

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Siskiyou County Health and Human Services Agency and Siskiyou 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, 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:
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Essential Function:	1. Identification and location process of CWS children, Probation children, non-minor dependents, including those in probation residing in foster care, out-of-county placements, ICPC children, and out-of-state non-minor dependents who may be displaced.
Process Description:	<p>In the event of an emergency, Child Welfare Services (CWS) will identify the geographic area affected by the disaster. Once the disaster area has been identified, designated staff will access the emergency management maps and open placement lists that are available through SafeMeasures. The SafeMeasures emergency management maps and open placement lists for both Child Welfare and Probation will be accessed by use of county laptops. The placement lists will include all Nonminor Dependents (NMD's) placed through CWS and Probation, both within and outside of Siskiyou County.</p> <p>In the event of computer malfunction, or loss of electricity CWS and Probation will maintain a current list of children in care, ICPC placement, and NMD placements and/or residences. This list will be kept in a fire proof safe or cabinet. Remote access to the Child Welfare Services Case Management System (CWS/CMS) and SafeMeasures may also be available via laptop computers issued to Supervisors and staff.</p> <p>All caregivers impacted by the disaster will contact either CWS or Probation as applicable within 12 hours of the disaster to report their current situation and if they need assistance. All available CWS and Probation Supervisors will assign Social Workers, Probation Officers, Social Worker Assistants and/or Probation Aides to contact caregivers impacted by the disaster, who have not called the 24-hour emergency response hotline for either CWS or Probation.</p> <p>All children placed in Siskiyou County via ICPC are entered in to the CWS/CMS system, including current placement information. These placements are included on all lists of children in care to be reviewed during a disaster.</p>
Essential Function	2. Communication process with child care providers
	<p>Social Workers and Probation Officers will provide caregivers with a list of Siskiyou County emergency contact information, including the CWS 24-hour emergency number, the Charlie Byrd Youth Corrections Center (CBYCC), Department of Social Services, Red Cross, emergency contact information for the Social Worker/Probation Officer and any other emergency support agencies.</p> <p>For any placement made by CWS (including NMD's placed in and out of county), Probation (including NMD's placed in and out of county) or via ICPC: Foster parents/resource families, relative, non-relative extended family members, Foster Family</p>

	<p>Agencies, guardians, and other placements are required to keep a current list of Siskiyou County emergency telephone numbers, discuss emergency situations with children in their care and have a safety evacuation plan for the child(ren) and family/caregiver. Designated staff from CWS and Probation will ensure this is followed.</p> <p>Each caregiver must provide CWS or Probation with a list of emergency contact phone numbers and possible alternate locations that the family may go to in the event of a disaster. This list will be provided to the Social Worker/Probation Officer and consolidated with the list of children in care and will be kept in the fire proof safe or cabinet as well as in the on-call binder.</p> <p>In the event of an emergency/disaster, the caregivers will be instructed to call the 24-hour emergency number if they are displaced or otherwise affected by the disaster and provide the location of where they are going and alternative methods of contacting them. If contact with the caregiver has not been made within 12 hours of the disaster, Social Workers, Probation Officers, Supervisors or designated staff will use the caregiver emergency contact information list in an attempt to locate the children.</p> <p>Immediately upon contact with a caregiver, an assigned Social Worker will offer support, crisis intervention, appropriate respite services, provide referral and information for support and services, and connect the caregiver to emergency agencies and services.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>For any placement made by CWS (including NMD's placed in and out of county), Probation (including NMD's placed in and out of county) or via ICPC:</p> <p>A disaster plan/emergency response packet is distributed to each caregiver upon licensing/approval/placement or any NMD upon entering an independent living plan. The packet includes emergency phone numbers for Social Services, CWS, Probation, CBYCC, local law enforcement, emergency shelters, and Red Cross. Additionally, the packet includes a form for the caregiver to complete and return to the Social Worker/Probation Officer that includes the information referenced in 2 above, including an out-of-area emergency contact.</p> <p>CWS will comply with County Disaster Plan and Red Cross procedures regarding evacuation. Training for emergencies and sheltering takes place on a regular basis for Health and Human Services Agency staff. CWS will ensure that Foster Family Agencies (FFA) evacuation procedures are implemented and that resource family homes, relative homes and non-relative care providers</p>

	<p>are provided with evacuation and sheltering information.</p> <p>Probation has evacuation procedures according to Title XV of the California Code of Regulations.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>For any placement made by CWS (including NMD's placed in and out of county), Probation (including NMD's placed in and out of county) or via ICPC:</p> <p>Each caregiver is to maintain an emergency response packet as referenced in 3 above and call the 24-hour line as soon as possible within 12 hours of the disaster striking. Social Workers and Probation Officers will utilize any method necessary, including but not limited to using emergency response contact numbers and physically driving to the area to contact caregivers that have not called the 24-hour line within 12 hours of the disaster. Law Enforcement will be utilized for contact if these methods have not been successful.</p>
Essential Function:	5. Identification of shelters
Process Description:	<p>For any placement made by CWS (including NMD's placed in and out of county), Probation (including NMD's placed in and out of county) or via ICPC:</p> <p>The County Office of Emergency Services (OES) phone number will be included in the Emergency Response packet that is distributed to each caregiver and NMD. Caregivers/NMD's and CWS and/or Probation staff will be instructed to listen to radio broadcasts over the emergency response channels for information on where to proceed if they are displaced or evacuated. Red Cross will be identified as the default first line of information regarding disaster specific shelters.</p> <p>Health and Human Services Agency staff works with the County Office of Emergency Services and the Red Cross to set up and staff shelters, should they be needed. OES will provide information on the location of shelters through the local radio station, newspapers, ham radio operators, emails, telephone calls, and other communication media as available.</p>
Essential Function:	6. Parental notification procedures
Process Description:	The available Program Manager, Supervisor, or designated staff will assign available Social Workers, Probation Officers, Social Worker Assistants and/or Probation Aides to contact parents of children who are displaced due to the disaster.

Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>Services during a disaster situation will be provided based on identified priorities including medical, mental health and other special needs.</p> <p>Affected children with emergency medical needs or special needs based on their case history will be identified. Available staff, including Public Health and Mental Health staff, will be assigned geographically to provide and facilitate services.</p> <p>Designated Health and Human Services Agency staff will be assigned to specific emergency shelters to coordinate and provide emergency social services.</p>
Essential Function:	8. Staff assignment process
Process Description:	The CWS Program Manager or designee will assign available staff to needed areas.
Essential Function:	9. Workload planning
Process Description:	The CWS Program Manager or their designee will determine critical cases and priorities based on safety, food, shelter, medical and special needs. Workload is prioritized and organized by severity of need and triaged. Probation Officers and Social Workers will staff cases with their respective Supervisors as needed.
Essential Function:	10. Alternative locations for operations
Process Description:	<p>CWS has one office. If it becomes inoperable, operations will be relocated to other Health and Human Services Agency office sites or County sites. All ICPC duties function out of the CWS office.</p> <p>Siskiyou County Probation Department has two offices where computer systems, email, internet and phones can be used to provide services. If one office should become inoperable, but the other remains operable, services will be provided from the operable office.</p> <p>The 24-hour on call procedure will be utilized to inform staff of location assignment.</p>
Essential Function:	11. Orientation and ongoing training

Process Description:	<p>For any placement made by CWS (including NMD's placed in and out of county), Probation (including NMD's placed in and out of county) or via ICPC:</p> <p>All caregivers are given a copy of the Siskiyou County Child Welfare Services Disaster Plan, and training and information on emergency services. Social Workers and Probation Officers will ensure that each caregiver has received and reviewed the Emergency Response Packet. Child Welfare Services Disaster Plans will be reviewed and updated at least once per year.</p> <p>As public employees, we are required to staff a shelter if needed. All new Social Services division employees are mandated to have training in the County Emergency Response Network, the Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), Safety/Security Training, and Red Cross Basic Sheltering Training. Furthermore, all staff is required to have regular updated training.</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 : Process Description	<p>The CWS Program Manager or designee will work with law enforcement and local emergency response teams to receive referrals on unsupervised minors at emergency shelters or within the disaster area.</p> <p>In the event that the main CWS/Probation offices are affected, the Director/Deputy Director will contact OES to advise of the situation and provide Sheriff's Dispatch (they maintain the 24-hour emergency hotline) information as to the alternate site where services will be performed.</p> <p>Referrals will be taken as hard copies at intake until such a time that they can be entered into the computer system.</p>
Essential Function:	2. Determine circumstances surrounding the child's potential entrance
Process Description:	<p>Referrals will be taken by the designated duty worker and assigned by the Emergency Response Supervisor. Investigation will be done and the child will be placed in a foster home, if removal is necessary to ensure their immediate safety. Relatives will be sought to provide a safe placement, if possible, if not, placement with a foster family will be made.</p>
Essential Function:	3. Implementation process for providing new services

Process Description:	CWS and Probation, along with community partners, county resources and emergency shelters, shall share information as allowed by confidentiality rules, and signed Memorandum of Understanding (MOU's). Information sharing shall be for the purpose of assessing service priorities in order to provide the necessary services to children and families.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	Depending on the nature of the disaster, services will be provided to families to reunify them safely utilizing available resources.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	Unaccompanied minors will be taken into protective custody and placed with a foster family. If the family needs to be relocated to a shelter, the minor shall go with them, while CWS staff continues to attempt to locate family members.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	The Health and Human Services Agency will utilize the Language Line to communicate quickly and effectively if phone service is available. Any available Agency contracted interpreters and bilingual staff that is assigned to an emergency shelter will be utilized as necessary.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	CWS staff will continue with their usual process to ensure the safety of the child and their reunification with their family, if an appropriate safety plan can be implemented.
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	CWS staff will explore services available through county and community provider resources to determine whether the child can be safely returned to their family of origin or placed with a relative or with a foster home to ensure their safety during the duration of the disaster. If Court proceedings are necessary to ensure the child's safety, staff will work with the Courts and County Counsel to ensure legal mandates are met.

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>Staff's confidential home phone roster and shelter manager assignments are available to all supervisors and program managers. This roster includes all contact information for staff including home phone, cell phone, home address and emergency contact information. The roster will be used to identify displaced staff and other essential child welfare personnel.</p> <p>Displaced staff will call the 24-hour emergency number as soon as possible to advise of their location and/or situation.</p>
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	A staff phone tree including chain of command, home and cell phone numbers and home addresses shall be maintained at the CWS office and stored in the screener's office, within the Emergency Response On-Call binder.
Essential Function:	3. Communication structure – contracted services
Process Description:	In a disaster, communication shall be made with contractors of critical services only. Contractors who have questions or need information shall be directed to the 24-hour emergency number for information.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	Designated staff will arrange for emergency messages to be broadcast through the use of media, and press releases. Phones with internet access through satellites will be used as necessary to communicate between and with other agencies and community partners providing services. County emergency services will be utilized to disseminate any information necessary. Ham radio operators will be used if OES determines this method necessary.
Essential Function:	5. Communication frequency
Process Description:	To be determined, based upon the nature of the emergency.
Essential Function:	6. Communication with media

Process Description:	Existing Agency policy will be followed and media requests will be referred to the Director. OES is responsible for “emergency” broadcasts.
Essential Function:	7. Communication with volunteers
Process Description:	CWS does not utilize volunteer staffing due to high need for security and confidentiality.
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	Both the Probation Department and the Health and Human Services Agency have 24-hour hotlines in existence. The Health and Human Services Agency and Probation Department do not have TTY equipment at this time. However, the current process is that an operator contacts the Health and Human Services Agency or Probation Department regarding the need for services for a hearing impaired individual. The operator then acts as an interpreter between the Health and Human Services Agency or Probation Department and the hearing impaired individual.
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<p>CWS/CMS records and Probation placement records will be preserved by CWS/CMS State Project following their records preservation policy.</p> <p>Archived records will be preserved following the Agency’s record retention policy and for records archived in locked off-site facility using the archived record preservation policy. Information will be documented with hard copy narratives/reports until power is restored to enable staff to enter the information into the CWS/CMS system.</p> <p>Essential records including placement information, client information, and service plan information are regularly entered into the CWS/CMS system and maintained by identified personnel depending on the type of information being entered.</p>
Essential Function:	2. Use of off-site back-up system
Process Description:	The Agency completes a daily full back up of information. This process backs up all non CWS/CMS computer information that is stored on shared drives. Laptop computers are utilized and backed up regularly.

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>The primary point of contact in the ICPC Office will be the ICPC Administrator, and the Siskiyou County point of contact is the CWS Program Manager (CWS cases) or the Juvenile Deputy Chief Probation Officer (probation cases). The ICPC Office is responsible for serving as the communications liaison between California and other states when California’s delinquent children relocate to another state, or when other state’s children are relocated to California.</p> <p>CWS/CMS will be used to identify those Siskiyou County children placed out of state and those children from out of state who have been placed in Siskiyou County.</p> <p>Upon identification of ICPC youth, the ICPC Office through CDSS will be contacted and provided with information regarding youth affected by the disaster. Acting as the communications liaison, the ICPC Office will disseminate information to other states as appropriate.</p>
Essential Function:	2. Mental health providers
Process Description:	Mental Health staff will be contacted using the master phone roster. Mental Health will then coordinate all disaster/emergency mental health services.
Essential Function:	3. Courts
Process Description:	<p>CWS has contracted with County Counsel staff who communicate with the courts and other counsel. The minor’s attorney will act as liaison with the Court and other attorneys and will coordinate with Courts in other states, if necessary.</p> <p>CWS will coordinate with the County Juvenile Probation Department, Law Enforcement and Juvenile Hall to ensure safety of minors in the Probation system.</p> <p>The County, Health and Human Services Agency, and Probation Department’s internet sites will be updated with emergency information.</p>

Essential Function:	4. Federal partners
Process Description:	Continue the normal CLETS procedure through the Sheriff's Department as usual. Access to information will be made available through the use of the 24-hour emergency number, website and direct communication when critical.
Essential Function:	5. CDSS
Process Description:	The Director/Deputy Director shall contact CDSS liaisons as necessary and appropriate. Access to information will be made available through the use of the 24-hour emergency number, website and direct communication when critical.
Essential Function:	6. Tribes
Process Description:	The Tribal CWS Social Workers are the local liaisons for the Quartz Valley Rancheria and the Karuk Tribe of California and coordinate Tribal emergency services with County agencies. Both Child Welfare Services and the Probation Department will use their existing 24-hour hotline numbers for both the public and emergency personnel to contact them.
Essential Function:	7. Volunteers
Process Description:	Not applicable. Child Welfare Services and the Probation Department do not utilize volunteer staffing due to the high need for security.