

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: San Mateo County, Children and Family Services/Juvenile Probation Date Completed: June 27, 2016

Name/Title: Loc Nguyen, Children & Family Services Director  
 Person Managing/Overseeing Emergency Plan Implementation

Telephone #: 650-802-3390

E-mail Address: [LHNguyen@smcgov.org](mailto:LHNguyen@smcgov.org)

Interstate Compact on the Placement of Children  
 (ICPC) Liaison: Marsha Beaman

Telephone #: 650-802-3356

E-mail Address: [MBeaman@smcgov.org](mailto:MBeaman@smcgov.org)

This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans regarding children and non-minor dependents. Children and non-minor dependents in the probation system must also be included in the plan. County plans must be amended annually to include Child Welfare Services (CWS) Disaster Response Plans.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law [PL] 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under section 6(a)-(16) and Welfare and Institutions Code Section 16500.1(c)(1). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

<b>CWS Disaster Response Criteria A:</b>	<b>Identify, locate, and continue availability of services for CWS children, Probation children, non-minor dependents, including non-minor dependents residing in foster care, out-of-county placements, children placed in or out of California through the Interstate Compact on the Placement of Children (ICPC), out-of-state non-minor dependents under county care or supervision who are displaced or adversely affected by a disaster:</b>

Essential Function:	1. Identification and location process of CWS children, Probation children, non-minor dependents, including those in probation residing in foster care, out-of-county placements, ICPC children, and out-of-state non-minor dependents who may be displaced.
Process Description:	Each manager will have a weekly updated secured-access USB drive that includes pertinent information and location of children placed by San Mateo County within and outside of the state as well as those placed in San Mateo County by other states. These drives will be kept with the manager at all times. Each placement is required to contact the placing agency within 24 hours of a disaster. Those placements that do not contact the agency within the allotted time frame (24 hours) will be identified and contact will be initiated to confirm location and safety of each child. In the event that a child is displaced the child welfare worker or Deputy Probation Officer (DPO) will initiate investigation into the child's whereabouts utilizing law enforcement and additional resources as needed. Those children in custody/jurisdiction of juvenile probation will be monitored by juvenile probation and the manager will be updated daily on the status of those children.
Essential Function:	2. Communication process with child care providers
Process Description:	Child care providers caring for children under dependency court jurisdiction are instructed to call the HSA toll free number 1-800-632-4615 and for children under Probation court jurisdiction call (650) 312-5200 as soon as possible but no later than 12 hours after the initial onset of a disaster. The child welfare worker/Probation Office, parent/guardian, and the child care provider will negotiate the child's return.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	The CFS Director or designee and Deputy Chief Probation Officer or designee will decide with emergency officials if evacuation is necessary. If evacuation is necessary the CFS Director/designee and Deputy Chief Probation Officer/designee will initiate the evacuation procedures outlined in the emergency operations plan.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	If time permits and emergency officials are present, the CFS Director or Deputy Chief Probation Officer will decide with emergency officials if evacuation is necessary. If time does not permit, the CFS Director or the Deputy Chief Probation Officer will decide and initiate the established evacuation procedures outlined in the emergency operations plan.
Essential Function:	5. Identification of shelters
Process Description:	Shelters throughout San Mateo County have been pre-identified and designated throughout the region. Locations are identified by the Office of Emergency Services and kept on file in the HSA Department Operations Center. It is HSA policy that all employees receive training in emergency

	shelter operations and may be deployed to staff shelters as needed.
Essential Function:	6. Parental and legal counsel notification procedures
Process Description:	Workers will field calls from parents/legal guardians. A designated agency representative will contact, in person or by phone, those parents who have not been contacted by the placing agency in order to notify them of the location of their child(ren) and the safety status of their child(ren). In addition, a designated agency representative will contact, in person or by phone, the legal counsel of the child non-minor dependent in order to notify them of the location of their clients and the safety status of their clients.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	In order to continue providing services without significant disruption, the CFS Director/designee, Deputy Chief Probation Officer/designee and designated managers will designate staff that will field call, follow up with families, triage new referrals and follow up with new referrals. The CFS Director/designee and Deputy Chief Probation Officer/designee will identify and secure any additional resources needed.
Essential Function:	8. Staff assignment process
Process Description:	CFS managers will discuss with staff that have responded and are onsite; each will be assigned to perform critical child welfare functions. These tasks include, but are not limited to: fielding calls from families as well as staff, following up with active cases and displaced children, and triage of new referrals and home visits of new referrals.  Probation does not anticipate any new referrals and will have staff assigned to active cases or, in their absence, staff assigned by a probation supervisor manage phone calls and issues with families regarding displaced youth.
Essential Function:	9. Workload planning
Process Description:	The workload will be distributed according to individual staff skills and experience.
Essential Function:	10. Alternative locations for operations
Process Description:	The alternative location for operations will be the Department Operations Center located at 1 Davis

	Drive in Belmont in accordance with the San Mateo County Human Services Agency Emergency Operations Plan. If they are Probation youth an alternative location will be in the juvenile hall at the Youth Services Center.
Essential Function:	11. Orientation and ongoing training
Process Description:	All employees, childcare providers, resource families, and placements are required to attend an emergency operations training. This training includes various types of emergencies, advanced notice, evacuation procedures, when to evacuate, where the exits are located, where the disaster kits are located, where the emergency operations center is located, what the expectations are of employees and placements/caregivers, and how to devise a personal emergency response plan. There are quarterly scheduled drills that walk through the specific plan in an effort to evaluate what works and what, if anything, should be revised.
<b>CWS Disaster Response Criteria B:</b>	<b>Respond, as appropriate, to new CWS cases in areas adversely affected by a disaster, and provide services in those cases:</b>
Essential Function:	1. Investigation process
Process Description:	Staff will triage phone calls and a team will go out on immediate/emergency referrals. All others will be addressed by phone interviews. Standard child protective services protocols will be followed.
Essential Function:	2. Determine circumstances surrounding the child's potential entrance
Process Description:	Standard child protective services protocols will be followed.
Essential Function:	3. Implementation process for providing new services
Process Description:	Children that require placement will be placed in the receiving home until services are stabilized and staffing is at a reasonable ratio.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	Standard child protective services protocols will be followed. In addition, our agencies will work with other county departments as well as the County Office of Emergency Services to make sure children are reunified into a safe environment.

<b>CWS Disaster Response Criteria C:</b>	<b>Address and provide care for unaccompanied minors:</b>
Essential Function:	1. Structure – CWS personnel/Deputy Probation Officer (DPO) of record
Process Description:	Standard child protective services protocols will be followed. These protocols include any needed court processes to address medical and other emergent concerns for unaccompanied minors.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	A number of our staff have been tested and are certified in communicating in other languages, including, but not limited to Spanish. Further, our Agency has a formal contract with translation-service organizations that can address any language issues.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	Standard child protective services protocols will be followed. These protocols include identification and checks of individuals who come forward as the parent or guardian of these unaccompanied minors.
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	Standard child protective services protocols will be followed including contacting the appropriate consulate.
<b>CWS Disaster Response Criteria D:</b>	<b>Remain in communication with caseworkers and other essential CWS personnel who are displaced because of a disaster:</b>
Essential Function:	1. Communication structure – staff
Process Description:	Employees are required to report to the command post/shelter within 24 hours of the disaster. The calls will be fielded by the designated staff. San Mateo County Children & Family Services and Probation staff will report on their safety status and location.
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	<p>Probation personnel will check in with their immediate supervisors in the following manner: DPOs contact their Probation Services Manager (PSM). The PSM contacts the Juvenile Services Division Director who then contacts the Deputy Chief Probation Officer/designee.</p> <p>Each CFS manager will maintain, on the above referenced flash drive, team contact information</p>

	and responsibilities.
Essential Function:	3. Communication structure – contracted services
Process Description:	San Mateo County Children & Family Services and Probation do not contract with any other agency for critical services
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	Communication will be through walkie talkie, OASIS (operational area satellite information system), and, if needed, CLERS (California law enforcement radio system). Also, in some cases, cellular phones may be used.
Essential Function:	5. Communication frequency
Process Description:	Staff will report in/be contacted daily.
Essential Function:	6. Communication with media
Process Description:	The Human Services Agency Director or the Public Information Officer will be the only people that will speak to the media. For the Probation Department, the Chief Probation Officer or Deputy Chief Probation Officer/designee will communicate the media.
Essential Function:	7. Communication with volunteers
Process Description:	San Mateo County Children & Family Services Director will facilitate the allocation and supervision of volunteers.
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	A toll free number will be established and disseminated to all collaborative parties and employees.
<b>CWS Disaster Response Criteria E:</b>	<b>Preserve essential program records:</b>
Essential Function:	1. Record preservation process

Process Description:	All essential information regarding cases and referrals are located in the CWS/CMS system. Hard copies are located in San Mateo County Records office. The Probation Department keeps essential records in the Juvenile Case Management System (JCMS) and CWS/CMS. Hard copies are located at the Youth Services Center Probation office.
Essential Function:	2. Use of off-site back-up system
Process Description:	San Mateo County Children & Family Services Director has access to the statewide network through the county laptop. For Probation, data stored in JCMS is backed up daily and stored offsite. Some probation staff have access through county laptops.
<b>CWS Disaster Response Criteria F:</b>	<b>Coordinate services and share information with other states and counties; include a description of the process utilized by the county to ensure that information regarding children placed pursuant to the ICPC occurs with both the sending state and CDSS:</b>
Essential Function:	1. ICPC reporting process must include a process that disseminates information to both the sending state and CDSS
Process Description:	The San Mateo County Children & Family Services ICPC coordinator has a list of ICPC cases and contacts within each state. The coordinator will initiate contact with sending state and CDSS and report on the safety status and placement of each child. For Probation, the DPO assigned to a case, the PSM in charge of the Placement Unit and the Director overseeing the Placement Unit has a list of ICPC cases with contact information. The assigned DPO will be responsible for contacting out of State facilities to confirm the status of their youth. Should there be difficulty contacting facilities, local Law Enforcement and/or Child Welfare authorities will be asked to assist.
Essential Function:	2. Mental health providers
Process Description:	Those mental health providers that contract with San Mateo County Children & Family Services and Probation will be contacted by a designated staff to initiate services if necessary.
Essential Function:	3. Courts
Process Description:	Within 7 days, the court will receive a report of all children receiving services and with open referrals/ cases.

Essential Function:	4. Federal partners
Process Description:	Federal partners will be given a full account of resource expenditures and needs within 14 days.
Essential Function:	5. CDSS
Process Description:	Contact will be initiated with CDSS in order to report safety status and any deficits in resources.
Essential Function:	6. Tribes
Process Description:	Tribes will be contacted to report the status of those children that are ICWA eligible.
Essential Function:	7. Volunteers
Process Description:	Volunteers assigned to San Mateo County Children & Family Services will be contacted daily.