

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Yuba County Department of Health and Human Services – Children's Services Division

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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.

### CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

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:	Yuba County Health and Human Services generates a monthly placement information list of all children in out-of-home care. The list provides the name of the child, the substitute care provider, address and phone number. In the event of a declared emergency or disaster, the CWS Disaster Response Team, which is directed by the CWS Program Manager, will be responsible for establishing contact with the parents and caregivers and ensuring the safety of the children living at home and in care, and if relocation may be necessary or not. In

	<p>addition, the CWS Disaster Response Team will use a mapping tool from California's SafeMeasures to map the residences of the CWS's children in the Yuba County area and use that information in conjunction with damage assessment from OES to deploy CWS staff to the affected area CWS will use all available methods to identify and locate displaced foster children.</p>
<p>Essential Function:</p>	<p>2. Communication process with child care providers (i.e. Resource Families)</p>
<p>Process Description:</p>	<p>The placement information list described in #1 and the mapping tool from California SafeMeasures will be used by the CWS Disaster Response Team to contact all care providers via telephone and/or face-to-face home visits, etc. Caseload coverage will be ensured by CWS Disaster Response Team</p> <p>Foster families evacuating the area are instructed to notify the CWS as soon as possible and provide information about where the family is evacuating to and how contact them in the future.</p> <p>All substitute care providers are required to provide a written disaster plan using the California Department of Social Services form Emergency Plan for Foster Family Homes (LIC 610B). This information is updated annually.</p> <p>Clients and public can reach CWS through the following number: Tel: (530)749-6288 and our CWS Web site <a href="http://www.co.yuba.ca.us/Departments/HHSD/CWS">http://www.co.yuba.ca.us/Departments/HHSD/CWS</a> to access pertinent information.</p> <p>If necessary the HHSD Director will communicate with the OES Public Information Officer who in turn will communicate with the media to inform care providers of emergency services and ways to get in touch with CWS.</p>
<p>Essential Function:</p>	<p>3. Identification of evacuation procedures – Event known in advance  <b>SEE COUNTY OF YUBA Health &amp; Human Services Disaster Response Policy and Procedures.</b></p>
<p>Process Description:</p>	<p>When there is an advance warning of a disaster, Yuba County HHSD will operate in</p>

	<p>conjunction with the Office of Emergency Services (OES) and follow the instructions of the OES. OES will notify the department as to the type of disaster and the safest evacuation routes for each geographic area of the county. CWS Disaster Response Team will attempt to contact care providers, children and families in the affected area from the placement information list described in #1 and the mapping tool from California SafeMeasures, via telephone, and or face-to-face contact and will assist them according to the direction of the OES.</p> <p>County employees will initially open and operate evacuation shelters until the American Red Cross (ARC) arrives and is able to take control of operations. ARC will assume control of shelters within 72 hours, but the goal is to respond to shelter sites within 2-3 hours of shelter opening.</p> <p>Office operations guidelines in the event of a disaster are provided in the Yuba County Emergency Operations Plan.</p>
<p>Essential Function:</p>	<p>4. Identification of evacuation procedures – Event not known in advance  <b>SEE COUNTY OF YUBA Health &amp; Human Services Policies and Procedures</b></p>
<p>Process Description:</p>	<p>In the event that evacuation is required, Yuba County HHSD will operate in conjunction with the Office of Emergency Services (OES) and follow the instructions of the OES. OES will notify the department as to the type of disaster and the safest evacuation routes for each geographic area of the county. CWS will attempt to contact care providers, children and families in the affected area from the placement information described in #1, via telephone, and or face-to-face contact and will instruct them according to the direction of the OES.</p> <p>County employees will initially open and operate evacuation shelters until the ARC arrives and is able to take control of operations. ARC will assume control of shelters within 72 hours, but the goal is to respond to shelter sites within 2-3 hours of shelter opening.</p> <p>Office operations guidelines in the event of a disaster are provided in the Yuba County Emergency Operations Plan.</p>
<p>Essential Function:</p>	<p>5. Identification of shelters  <b>SEE COUNTY OF YUBA EMERGENCY OPERATIONS PLAN AND YCHHSD P&amp;P ANF 024-001-011</b></p>

<p><b>Process Description:</b></p>	<p>All Yuba County Health and Human Services employees are designated disaster workers responsible for care and sheltering during a disaster and CWS staff will be identified to help to operate the shelters.</p> <p>Further, the CWS Disaster Response Team will follow the instructions of OES indicating the location of the disaster and where the potential shelters are located. Emergency evacuation centers and shelters include schools, churches, etc. The CWS Disaster Response Team will attempt to contact substitute care providers, children and families and advise them of the shelter location and determine if there are additional needs to be addressed.</p>
<p><b>Essential Function:</b></p>	<p>6. Parental notification procedures</p>
<p><b>Process Description:</b></p>	<p>The placement information list described in #1 and the mapping tool from California SafeMeasures will be used to contact non-custodial parents. As soon as possible after ensuring the safety of all children in substitute care, CWS Disaster Response Team will make all reasonable efforts to contact parents and/or legal guardians and advise of their children's safety.</p> <p>Child location information will not be shared with the parent(s) in the case of confidential placements, but parents will be advised of their child's safety</p>
<p><b>Essential Function:</b></p>	<p>7. Alternative processes for providing continued services</p>
<p><b>Process Description:</b></p>	<p>CWS Disaster Response Team will dedicate available resources as needed and as available in an attempt to continue all State and Federal mandated services. The nature and extent of the emergency will determine the ability to provide services during a disaster. Staff will be assigned to duties relevant to the disaster or emergency and may be required to assist with cases not on their primary caseload.</p> <p>The Department will utilize the Department Operation Center (DOC) to coordinate emergency services for children under State care or supervision.</p>
<p><b>Essential Function:</b></p>	<p>8. Staff assignment process</p>

<p><b>Process Description:</b></p>	<p>During a statewide or county emergency or disaster, employees of Yuba County are required to ensure the safety and whereabouts of their family and report for duty as needed in the County's coordinated response to disaster or emergency. Staff may be called by the Deputy Director, or CWS Disaster Response Team operating in DOC or other location, and asked to respond to a designated location, shelter, etc.</p> <p>CWS Disaster Response Team will contact and deploy staff as instructed by the Department Operation Center and OES as to meet the demands of the disaster, and draw on extra resources.</p> <p>CWS Disaster Response Team will, in coordination with the Juvenile Probation Department Staff as appropriate, begin contacting families and parents, identify special needs and be assigned to specific emergency duties.</p>
<p><b>Essential Function:</b></p>	<p>9. Workload planning</p>
<p><b>Process Description:</b></p>	<p>CWS Disaster Response Team will determine critical cases and priorities based on safety, food, shelter, medical and special needs.</p>
<p><b>Essential Function:</b></p>	<p>10. Alternative locations for operations</p>
<p><b>Process Description:</b></p>	<p>The Department Operations Center (DOC) is located in the Yuba/Peachtree Conference Room in the Health and Human Services Department located at 5730 Packard Avenue, Marysville, California 95901. If this site is determined to be unsafe or inoperable by OES, the CWS Disaster Response Team staff will report to an alternative site as instructed by OES. CWS Disaster Response Team duties may include:</p> <ul style="list-style-type: none"> <li>• Relocate services to alternate locations as required by the scale of the disaster.</li> <li>• CWS Disaster Response Team will be informed of alternative locations to report to work if necessary.</li> <li>• Locate necessary services close to where families and children are — disaster evacuation</li> </ul>

	<p>shelters along with other service providers, if possible, and/or use mobile units, neighborhood centers, or coordinated outreach to provide access.</p> <ul style="list-style-type: none"> <li>• If possible, provide culturally sensitive services and information in the client's language, and in a culturally appropriate manner.</li> <li>• Compile and distribute to staff and clients lists of other disaster-related services and programs available through statewide emergency management efforts and/or other agencies.</li> <li>• In coordination with the JPD staff as necessary, report Children's Services needs to the CWS Program Manager/Strike Team Leader.</li> </ul>
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>CWS staff have been trained regarding how the Department will respond to a disaster and there will be periodic updates and training offered by the Department.</p> <p>CWS supervisors will review the CWS disaster response and relocation plan annually with their staff. Care providers are also instructed on emergency preparedness requirements during the licensing process and review of their preparedness plan annually. All substitute care providers are required to provide a written disaster plan using the California Department of Social Services form Emergency Plan for Foster Family Homes (LIC 610B). This information is updated annually.</p> <ul style="list-style-type: none"> <li>• CWS/Juvenile Probation Department will provide disaster response training to all staff and will provide disaster preparedness information to employees.</li> <li>• Conduct exercises for orientation and training of personnel in disaster recovery activities.</li> <li>• Training of team leaders – Team leaders will be required to participate in emergency drills and/or attend meetings to discuss disaster roles or procedures.</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>
Essential Function:	1. New child welfare investigation process
Process Description:	CWS Disaster Response Team will provide emergency response and essential services only, until the situation is stabilized. Other non emergency or non-essential services will be provided as soon as possible.

	<p>Current investigation policies and procedures will continue to be utilized by CWS Disaster Response Team as much as possible, given the nature of the disaster. CWS Disaster Response Team shall use the assistance of law enforcement, fire, and other county departments when appropriate and as needed.</p> <p>Overall Department operations in the event of a disaster are covered in the Yuba County Health and Human Services Disaster Response Plan.</p>
Essential Function:	<p>2. Implementation process for providing new services</p>
Process Description:	<p>Only emergency child welfare services will be provided until the situation is stabilized. After that time services will be administered and additional on-call workers assigned as needed by the CWS Disaster Response Team Leader.</p> <p>New services will be provided based on standard protocols. The CWS Disaster Response Team will include Emergency Response (ER) Social Worker(s) and, if necessary, new services can be provided out of an Emergency Shelter, data can be entered by remote dial-up laptops and hard-copy records kept until services return to the regular business site.</p>
<p><b>CWS Disaster Response Criteria C:</b> Essential Function:</p>	<p><b>Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:</b></p> <p>1. Communication structure – staff</p>
Process Description:	<p>The CWS Disaster Response Team, operating in the DOC or other location, will contact by phone or in person all essential child welfare personnel. To the extent that phone lines/cell phones are operating, the CWS Disaster Response Team staff should call in on the (530) 749-6288 CWS hotline. If the CWS hotline is not operating, staff will call the OES hotline (530) 749-7520 to report their availability and be informed of alternative locations to report to work as necessary.</p> <p>The CWS Disaster Response Team Leader/ CWS Program Manager will maintain a roster with the required phone numbers of the CWS Disaster Response Team members, and the</p>

## OES and DOC.

Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	<p>The CWS Disaster Response Team Leader will ensure that team members are assigned a role in the location and relocation of children under State care and supervision. A phone tree that might be utilized in larger, more populous counties will not be necessary in Yuba County. CWS Disaster Response Team members will be notified, to the extent possible, by direct phone contact (cell or land line) or first hand communication.</p> <p>In a major emergency, damage may be so widespread that CWS/Juvenile Probation Department personnel cannot be contacted through normal channels. In the event the telephone or e-mail systems are not working, all employees are expected to listen to the Emergency Alert System on news radio stations to learn whether the emergency is widespread and for instructions on reporting to work.</p>
Essential Function:	3. Communication structure – contracted services
Process Description:	<p>CWS Disaster Response Team Leader, in coordination with the DOC or OES, will request emergency medical and mental health services as provided in the Yuba County HHSD Disaster Response Plan.</p> <p>Contracted services for children in Yuba County under State care and supervision will be provided as the emergency or disaster is mitigated, and to the extent that transportation is possible and services are available.</p>
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p>When all normal channels of communication are unavailable, CWS staff will listen to and follow instruction provided by the OES on local radio frequencies that have been pre-determined by the OES, television, or any other available means of communication.</p> <p>In the event that there are no land phone services in the county, the departments will utilize</p>

	<p>mobile phones, the disaster command center communications and satellite phone. Notification, signs and notices will be placed as necessary throughout the emergency period to advise families of changes in services, hours, location, etc.</p> <p>If the disaster results in widespread, serious damage, the staff and public will be instructed by OES to listen for messages regarding potential emergency services in the community on the Emergency Alert System on local news radio stations.</p> <p style="text-align: center;"><b>FM stations:</b>            KGBY 92.5            KMJE 101.5</p> <p style="text-align: center;"><b>AM stations:</b>            KFBK 1530            KSTE 650            KUBA 1600            KMYC 1410</p>
Essential Function:	5. Communication frequency
Process Description:	<p>Communication will be established on a consistent basis, with a minimum of contact to occur once every morning and once every afternoon during the disaster or emergency. In the event the telephone or e-mails systems are not working, the CWS Disaster Response Team Leader and members shall use OES hotline Tel: 749-7520 for disseminating information from the DOC or Emergency Operations Center.</p> <p>CWS Disaster Response Team shall maintain an electronic database or a hard copy report to keep track of children who have been located/contacted and their status for planning purposes.</p>
Essential Function:	6. Communication with media
Process Description:	<p>The HHSD Director will communicate with the OES Public Information Officer who in turn will communicate with the media to inform public of emergency services and ways to get in touch with CWS.</p>
Essential Function:	7. Communication with volunteers

<b>Process Description:</b>	Because of the CWS confidentiality requirement, communication with volunteers regarding the disaster is coordinated through the HHSD Director, ARC or OES.
<b>Essential Function:</b>	8. A toll-free number prior to disaster (includes TTY)
<b>Process Description:</b>	<p>Yuba County CWS has a toll free telephone number, including telecommunications for the deaf.</p> <p>CWS also accepts collect calls during normal business hours and when phones are switched to an answering service at night, on weekends or holidays.</p>
<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>	<p>The CWS/CMS and JALAN have off-site back-up and the information will be electronically preserved in the event of a disaster. The CWS Disaster Response Team members will access records on CWS/CMS via laptop computers using a dial-up modem from remote locations or with SBC tokens in the event of an emergency.</p> <p>Physical records are currently stored in a locked and secured location according to HHSD records retention policy and CDDS requirements.</p> <p>CWS is ensuring that contact information for the child and family and other placement information is current and maintained on the HHSD I:\ drive, the CWS/CMS system and in the physical case file.</p>
<b>Essential Function:</b>	2. Use of off-site back-up system
<b>Process Description:</b>	<p>In the event of a disaster the Department's Operation Center will serve as a direct communication center with desktop and laptop computers providing phone line, Internet, Intranet, audio and video to connect to CWS/CMS system, JALAN, and other networks. CWS/CMS system is backed-up at Sacramento and court documents are backed up on JALAN. CWS Disaster Response Team Staff will access records on CWS/CMS via laptop</p>

computers using a dial-up modem from remote locations or with SBC tokens in the event of an emergency. If computers are not available, all work will be performed manually and will be entered into the system when the system is restored.

**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:

CWS Disaster Response Team will contact both the child and the care provider either by phone or person, then contact the State of California ICPC Administrator to advise of the situation. The State of California ICPC Administrator shall contact the other state ICPC Administrators and advise them of the child's current status.

Essential Function:

2. Mental health providers

Process Description:

Needed services will be coordinated with the Yuba-Sutter Mental Health Strike Team, as provided in the Yuba County HHS Disaster Response Plan.

Essential Function:

3. Courts

Process Description:

CWS Disaster Response Team will work collaboratively with courts to coordinate disaster response efforts.

CWS Disaster Response Team staff member from Legal/Clerical unit will act as a liaison with the court during and after a disaster to facilitate communication, to ensure that CWS and court share appropriate case level information, and to ensure court hearings occur.

Essential Function:

4. Federal partners

Process Description:

The CWS Disaster Response Team Leader/ CWS Program Manager will provide the information to the Department's Deputy Director of the Programs or Director so they can communicate information and the local needs to federal agencies.

Essential Function:	5. CDSS
Process Description:	The CWS Disaster Response Team Leader/ CWS Program Manager will provide the information to the Department's Deputy Director of the Programs or Director so they can communicate information and the local needs to CDSS.
Essential Function:	6. Tribes
Process Description:	Tribes will be notified in the same manner as parents and legal guardians regarding the safety and well-being of Native American children in placement.
Essential Function:	7. Volunteers
Process Description:	Coordination of volunteer services will be directed by the American Red Cross, Salvation Army or other volunteer organizations through the OES, HHSD Director or Deputy Directors.