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County & Agency Name: Tulare County Health and Human Services Agency
Tulare County Probation Department

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CWS/Probation 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:

1.	Essential Function:	Identification and location process of children who may be displaced
	Process Description:	<u>CWS:</u> For children placed in out of home care, Child Welfare Services (CWS) will use a Business Objects Report that extracts placement data from CWS/CMS to list the names and addresses of minors and of care providers. CWS will also use an extract out of CALWIN which lists placements by zip code and type of home with addresses and phone numbers. The monthly spreadsheet with the list of locations of foster children will be downloaded on flash drives that will be kept by all CWS Managers. A monthly updated hard copy list of county licensed foster homes is on file with the Tulare County Foster Care Licensing Unit. <u>Probation:</u> For children placed in out of home care, Probation will use a report from Caseload Explorer (CE) 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.
2.	Essential Function:	Communication process with child care providers
	Process Description:	<u>CWS:</u> Care providers will be contacted by land lines, cell phones, faxes, face-to-face, and/or by law enforcement. The Foster Parent Association will be contacted for additional phone numbers if social workers are not able to contact foster homes. Foster parents must complete the form: "Emergency Plan for Foster Family Homes" at time of licensure and provide a copy to the Foster Care Licensing Unit. Care providers have a direct land line telephone number to Licensing—559-623-0581 from 8:00 AM to 5:00 PM. <u>Probation:</u> Care providers will be contacted by land-lines, cell phones, faxes, face-to-face, 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 Juvenile Detention Facility (JDF) as it is a 24 hour facility who will in turn contact the Supervising Probation Officer of the Placement Unit.

3.	Essential Function: Process Description:	<p>Identification of evacuation procedures – Event known in advance</p> <p><u>CWS</u>: CWS will contact foster families and identify needs. CWS will collaborate with care providers to ensure needs are met.</p> <p><u>Probation</u>: 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 JDF who will have copies of emergency plans.</p>
4.	Essential Function: Process Description:	<p>Identification of evacuation procedures – Event not known in advance</p> <p><u>CWS</u>: CWS will contact foster families and identify needs. CWS will collaborate with care providers to ensure needs are met.</p> <p><u>Probation</u>: 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 JDF who will have copies of emergency plans.</p>
5.	Essential Function: Process Description:	<p>Identification of shelters</p> <p><u>CWS</u>: The Tulare County Office of Emergency Services (OES) will provide a list of shelters to Health and Human Services Agency (HHSA) and inform the media for broadcast to the public. CWS will contact foster homes and inform them of where the closest shelter is located to them if an evacuation order is given by local authorities.</p> <p><u>Probation</u>: The Tulare County Office of Emergency Services (OES) will provide a list of shelters to Probation and inform the media for broadcast to the public. Probation will contact all levels of foster care utilized by the department and provide a list of the shelters identified by OES if an evacuation order is given by local authorities.</p>
6.	Essential Function: Process Description:	<p>Parental notification procedures</p> <p><u>CWS</u>: CWS will notify parents by land line, cell phone, face-to-face, or by law enforcement if it is unsafe for CWS staff. CWS staff will advise parents about the whereabouts and welfare of their children.</p> <p><u>Probation</u>: Probation will notify parents by land line, cell phone, 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>
7.	Essential Function: Process Description:	<p>Alternative processes for providing continued services</p> <p><u>CWS</u>: CWS has a planned process for continuing mandated services and bringing in support personnel. Each HHSA employee has on the back of their ID badge the following: “The bearer is a Tulare County Health & Human Services disaster worker. It is essential that he/she be provided access and speedy transportation to his/her emergency assignment.”</p> <p><u>Probation</u>: 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>

8.	Essential Function Process Description	<p>Staff assignment process</p> <p><u>CWS</u>: An updated list of CWS personnel will be kept with the CWS Division Manager and CWS Managers. CWS Managers in consultation with the Division Manager will assign coverage to continue mandated services. CWS employees are to report to their normal place of employment unless informed otherwise.</p> <p><u>Probation</u>: An updated list of Probation personnel will be kept in the office of the Chief Probation Officer. Probation Division Manager (PDM) 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>
9.	Essential Function Process Description	<p>Workload planning</p> <p><u>CWS</u>: Regular business practice will be carried out as much as possible. To handle critical functions, the CWS Division Manager will direct work to the CWS Managers. CWS Managers will direct work to staff.</p> <p><u>Probation</u>: Regular business practice will be carried out as much as possible. To handle critical functions, the Probation Assistant Chief will direct work to the PDM. The Probation Manager will direct work to Supervising Probation Officer (SPO) who will relay to line staff.</p>
10.	Essential Function Process Description	<p>Alternative locations for operations</p> <p><u>CWS</u>: Primary location-Government Plaza (Visalia), alternate CWS office locations—Tulare, Dinuba, Porterville, other Visalia locations as determined by the CWS Division Manager.</p> <p><u>Probation</u>: Primary location- Juvenile Justice Center (Visalia), alternate Probation office locations—Tulare, Porterville, Visalia and other locations as determined by the Assistant Chief Probation Officer.</p>
11.	Essential Function Process Description	<p>Orientation and ongoing training</p> <p><u>CWS</u>: Orientation and ongoing training will take place at any of the outlying CWS offices.</p> <p><u>Probation</u>: Orientation and ongoing training will take place at any of the outlying Probation offices.</p>

B. Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:

1.	Essential Function: Process Description:	<p>New child welfare investigation process</p> <p>State mandated business practices will continue. If it is not safe for CWS workers to respond, law enforcement will be asked to follow-up.</p>
2.	Essential Function Process Description	<p>Implementation process for providing new services</p> <p>State mandated business practices will continue. CWS will use land lines, cell phones, faxes, or mail to coordinate with CWS providers for services available to children and refer them to providers.</p>

C. Remain in communication with caseworkers and other essential child welfare/probation personnel who are displaced because of a disaster:

1.	Essential Function: Process Description:	<p>Communication Structure – staff [within the agency]</p> <p><u>CWS</u>: Staff will report to normal workstations and contact their supervisor. Supervisors will report to CWS Managers and the CWS Managers will report to the CWS Division Manager.</p> <p><u>Probation</u>: Staff are directed to report to normal workstations and contact their supervisor. If their workstation is unavailable staff are directed to contact their SPO via cell-phone for direction. The SPO is to report to the PDM and the PDM is to report to the Probation Assistant Chief.</p>
2.	Essential Function Process Description	<p>Communication structure – child welfare/probation personnel (phone tree)</p> <p><u>CWS</u>: CWS communication structure will be the CWS Division Manager to CWS Managers, the CWS Managers to Supervisors, and the Supervisors to Staff. A monthly updated staff roster will be downloaded on flash drives kept by the CWS Managers. The staff roster will include work and home information to reach staff after hours. CWS Managers will be responsible to contact line staff social workers in an emergency and access the list of foster children.</p> <p><u>Probation</u>: Probation communication structure will be the Probation Assistant Chief to the PDM to the SPO, and the SPO to line staff.</p>
3.	Essential Function: Process Description	<p>Communication structure – contracted services</p> <p><u>CWS</u>: CWS will use land lines, cell phones, faxes or whatever means possible to communicate to contractors.</p> <p><u>Probation</u>: Probation does not utilize contracted staff.</p>
4.	Essential Function: Process Description	<p>Communication process when all normal channels are unavailable</p> <p><u>CWS</u>: CWS will attempt face-to-face communication. CWS will also seek assistance from the County Office of Emergency Services (OES) for other modes of communication.</p> <p><u>Probation</u>: Probation will attempt face-to-face communication. Probation will also seek assistance from the County Office of Emergency Services (OES) for other modes of communication.</p>
5.	Essential Function: Process Description	<p>Communication frequency (occurrences)</p> <p><u>CWS</u>: Communication frequency will occur daily or as often as necessary to carry on CWS mandated services.</p> <p><u>Probation</u>: Communication frequency will occur daily or as often as necessary to carry on Probation mandated services.</p>
6.	Essential Function: Process Description	<p>Communication with media</p> <p><u>CWS</u>: Communication with the media will be handled by Health & Human Services Agency Media Relations personnel.</p> <p><u>Probation</u>: Communication with the media will be handled by the Probation Information Officer.</p>

7.	Essential Function: Process Description	<p>Communication with volunteers (student interns)</p> <p><u>CWS</u>: CWS will communicate with volunteers by land lines, cell phones, faxes, mail, and/or face-to-face contacts.</p> <p><u>Probation</u>: Probation will communicate with volunteers by land lines, cell phones, faxes, mail, and/or face-to-face contacts.</p>
8.	Essential Function Process Description	<p>Establishment of a toll-free number prior to disaster (include TTY)</p> <p><u>CWS</u>: CWS currently has two toll free phone numbers. (Child Abuse: 800-331-1585, Health and Human Services Information Line: 800-834-7121, TTY: 800-735-2922 to speak to a relay operator, 800-735-2929 to use the Teletypewriter).</p> <p><u>Probation</u>: The Juvenile Detention Facility (JDF) is a 24 hour staffed facility; all youth, family and care providers are provided with the telephone number.</p>

D. Preserve essential program records:

1.	Essential Function: Process Description:	<p>Record preservation process</p> <p><u>CWS</u>: Information in CWS/CMS is automatically backed up by the State of California. Many CWS/CMS forms and reports are also in hard copy format. Hard copy forms for foster family homes are on file at the Tulare County Licensing Unit located at: 3346 W. Mineral King Ave., Visalia, CA 93291.</p> <p><u>Probation</u>: Probation's case management system Caseload Explorer is automatically backed up by County Information Technology (IT) on a regular basis.</p>
2.	Essential Function Process Description	<p>Use of off-site back-up system</p> <p><u>CWS</u>: CWS/CMS system is backed-up off site. Information taken during a disaster would be entered and/or hard copies kept for later input into CWS/CMS.</p> <p><u>Probation</u>: Caseload Explorer (CE) is backed-up off site. Information taken during a disaster would be entered and/or hard copies kept for later input into the case management system CE.</p>

E. Coordinate services and share information with other states:

1.	Essential Function: Process Description:	<p>Interstate Compact on the Placement of Children reporting process</p> <p><u>CWS</u>: An Excel spreadsheet will be used to identify ICPC courtesy supervised children in the County. The ICPC Liaison will notify the State ICPC Administrator of the ICPC children's status. The ICPC Liaison 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 and e-mail will be used to notify ICPC states.</p> <p><u>Probation</u>: At this time, the department does not place foster youth out of state.</p>
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2.	Essential Function Process Description	Mental Health providers A. CWS/Probation will contact Tulare County's Mental Health Department for available mental health providers. B. CWS/Probation will contact local mental health providers that provide services to CWS/Probation families and children.
3.	Essential Function: Process Description	Courts CWS/Probation will communicate with the court by use of land lines, cell phones, faxes, special delivery, or face to face communication.
4.	Essential Function: Process Description	Federal partners CWS/Probation will communicate with the State CDSS. CWS will respond to a Federal Partner if contacted by them directly.
5.	Essential Function: Process Description	CDSS CWS/Probation will communicate directly by use of land lines, cell phones, faxes, mail, or special delivery with the CDSS.
6.	Essential Function: Process Description	Tribes CWS/Probation will advise the tribes and state ICWA representative in as timely a manner as possible of the location and well being of children served (dependents and wards).
7.	Essential Function: Process Description	Volunteers CWS/Probation will use land lines, cell phones, faxes, face-to-face or other means for coordinating services.