

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Ventura Date Completed: February, 2011

Name/Title: Judy Webber, CFS Deputy Director; Cheryl Binkley, CFS Program Administrator; Richard Berman, Human Services Agency Disaster Planning Manager; Alan Hammerand, Chief Deputy Probation Officer, Probation Services; Theresa Hart, Division Manager, Juvenile Field Services  
 Telephone #: (805) 477-5311, (805) 477-5321, (805) 477-5123, (805) 654-2111, (805) 973-5123  
 E-mail Address : Judy.Webber@ventura.org, Cheryl.Binkley@ventura.org, Richard.Berman@ventura.org,  
Alan.Hammerand@ventura.org, Theresa.Hart@ventura.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. 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.

### CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

<b>CWS Disaster Response Criteria A:</b>	<b>Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:</b>
Essential Function:	1) Identification and location process of children who may be displaced
Process Description:	<ul style="list-style-type: none"> <li>a) Obtain information on the geographical area impacted from the Office of Emergency Services" website and/or the Agency liaison to the OES (same for Probation).</li> <li>b) Open the Human Services Disaster Preparedness Database for a map and list of impacted clients, prioritized by degree of vulnerability, with zip code and contact information.</li> <li>c) In case of HSA DPD malfunction, match zip codes of families/children, who reside/attend in</li> </ul>

	<p>the affected area, using either the list client list distributed bi-weekly in hard copy, or by a newly generated Business Objects CWS/CMS list.</p> <p>d) Probation has a Disaster Response Plan computer program that will prioritize clients by degree of vulnerability; and it contains zip code and contact information. Client list will be distributed bi-weekly.</p> <p>e) As land lines or cell towers allow, call client families and caregivers (same for Probation).</p> <p>f) Check the Caregiver Disaster Report-In Message line.</p> <p>g) Probation will have designated on-duty staff checking officers' voice mail boxes.</p> <p>h) Document status of individual calls by CWS staff in Disaster Preparedness Database, updating throughout incident. View status of OES Reverse-911 contacts.</p> <p>i) OES Reverse-911 System includes TTY message capability.</p> <p>j) Document in CWS/CMS contacts, when CWS/CMS can be accessed.</p> <p>k) Probation will document client contacts or attempts on hard copy, if computer system not available. Information will be entered when system can be accessed.</p>
<p><b>Essential Function:</b></p>	<p>2) Communication process with child care providers</p>
<p><b>Process Description:</b></p>	<p>a) See #8 in Section <b>CWS Disaster Response Criteria C:</b></p> <p>b) Determine if the Agency can arrange assistance for the foster caregiver family, such as a place to stay the night, a respite provider, Red Cross help, emergency services for a highly vulnerable child.</p> <p>c) Probation on-duty officers will attempt to contact clients via phone, email system or home contacts (starting with the most vulnerable clients).</p> <p>d) Probation will provide referral information for emergency services.</p>
<p><b>Essential Function:</b></p>	<p>3) Identification of evacuation procedures – Event known in advance</p>
<p><b>Process Description:</b></p>	<p>a) Human Services Agency is a mandated responder linked to the Sheriff's Office of Emergency Services network and the Red Cross; and are required to assist in supporting Red Cross Shelters in the event of an emergency/disaster</p> <p>b) Probation is a first responder for agency custodial programs (juvenile and adult) and we are required to assist the County Sheriff's Office of Emergency Services.</p> <p>c) County evacuation procedures per the Office of Emergency Services are communicated to the Agency OES representatives and on the OES web site (same for Probation).</p> <p>d) Red Cross shelters are opened as indicated by the OES and the locations announced via radio and internet (same for Probation).</p> <p>e) Emergency Radio stations: KVEN 1450 AM, KHAY 100.7, KMILA 103.7 FM Spanish (same</p>

	<p>f) County OES recently installed a reverse 911 system (same for Probation).</p> <p>g) County has a Tsunami Plan (2006) which outlines warning systems &amp; mass transportation (same for Probation).</p>
Essential Function:	4) Identification of evacuation procedures – Event not known in advance
Process Description:	<p>a) County evacuation procedures per the Office of Emergency Services are communicated to the Agency OES representatives and on the OES web site (same for Probation).</p> <p>b) Red Cross shelters are opened as indicated by the OES and the locations announced via radio and internet. Reverse 911 system as activated by the OES (same for Probation).</p>
Essential Function:	5) Identification of shelters
Process Description:	<p>a) The opening of emergency shelters is triggered by the OES and the Red Cross. The shelters are announced on the OES website and on the radio (same for Probation).</p> <p>b) The Agency OES representative communicates shelter information to Agency employees via email and/or cell phone using a list of key personnel with home, work and cell contacts (same for Probation).</p>
Essential Function:	6) Parental notification procedures
Process Description:	<p>a) See #2, Section <b>CWS Disaster Response Criteria A.</b></p> <p>b) Probation on-duty officers will attempt to contact clients and/or their parents via phone, email system or home contacts (starting with the most vulnerable clients)</p>
Essential Function:	7) Alternative processes for providing continued services
Process Description:	<p>a. This would depend on the severity of the disaster (impact on health, communications, utilities, buildings and roads). Some impacts could significantly impact law enforcement assistance with abuse/neglect investigations. If the disaster hits the Court system (computer and buildings), this could impact the judicial process.</p> <p>b. Depending on the severity and scope of the disaster, Probation on-duty officers will respond, as circumstances allow, to clients requesting services that are deemed of highest priority. Examples would be vulnerable clients who may require removal from their current living situation to a shelter or custodial setting or clients posing a grave threat to the community who need to be detained in a custodial setting.</p>

<b>Essential Function:</b>	<b>8) Staff assignment process</b>
<b>Process Description:</b>	<ul style="list-style-type: none"> <li>a) As assigned by Regional Managers and Supervisors, employees will cover each other's functions and cases across regions as communication allows.</li> <li>b) The typical form of communication for cross-regional planning is by conference phone.</li> <li>c) Employees are assigned to locate clients and communicate client status to assigned social workers and to Management.</li> <li>d) Probation Chain of Command will deploy available staff for on-duty positions, communicating via phone, radio, email or by other means. If all operations are moved to the Juvenile Facilities, the most current bi-weekly county-wide client lists will be available at Central Control/Special Functions and will be utilized by staff to contact clients and/or their parents via phone, emails or home contacts (starting with the most vulnerable clients).</li> </ul>
<b>Essential Function:</b>	<b>9) Workload planning</b>
<b>Process Description:</b>	<ul style="list-style-type: none"> <li>a) Functions are assessed by priority (same for Probation).</li> <li>b) Safety of children and locating children are the highest priorities, in terms of a Disaster.</li> <li>c) Probation's highest priorities are the safety, security and well-being of (1) our custodial clients, (2) our clients with placement orders and in group homes, and (3) our clients in the community, who will be ranked #1-#4 in priority, from most to least vulnerable.</li> <li>d) Probation will also respond, as circumstances allow, to requests to provide services to clients posing a serious threat to the community who need to be detained in a custodial setting.</li> </ul>
<b>Essential Function:</b>	<b>10) Alternative locations for operations</b>
<b>Process Description:</b>	<ul style="list-style-type: none"> <li>a) Any of the Regional Children &amp; Family Services offices or the Human Services Agency Administrative offices can be used for operations.</li> <li>b) Probation will conduct operations from the Juvenile Facilities and the Juvenile Supervision Services buildings (Williams Dr. in Oxnard and Alamo St. in Simi Valley). If either of these buildings is deemed unusable, Probation will utilize Administration or other agency locations.</li> </ul>

<b>Essential Function:</b>	<b>11) Orientation and ongoing training</b>
<b>Process Description:</b>	<ul style="list-style-type: none"> <li>a) Red Cross Training is provided to employees.</li> <li>b) Safety Training is mandatory for HSA employees.</li> <li>c) Emergency Preparedness training is offered to foster/relative caregivers and caregivers are encouraged to keep at least 3 days of emergency supplies on hand.</li> <li>d) Probation sworn staff working in facilities and specialized units are required to maintain First Aid and CPR certifications.</li> <li>e) Facility sworn staff complete annual Disease Prevention and Control training.</li> <li>f) Probation staff also receive safety, security and communicable disease training.</li> </ul>
<b>CWS Disaster Response Criteria B:</b>	<b>Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:</b>
<b>Essential Function:</b>	1) New child welfare investigation process
<b>Process Description:</b>	<ul style="list-style-type: none"> <li>a) This will depend on the ability to use the roadways and on the viability of the communications systems, particularly the phone system.</li> <li>b) The closest unaffected Regional office investigators will respond to reports of abuse and neglect.</li> <li>c) Assistance from law enforcement may need to be negotiated depending on the demands of disaster response.</li> <li>d) Probation staff will continue to complete detention or other reports that the Court may require, and out-of-custody referrals will be prioritized and processed as staffing levels permit.</li> </ul>
<b>Essential Function:</b>	2) Implementation process for providing new services
<b>Process Description:</b>	<ul style="list-style-type: none"> <li>a) Work with the Agency social service Departments, local non-profits and the Red Cross to provide any outstanding basic needs (food, shelter, water, cash, childcare applications for assistance).</li> <li>b) Assess for counseling needs to address trauma.</li> <li>c) Probation will provide services to new clients as directed by the Court or as deemed necessary by on-duty officer assessment.</li> </ul>
<b>CWS Disaster Response Criteria C:</b>	<b>Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:</b>
<b>Essential Function:</b>	1) Communication structure – staff

<p><b>Process Description:</b></p>	<p>a) Each region has a phone tree of all employees. The phone trees will be used, provided phones are operable (same for Probation). In addition, Human Services Agency can utilize a mass call notification system to send a recorded message to all Agency staff. The database with phone numbers is located out of state. Activation is via either telephone or the internet.</p> <p>b) Ensure that employees have referrals and information to get basic needs met (provided contact can be made) (same for Probation).</p>
<p><b>Essential Function:</b></p>	<p>2) Communication structure – child welfare personnel (phone tree)</p>
<p><b>Process Description:</b></p>	<p>a) See above (same for Probation).</p>
<p><b>Essential Function:</b></p>	<p>3) Communication structure – contracted services</p>
<p><b>Process Description:</b></p>	<p>a) Management will designate an employee to contact the contracted service provider.</p> <p>b) The contact numbers are kept by all of Management and all the Social Work Supervisors (Contracts Binder).</p> <p>c) A primary partner, Casa Pacifica (shelter and community residential treatment center), is a priority contact in the event of a large disaster.</p> <p>d) Probation Supervisors will contact the contracted service providers.</p>
<p><b>Essential Function:</b></p>	<p>4) Communication process when all normal channels are unavailable</p>
<p><b>Process Description:</b></p>	<p>a) Cell phones, if possible (same for Probation).</p> <p>b) Email, if possible (same for Probation).</p> <p>c) Physically drive to communicate, if possible</p> <p>d) Probation will do in-county home checks on the most vulnerable clients, if transportation is viable. For clients in out-of-county placements who cannot be contacted by phone or email, ERT's (Emergency Response Teams) in that area will be responsible to respond and check on their welfare..</p>
<p><b>Essential Function:</b></p>	<p>5) Communication frequency</p>
<p><b>Process Description:</b></p>	<p>a) At least daily, when there is a communication method available</p> <p>b) Probation will maintain daily communication with staff, if possible, and prioritize communication with clients and others</p>

Essential Function:	6) Communication with media
Process Description:	<p>a) Communication is handled by the Agency Communications/Public Relations Manager; and by the OES.</p> <p>b) Probation's Public Information Officer or designee will communicate with the media or refer media to OES</p>
Essential Function:	7) Communication with volunteers
Process Description:	a) Same as contracted providers (same for Probation).
Essential Function:	8) Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	<p>a) <b>24 Hour Abuse/Neglect Report Hotline 1-805-654-3200</b> accepts collect calls. Within County, the toll free number for the Hotline is 1-800-754-7600.</p> <p>b) It is anticipated that the 211 County information line may also receive calls for assistance &amp; information.</p> <p>c) <b>The Caregiver Disaster Report-in Toll free (State-wide) is 1-877-882-9111. Messages can be retrieved by Dept Staff in or out of county, using a voicemail access code.</b>  <b>RE: the Caregiver Line (voicemail system):</b></p> <p>i. During normal business hours, in two-hour shifts the Unit OD's will mobilize to check the message line periodically for the initial period of the disaster.</p> <p>ii. If a weekend or holiday or after hours emergency, the phone tree will be utilized and the on-call manager and supervisor will assign responsibilities via chain of command in each region.</p> <p>iii. The caregiver is to leave the following information on the line:</p> <p>1. Name, time of call, current location, name of children in care, telephone numbers of where they can be reached, name and current status of persons affected by disaster.</p> <p>iv. If message is critical information on child or family, immediately contact assigned social worker and supervisor via telephone and notify of information.</p> <p>v. If message is non-critical OD will send information by email to assigned social worker and cc their supervisor.</p> <p>vi. The disaster telephone line log will have record of all messages received, date, time, who checked the line and information obtained.</p> <p>d) Probation clients may use the in-County's Toll Free #, (800) 660-5474, to contact their</p>

	<ul style="list-style-type: none"> <li>e) Collect calls will be accepted for out-of-county clients who reach an on-duty officer.</li> <li>f) All officers' voice mail messages will include a direction to call 911 if the client is experiencing a life-threatening emergency.</li> <li>g) Reception voice mail messages at area offices will also include the 24-hour number for the Juvenile Facilities.</li> <li>h) Calls received will be prioritized and a hard copy or computer notation will be retained.</li> </ul>
<b>CWS Disaster Response Criteria D:</b>	<b>Preserve essential program records:</b>
<b>Essential Function:</b>	1) Record preservation process
<b>Process Description:</b>	<ul style="list-style-type: none"> <li>a) Electronic case files contain most of the records - CWS/CMS: IBM, Colorado, (800) 428-8268, has the back-up and is able to restore.</li> <li>b) Probation's electronic files are protected with back-up tapes, which are sent to a private back-up vendor in Simi Valley.</li> <li>c) Hard Copy documents could be at risk, files are housed at all of the regions and at the Government Center storage facility (same for Probation, plus a records warehouse in the county).</li> <li>d) The County Court House has copies of the Court documents (same for Probation).</li> </ul>
<b>Essential Function:</b>	2) Use of off-site back-up system
<b>Process Description:</b>	a) See #1 (same for Probation).
<b>CWS Disaster Response Criteria E:</b>	<b>Coordinate services and share information with other states:</b>
<b>Essential Function:</b>	1) Interstate Compact on the Placement of Children reporting process
<b>Process Description:</b>	<ul style="list-style-type: none"> <li>a) Report by phone or fax to the sending Social Worker with primary responsibility and the sending State Consultant</li> <li>b) Probation will use phone, fax or email to share essential information or coordinate services with the Interstate Compact representative and other state probation agencies.</li> <li>c) Receive inquiries via the 24 hour Hotline (805) 654-3200.</li> <li>d) Email is a last resort, if phones and hardcopy mail or not options. Names cannot be sent via email. However, emails can reference names of the receiving and sending state social workers, case numbers and name initials</li> </ul>

Essential Function:	2) Mental Health Providers
Process Description:	<ul style="list-style-type: none"> <li>a) In County, the communication would be the same as contracted providers (same for Probation).</li> <li>b) If the Mental Health providers are within the Ventura County groupwise system, emails can be used (same for Probation).</li> <li>c) Out-of-State providers would get information via the sending state social worker</li> <li>d) Probation on-duty officers will maintain contact with out-of-state providers as needed.</li> </ul>
Essential Function:	3) Courts
Process Description:	<ul style="list-style-type: none"> <li>a) Communication with Out-of-State Courts would be via the sending State social worker.</li> <li>b) A brief written or oral status update can be provided to the Sending State social worker.</li> <li>c) Probation staff will continue to complete detention or other reports that the Court may require, and will communicate with Out-of-State Courts via the assigned or on-duty officer.</li> </ul>
Essential Function:	4) Federal partners
Process Description:	<ul style="list-style-type: none"> <li>a) Communication would be through CDSS unless there is a specific federal grant that is impacted.</li> <li>b) Probation staff will continue to provide federal grant services as staffing allows, and will maintain contact with federal law enforcement in those situations where it is deemed necessary.</li> </ul>
Essential Function:	5) CDSS
Process Description:	<ul style="list-style-type: none"> <li>a) CDSS will be notified by Management if: <ul style="list-style-type: none"> <li>i) the disaster is of a magnitude and/or length that it significantly endangers clients, or</li> <li>ii) mandates and/or audits will be detrimentally impacted</li> <li>iii) Probation chain of command will notify Corrections Standards Authority if the disaster has a significant impact on the operations or mandates at the juvenile custodial facility.</li> </ul> </li> </ul>
Essential Function:	6) Tribes
Process Description:	<ul style="list-style-type: none"> <li>a) All out of state placements, including tribal, will be contacted as communication is possible (same for Probation).</li> </ul>