CPS office • For probation, a monthly updated list is kept in a red binder labeled “Child Disaster Response Plan. • The binders will also include the children living in the home of the parents for whom the court has jurisdiction. The list will “flag” children who are medically fragile and/or with special needs • A list of all Social Workers/Probation Officers, Supervisors and Agency management will be kept by Staff at all times for each separate department (probation and child welfare); this list will include contact information of Social Workers/Probation officers for out of state placements (ICPC) and non-minor dependents • Social Workers/Probation Officers in the office are to be assigned the task of following up on clients. Social Workers/Probation Officers will attempt direct contact via phone if telephones are operational with each client to assess safety, household situation and the need for emergency assistance referral; contact will also be attempted for out of state placements • If a Social Worker/Probation Officer is unable to contact client by phone, the Social Worker/Probation Officer living near the area of client’s location will make an attempt to make an “in person” contact with clients; for out of state placements, the same approach will be used by requesting in person contact by the social worker/probation officer responsible for the case management of ICPC case • Social Workers/Probation Officers who live in the Monterey/Santa Clara/Santa Cruz Counties (when applicable) or who live in or near Merced/Stanislaus Counties areas, will be assigned the task of following up on clients who live in that area • Social Workers/Probation Officers who live in Monterey/Santa Clara/Santa Cruz counties, (when applicable) will be assigned the task of following up on clients who live in that area

	<ul style="list-style-type: none"> • If a Social Worker/Probation Officer is unable to make direct contact with the client, or the client’s relatives, or the placement foster parents, the Social Worker/Probation Officer will then contact the police or fire department to request a welfare check on the client. Social Worker/Probation Officer will provide appropriate client information (name, address, phone, etc.) and report this action back to the office as soon as possible. Attempts to contact will continue until the status of all children is known. The same approach will be utilized with out of state placements • PROBATION: A list of Juvenile Wards placed out of home will be forwarded to county communications center at the end of every month in the event that entrance to the main Probation Department is denied as a result of disaster. • CWS: A list of out of home placements and in home dependencies within the State and out of state of all San Benito County dependents, will be kept in an off-site location, the San Benito County Counsel’s Office for accessibility in the event that access to the main CWS building is denied as a result of a disaster.
Essential Function:	2. Communication process with child care providers
Process Description:	<ul style="list-style-type: none"> • Social Worker/Probation Officer closest to the client’s placement and/or home will be assigned the task of contacting the foster care providers to assess safety, household situation and emergency assistance referral. In addition, providers are given emergency contact information for social worker/probation officers for communication purposes; the same applies to out of state placements. • PROBATION: Placement providers are to contact the Probation Department with relocation information and status of the wards • PROBATION: Providers have been given emergency telephone numbers should office numbers become inoperable
Essential Function:	3. Identification of evacuation procedures – Event known in advance

Process Description:	<ul style="list-style-type: none"> • The Agency will follow the County Emergency Operations Plan, which is published on the County website. The purpose of this plan is to provide guidelines for agency management and staff to prepare for, respond and recover from a major emergency/disaster. A hardcopy is also available on site • According to California Government Code, Sec. 3100-3102, “all public employees are hereby declared to be disaster workers, subject to such disaster service activities as may be assigned to them by their superiors or by law.” • For purposes of the governmental code, “disaster service workers” includes all public employees and all volunteers. The term “public employees” includes all persons employed by the State or any County, City, State Agency, or Public District.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<ul style="list-style-type: none"> • The Agency will follow the County Emergency Operations Plan, which is published on the County Website. A hardcopy is also available on site; the same recommendation will be made for out of state placements
Essential Function:	5. Identification of shelters
Process Description:	<ul style="list-style-type: none"> • Evacuation shelters are developed by our logistics division of the County Emergency Operations Plan at the time of the emergency. We will follow directives from County Emergency Operation Services (OES). The County OES has a listing of possible shelter sites; for out of state placements, it is expected that the families follow the county of placement emergency operations plan and share shelter information with the social worker and/or probation officer assigned to their case • Child Welfare Supervisor/Probation Officer Supervisor will assess the shelter ability to meet the needs of the clients
Essential Function:	6. Parental notification procedures
Process Description:	<ul style="list-style-type: none"> • Social Worker/Probation Officer will be assigned the task of notifying the parent of each child’s status with information regarding the contact and assessment of the child’s well-being • Notification will be done by telephone contact. If telephone is inoperable, an attempted in

	<p>person contact will be made by the Social Worker/Probation Officer; an in person contact by the social worker/probation officer will be requested for out of state placements</p> <ul style="list-style-type: none"> • Social Worker/Probation Officer will work with local and out of state communications center (911) and police department to notify parents of their child's status • Social Worker/Probation Officer will inform foster parents, relatives, non-related extended families, and others, who have the responsibility of the child in placement, to identify themselves as Foster Parents/Relative Care Givers and their foster child/children to mass care shelter personnel, in the event of displacement from their homes
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p><u>Emergency/Immediate Response</u></p> <ul style="list-style-type: none"> • Social Services-CPS Division will continue to maintain a screener to receive and assess reports of child abuse and determine action. • A Social Worker will be available to respond and investigate 10-day and/or Immediate Response Referrals to investigate allegations. • On-Call Social Worker will be available for after hours and weekend response for reports of child abuse. On-Call Social Worker will work with our Communications Dispatch and Office of County Emergency Services to ensure Social Worker availability 24/7. • For out of State Placements, the social worker/probation officer will coordinate with the ICPC/DJJ liaison of state of placement; and also ensure that the social worker/probation officer assigned to case respond to any emergency/immediate needs of the child <p><u>Family Maintenance Services</u></p> <ul style="list-style-type: none"> • Social Worker will contact parent and child to assess safety and need of emergency referral to services. • Family Maintenance Cases for which County has Jurisdiction will be contacted by Social Worker to assess safety and need of emergency referrals.

	<p><u>Family Reunification Services</u></p> <ul style="list-style-type: none"> • Social Worker/Probation Officer will contact parent and child to assess safety and need of emergency referral for services. • Social Worker/Probation Officer will contact parent and child to develop an alternative plan that will promote the reunification process between child and parent. • Social Worker/Probation Officer will accommodate parent and child, depending on nature of disaster, to facilitate visitation and case plan objectives. <p><u>Permanency Planning Services</u></p> <ul style="list-style-type: none"> • Social Worker/Probation Officer will contact caregiver and child to assess safety and need of emergency referral to services. • Social Worker/Probation Officer will contact client and caregiver and gather information to assess the functioning of the placement home as it pertains to meeting the child’s basic and special care needs • For out of state placements, social worker/probation officer will coordinate with assigned social worker/probation officer in the state of placement to ensure coordination of services, assessment for immediate needs; ICPC/DJJ state liaison of state in which child is placed will also be contacted for assistance as needed
Essential Function:	8. Staff assignment process
Process Description:	<ul style="list-style-type: none"> • Social Workers/Probation Officers will ensure their families are safe and then report to work. • Social Workers/Probation Officers will be working in shifts. • Social Worker/Probation Officers who cannot come to work will call Supervisor and determination will be made if Social Worker/Probation Officer can work in the area he/she lives in. For example, Social Workers/Probation Officers who live in or near Merced/Stanslaus Counties (if applicable) will be assigned the task of following up on clients who are placed in that area. • Social Workers/Probation Officers who live in Monterey/Santa Clara/Santa Cruz Counties (if

	<p>applicable) will be assigned the task of following up on clients who live in that area</p> <ul style="list-style-type: none"> • Social Worker/Probation Officers who live in San Benito County will be assigned the task of following up on clients who live in this area. • Social Worker/Probation Officer will be assigned to contact and ensure safety, health and well-being of any child placed out of state
Essential Function:	9. Workload planning
Process Description:	<ul style="list-style-type: none"> • Child Welfare Social Worker/Probation Supervisors will be responsible to assign Social Workers/Probation Officers the task of contacting all clients to assess safety and needs of emergency referrals. This will include contacting and assessing the needs of out of state placements through contact with the state of placement ICPC/DJJ liaison and the department of social services responsible for overseeing the ICPC/DJJ placement. • Child Welfare Social Worker/Probation Supervisors will be responsible to distribute workload accordingly to assure all program functions are continued as much as the disaster allows.
Essential Function:	10. Alternative locations for operations
Process Description:	<ul style="list-style-type: none"> • Will follow county Emergency Operations Plan for alternative sites that include the local senior center, schools or any designated area; for out of state placements, caregivers will be advised to familiarize themselves with the local Emergency Operations Plan pertinent to the county/area of residence in the placement state
Essential Function:	11. Orientation and ongoing training
Process Description:	<ul style="list-style-type: none"> • Managers and Supervisors will introduce staff to the Emergency Operations Plan and train essential functions on assigned roles and responsibilities • Managers and Supervisors will identify Staff who can be cross trained to carry out necessary activities and tasks required to carry out essential functions of Child Welfare Services. • Managers and Supervisors will work with out of state families to ensure they are familiar with the state/county of residence Emergency Operations Plan

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:	<ul style="list-style-type: none"> • A Social Worker will be assigned the task of being available to receive and assess reports of child abuse • CPS Supervisor will be responsible to assign referral and assure a timely investigation is completed as per Division 31 Regulations. • Social Worker will investigate assigned referral, locate child and assess safety, health and well-being while investigating allegations. • Social Worker will report to Supervisor upon completion of investigation. • An On-Call Social Worker will be available during office non-operating hours and work with Communications Dispatch to assure timely response. • CPS Supervisor will keep log of referrals and ensure documentation is kept on each referral should CWS/CMS not be operational.
Essential Function:	2. Determine circumstances surrounding the child's potential entrance
Process Description:	<ul style="list-style-type: none"> • Social Worker/Probation Officers will assess and utilize Structured Decision Making to determine if removal is a necessity based on risk and safety factors • Social Worker/Probation Officers will work closely with Law Enforcement to coordinate efforts to ensure safety, health and well-being of the child in an effort to minimize disruption of child's placement
Essential Function:	3. Implementation process for providing new services
Process Description:	<ul style="list-style-type: none"> • CPS and Family Resource Center (FRC) Supervisors and Managers will work together to assure services are provided for families (parents/children) who are at risk of entering the CWS system

	<ul style="list-style-type: none"> • A Social Worker will be responsible to assure referrals are made to available services, granted they are operational • Should services not be operational, efforts will be made to accommodate services through the Family Resource Center Site • CPS Supervisor will work with contracted Psychologists to assure access to counseling and crisis intervention services are available • CPS Manager will work with Behavioral Health to assure access to counseling, substance abuse and psychotropic medication services for a child/families that is at risk of entering the CWS system or are in need of these services
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	<ul style="list-style-type: none"> • Social Workers/Probation Officers will work with families to ensure minimal disruption in the home • Social Workers/Probation Officers will engage the child/families into services to mitigate circumstances that brought them to the attention of Child Welfare/Probation Services • Social Workers/Probation Officers will work with Behavioral Health and other contracted providers for the provision of counseling services and or other identified service need due to the disaster • Social Workers/Probation Officers will utilize Safety Organized Practice model in an effort to emphasize on reunification efforts caused by a disaster and protective capacities will be identified and exercised to ensure the safety, health and well-being of the family
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	<ul style="list-style-type: none"> • Social Workers will work closely with Disaster Response Workers and law enforcement to

	<p>address the needs of an identified unaccompanied minor</p> <ul style="list-style-type: none"> • County Counsel will be consulted in the event that a caregiver is not identified within the required time frame (48 hours) and a petition will be filed until the appropriate caregivers are located
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	<ul style="list-style-type: none"> • Social Workers will be assigned families that speak the same language of the child; if a language barrier is identified, then the Social Worker will utilize a translator and/or utilize the County provided translator listing
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	<ul style="list-style-type: none"> • Social Workers will work with County Emergency Operations Unit, Law Enforcement in an effort to locate parents of child or an appropriate care providers (i.e. family member) for the identified unaccompanied minor • If a parent is not located within 48 hours, a petition with the court will be filed • If parent is located, Social Workers will work with parent and conduct a needs and safety assessment for the family and determine if reunification is possible without further court intervention • If no parent is identified and a relative caregiver is found, Social Worker will follow Foster Care/NREFM placement procedures to ensure safety, health and well-being of child until a parent is located
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	<ul style="list-style-type: none"> • Social Workers will continuously work on efforts to ensure child is reunified with parent; if this does not occur, court intervention will be pursued to ensure the safety, health and well-being of child • Social Worker will continue to assess needs of child and link them to appropriate services in an effort to ensure the health, safety and well-being of child.

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:	<ul style="list-style-type: none"> • Upon emergency operations activation by the Agency Director, the Child Welfare personnel phone tree will be immediately activated. A message will be left for the person that is not available, and the next person on the list will be called until everyone has been notified.
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	<ul style="list-style-type: none"> • Instructions will be listed on phone tree listing for call down of phone tree. A message will be left for the person that is not available and the next person on the list will be called until everyone has been notified. • PROBATION: For after hours, if immediate assistance is needed, they are to contact the San Benito County Juvenile Hall at (831) 636-4050
Essential Function:	3. Communication structure – contracted services
Process Description:	<ul style="list-style-type: none"> • A phone tree list will have all of our contracted service providers, i.e. physiologist, counselors, local child care center. • Social Work Supervisors will contact contracted services providers to assess availability and develop plan for clients to access service
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<ul style="list-style-type: none"> • Will work with our 911 and Emergency Services Branch. • Will utilize KMPG 1520-AM Radio Station or other identified media source for updates and sharing of information.
Essential Function:	5. Communication frequency
Process Description:	<ul style="list-style-type: none"> • Communication frequency will be determined by County Emergency Operations Center and

	<p>911. Further, frequent communication will be maintained with staff, foster children, and caregivers as appropriate to ensure their safety, health and well-being.</p> <ul style="list-style-type: none"> • Probation: The San Benito County Probation Department will maintain regular and on-going communication with placement provider where the child is placed during the emergency situation. They will inquire as to the status, safety and well-being of the child and provide any assistance if needed. This communication will be on-going until the crisis has passed and normal group home operations resume.
Essential Function:	6. Communication with media
Process Description:	<ul style="list-style-type: none"> • Will follow the County's Office of Emergency Service Procedures for communication with the media
Essential Function:	7. Communication with volunteers
Process Description:	<ul style="list-style-type: none"> • Will follow the County Operations Emergency Services Procedures for volunteers
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	<ul style="list-style-type: none"> • Program Manager will coordinate with appropriate Agencies to establish a toll-free number • San Benito County Health and Human Services Agency (HHSA) currently has an operational TTY system at main agency and at the Public Health Department, which is located in a different location from H&HSA
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<ul style="list-style-type: none"> • Records will be preserved and maintained at the San Benito County Health and Human Services Agency-Social Services Division • New Records will be preserved by Social Work Supervisor in hard copy format in the event

	that CMS/CWS is not operational
Essential Function:	2. Use of off-site back-up system
Process Description:	<ul style="list-style-type: none"> • Hardcopy records are kept in file cabinets of all child welfare cases in addition to the created file in CMS/CWS statewide system. • Social Workers will utilize CWS/CMS tokens to access child welfare cases off site • Hardcopy records are kept in file cabinets of all probation cases.
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/DJJ reporting process must include a process that disseminates information to both the sending state and CDSS
Process Description:	<ul style="list-style-type: none"> • A list of all DJJ/ ICPC's in process will be kept by the CPS Continuing Unit Supervisor • A Social Worker/Probation Officer will be assigned the task of assuring all ICPC packets are completed and processed accordingly. • A Social Worker/Probation Officer will review ICPC cases and service coordination will be made with other states to assure children are contacted and assessed for safety and need of emergency referrals.
Essential Function:	2. Mental health providers
Process Description:	<ul style="list-style-type: none"> • CWS Program Manager will coordinate services with County Behavioral Health Department to ensure services are in place and are accessible for all clients • Mental Health providers contracted with Agency will be utilized for mental health services for the clients

Essential Function:	3. Courts
Process Description:	<ul style="list-style-type: none"> • Court hearings will be coordinated between County Counsel, Probation Department and Juvenile Court to assure continuation of hearings as required by Division 31 Regulations and Welfare and Institutions Codes.
Essential Function:	4. Federal partners
Process Description:	<ul style="list-style-type: none"> • San Benito County will collaborate with appropriate Federal Partners for the continuation of services, sharing of information and disaster planning to ensure minimal interruption of services for all individuals
Essential Function:	5. CDSS
Process Description:	<ul style="list-style-type: none"> • CWS Deputy Director will maintain regular contact with San Benito County Children Services liaison for purposes of collaborating and sharing of information related to policy and/or regulations changes related to the provision of child welfare services.
Essential Function:	6. Tribes
Process Description:	<ul style="list-style-type: none"> • CWS/Probation Supervisors will continue to review and assure ICWA regulations are followed for children in foster care • CWS legal secretary will continue to research, file and ensure all ICWA documents are completed • CWS legal secretary will be assigned the task of inquiring and coordinating services with Bureau of Indian Affairs for new clients to determine if Tribal Affiliation exists.
Essential Function:	7. Volunteers
Process Description:	<ul style="list-style-type: none"> • Will follow the County's Operations Emergency Service procedures for volunteers • Probation volunteers will be oriented on safety procedures by the probation department safety officer