

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

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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. 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.

TEHAMA COUNTY CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

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:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	First step will be to determine the geographic area affected by the disaster. A DSS analyst will then run a report through Safe Measures by school district, which will identify all potentially affected children in the disaster area. This report will be designed in advance and saved in the shared Business Objects drive and on the on-call laptop so that all on-call supervisors will have access to the report. The report will be focused by street for more localized disaster situations. In the case of computer malfunction, a list of children in care, which will be updated monthly, can be located in the fire-proof safe. As a back-up, a list of the children in care can be accessed through the CWS/CMS

	<p>laptop which will be in the possession of a CWS on-call supervisor.</p> <p>Probation maintains a list of their children in placement, as does CWS. This list will be updated monthly by the CWS Foster Care Eligibility worker, and kept in a fire-proof safe.</p> <p>Available onsite supervisors (supervisors from CWS and Probation), who are not affected by the disaster or who are able to physically be onsite at a DSS/Probation office) will assign available social workers/probation officers to contact caregivers who have not yet called the 24-hour DSS or Juvenile Hall emergency line. All caregivers to be contacted or heard from within 12 hours.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	<p>The Placement Support Team (PST) will ensure that each caregiver (legal foster parent, relative, non-related extended family member, Foster Family Association, FFA, guardian, or other placement) will be required to keep a current list of emergency Tehama County telephone numbers, discuss emergency situations with children, and have a plan for the child and family/caregiver to get to a safe place.</p> <p>Each caregiver must also provide DSS/Probation with a list of telephone numbers and possible locations they plan to go in the event of a disaster. This list will be provided to the social worker/probation officer to be consolidated and maintained by the PST in DSS. Supervisors will receive a copy on a quarterly basis and on-call social workers and supervisors will carry a copy in their on- call kit.</p> <p>Each social worker/probation officer will provide each caregiver with a list of telephone numbers for the Tehama County CWS 24-hour emergency number, Juvenile Hall 24-hour number, Department of Social Services, Red Cross and other emergency support agencies, including the emergency phone number and contact information for their social worker/probation officer.</p> <p>In the event of an emergency/disaster, the caregivers are instructed to call the 24-hour emergency number if they are displaced or otherwise affected by the disaster and indicate where they are going and an alternate method of contacting them. If contact has not been made with caregivers of identified children within 12 hours, the social worker/probation officer or supervisor will begin contacting the caregiver emergency plan numbers in an attempt to locate the children.</p> <p>Immediately upon contact with a caregiver, an assigned social worker will offer support and crisis intervention, offer appropriate respite services, provide referral and information for support and</p>

	services, and connect them to emergency agencies.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>A disaster plan/emergency response packet (“Emergency Response Plan”) will be distributed to each caregiver upon licensing/approval/placement. It will include emergency phone numbers for Social Services, CWS, Probation, Juvenile Hall local law enforcement, emergency shelters, Red Cross, etc. It will also include a form for the caregiver to return to the social worker/probation officer that includes the information referenced in #2 above, including an out-of-area contact. The form will include a section indicating the date the plan was last reviewed with the children in care and last date reviewed jointly with the case social worker.</p> <p>Juvenile Hall has evacuation procedures according to Title XV of the California Code of Regulations. Juvenile Hall has 24 hour emergency reporting lines.</p> <p>Upon a disaster, the plan will indicate that the caregiver must call the CWS or Probation 24-hour line as soon as possible, but no later than 12 hours.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>Each caregiver is to maintain an Emergency Response Plan as referenced in #3 above, and call the 24-hour line as soon as possible. Social worker/probation officer to utilize any method required (Emergency Response Plan contact numbers, relatives in Plan, physically drive to the area to find them, etc.) to contact them within 12 hours if they have not reported in.</p> <p>Juvenile Hall has evacuation procedures according to Title XV of the California Code of Regulations .Juvenile Hall has 24 hour emergency reporting lines.</p>
Essential Function:	5. Identification of shelters
Process Description:	<p>Red Cross phone numbers will be included in the Emergency Response Plan distributed to each caregiver. Both caregivers and CWS/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/evacuated. Red Cross will be identified as the default first line of information regarding disaster specific shelters.</p>

	Highest authority available (Director/Deputy Director/Program Manager) will leave any additional information with the 24-hour lines that caregivers will call.
Essential Function:	6. Parental notification procedures
Process Description:	The available program manager/supervisor onsite will assign available social worker/Probation staff to make reasonable efforts to contact non-custodial 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, or other special needs.</p> <p>Identify affected children with emergency medical needs or special needs based on their case history. Available staff, including Public Health co-located staff, and Mental Health staff, will be assigned geographically to physically go to the location of the child and facilitate services.</p> <p>Available DSS Emergency Operations Incident Command Center (ICC) representative/Director/Deputy Director/Program Manager/Supervisor chain (“Disaster Team”) will assign available staff to specific emergency shelters to coordinate emergency social services.</p>
Essential Function:	8. Staff assignment process
Process Description:	The CWS Program Manager or their designee will assign available staff to begin contacting families and parents, identify special needs and be assigned to specific emergency shelters or remote locations to provide supervision.
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.
Essential Function:	10. Alternative locations for operations
Process Description:	Tehama County has alternative locations where computer systems, email, internet and phones can

	be used to provide services (Corning Family Resource Center, with laptops at Red Bluff Family Resource Center.) Based upon available staff/assignments and affected locations, the Disaster Team will designate the locations staff are to report to for service provisioning. This information will be provided by the Disaster Team to the 24-hour line so that staff may be informed of their assignment when they call.
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>PST will ensure placement workers, probation officers and licensing workers will ensure that each caregiver has a current Emergency Response Plan and will review each Plan upon placement or licensing. Emergency Response Plans and other emergency related information will be reviewed/updated at least once per year thereafter and signed/dated by both the caregiver and the social worker/probation officer reviewing it.</p> <p>The Personnel Assistant will provide information on disaster plans to new staff during orientation to their new department. The information used at orientation will be distributed electronically to all staff twice yearly to coincide with fire drills.</p>
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. New child welfare investigation process
Process Description:	<p>CWS Program Manager or their designee to work with law enforcement and local emergency response teams to receive referrals on unsupervised minors at shelters or within a disaster area, and to get authorization to enter a physical disaster area to provide services.</p> <p>In the event that the main CWS/Probation offices are affected, the Director/Deputy Director will contact the DSS ICC representative and leave word with the 24-hour emergency lines as to the alternate site where we will be performing services, the highest level of contact and the assigned site contact.</p> <p>Referrals will be taken in hard copy at intake until they can be entered into the computer system.</p>
Essential Function:	2. Implementation process for providing new services
Process Description:	CWS Program Manager or their designee will cross-report with other agencies to assess service priorities and coordinate to determine which services can be provided and by whom. Broad scope

	services to be coordinated by staff physically assigned to a shelter location.
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	<p>Master lists of contact information for all staff including home phone, cell phone, personal email addresses, home address, emergency contact will be created and maintained by Child Welfare Supervisors, consolidated at each location (Main Red Bluff office and Corning office) one copy to be stored in the County Emergency Operations Center’s “crash box” and a copy maintained in the intake on-call kits. Lists to include director, deputy directors, supervisors, program managers, analysts, line staff, clerical staff, county counsel, probation officers, interns, volunteers, co-located public health and mental health staff, etc. This list will be used to identify displaced staff and other essential child welfare personnel.</p> <p>Displaced staff to call in to 24-hour line as soon as possible with their location/situation.</p>
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	DSS ICC Representative—Deputy Director—Program Manager—On-Call Supervisor—Social Worker/Probation Officer/Analyst
Essential Function:	3. Communication structure – contracted services
Process Description:	The Administrative Secretary will maintain contact lists for all contracted service providers and will be responsible for contacting them when applicable.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	The DSS ICC representative to arrange for messages to be broadcast on emergency communications systems (radio, TV) in both English and Spanish. If power supply is not compromised, also post on the TCDSS website.
Essential Function:	5. Communication frequency
Process Description:	To be determined by the DSS ICC representative.

Essential Function:	6. Communication with media
Process Description:	Media requests will be referred to the DCC ICC representative. Additional communication may be made to the public by updates on the County and TCDSS websites.
Essential Function:	7. Communication with volunteers
Process Description:	Supervisors to contact them via the master contact list as appropriate.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	Juvenile Hall and CWS have 24-hour emergency/reporting lines that will accept collect calls in the event of an emergency. A disaster-specific 800 number to be established as soon as administratively possible by the DSS ICC representative. California Relay Service is already available for TTY clients via an 800 number.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	Physical records are retained in a secure location according to the attached Record Retention Schedule for the Department of Social Services. Backup of all case information in CWS/CMS is stored offsite.
Essential Function:	2. Use of off-site back-up system
Process Description:	CWS/CMS is maintained in Sacramento, CA
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process

Process Description:	We are currently updating our Tehama County ICPC Disaster Preparedness Plan dated 10/9/07.
Essential Function:	2. Mental health providers
Process Description:	Mental Health staff will be contacted via the master contact list. Mental Health staff will then coordinate all disaster/emergency mental health services.
Essential Function:	3. Courts
Process Description:	CWS has co-located County Counsel staff who can be contacted via the master contact list and communicate with the courts.
Essential Function:	4. Federal partners
Process Description:	Continue normal CLETS procedure through Sheriff's office, as usual.
Essential Function:	5. CDSS
Process Description:	Director/Deputy Director and appropriate department staff to contact specific CDSS liaisons, i.e., CCL to be contacted by licensing liaison, adoptions by liaison, etc.
Essential Function:	6. Tribes
Process Description:	Court records or CWS/CMS will be reviewed for identified children and social worker/probation officer to contact the appropriate tribe.
Essential Function:	7. Volunteers
Process Description:	Specific individuals as determined by the nature of the disaster, via media, website, etc.