

Date Completed: 7/1/2016

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 CWS children, Probation children, non-minor dependents, including non-minor dependents residing in foster care, out-of-county placements, and 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:**

1. Essential Function:	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:	<u>CWS:</u> For CWS children, all non-minor dependents under state care or supervision, ICPC children, and out-of-state non-minor dependents Child Welfare Services (CWS) will use a Business Objects Report that extracts placement data from the CWS/CMS database to list the names and addresses of children and their care providers. A SafeMeasures Report is used to extract placement data for CWS children from another county or state under state care or supervision who are placed in Tulare County. A monthly spreadsheet with a list of locations for foster children is downloaded on secure flash drives and kept by all CWS Managers. A hard copy list updated monthly of county licensed foster homes is on file with the Tulare County Foster Care Licensing Unit. <u>Probation:</u> For Probation 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’s name 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 law enforcement. Foster parents must complete the form: “Emergency Plan for Foster Family Homes” at time of licensure and provide

	<p>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. They can call the CWS Hotline 1-800-331-1585 after hours in an emergency.</p> <p><u>Probation:</u> Care providers will be contacted by: land-lines, cell phones, faxes, or face-to-face. 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.</p>
3.	<p>Essential Function: Identification of evacuation procedures – event known in advance</p> <p>Process Description: <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.	<p>Essential Function: Identification of evacuation procedures – event not known in advance</p> <p>Process Description: <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.	<p>Essential Function: Identification of shelters</p> <p>Process Description: <u>CWS:</u> The Tulare County Office of Emergency Services will provide a list of shelters to the Health and Human Services Agency and inform the media for broadcast to the public. CWS will contact and inform foster homes 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.	<p>Essential Function: Parental notification procedures</p> <p>Process Description: <u>CWS:</u> CWS will notify parents with the whereabouts and welfare of their children by: land line, cell phone, face-to-face, and/or law enforcement.</p> <p><u>Probation:</u> Probation will notify parents of the whereabouts and welfare of their children by: land line, cell phone, face-to-face, and/or law enforcement.</p>
7.	<p>Essential Function: Alternative processes for providing continued services</p> <p>Process Description: <u>CWS:</u> CWS has a planned process for continuing mandated services and bringing in support personnel. CWS will follow the Tulare County</p>

	<p>Operational Area, Emergency Operations Plan.</p> <p>Each HHSa employee has on the back of their ID badge the following: <i>“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.”</i></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.	<p>Essential Function: Staff assignment process</p> <p>Process Description: <u>CWS:</u> An updated list of CWS personnel will be kept with the CWS Deputy Director, CWS Division Manager, and CWS Managers. CWS Managers in consultation with the Deputy Director and/or 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.	<p>Essential Function: Workload planning</p> <p>Process Description: <u>CWS:</u> Regular business practice will be carried out as much as possible. To handle critical functions, the CWS Deputy Director and/or 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.	<p>Essential Function: Alternative locations for operations</p> <p>Process Description: <u>CWS:</u> Primary location-Government Plaza (Visalia), alternate outlying CWS office locations—Tulare, Dinuba, Porterville, other Visalia locations as determined by the CWS Deputy Director and/or the CWS Division Manager.</p> <p><u>Probation:</u> Primary location- Juvenile Justice Center (Visalia), alternate Probation office locations—Porterville, Visalia and other locations as determined by the Assistant Chief Probation Officer.</p>
11.	<p>Essential Function: Orientation and ongoing training</p> <p>Process Description: <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:	Investigation process
	Process Description:	State mandated business practices will continue. If it is not safe for CWS workers to respond, law enforcement will be asked to follow-up.
2.	Essential Function:	Determine circumstances surrounding the child’s potential entrance
	Process Description:	State mandated business practices will continue. CWS will conduct an investigation to assess the environment, home suitability, and ability of parent(s) to meet the child’s needs due to the current circumstances caused by the disaster.
3.	Essential Function:	Implementation process for providing new services
	Process Description:	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 those providers.
4.	Essential Function:	Services emphasizing reunification due to disaster
	Process Description:	<u>CWS:</u> CWS will follow regular business practices regarding reunification, including investigation and family finding practices. Additionally, CWS will coordinate with Office of Emergency Services to attempt to determine if the minor’s guardian(s) is deceased—or is attempting to locate their child, and also to inform them that the minor is in the care of CWS.

C. Address and provide care for unaccompanied minors:

1.	Essential Function:	Structure – child welfare personnel
	Process description:	<u>CWS:</u> CWS Immediate Response workers will call “base” to determine if there is an open CWS case for the foster child. If there is not an open CWS case for the foster child, a referral will be created and state mandated business operating practices will ensue.
2.	Essential Function:	Address language barriers to communicate quickly and effectively
	Process Description:	<u>CWS:</u> Tulare County has multi-lingual staff that can be contacted in the event of encountering a language barrier with a minor. Additionally, CWS has a subscription to the AT&T language line, providing translation services 24/7 for more than 200 languages. <u>Probation:</u> Probation will use their multilingual staff to address any language barriers to communicate quickly and effectively, determining the unaccompanied minors’ wardship status.
3.	Essential Function:	Determine likelihood of reunification and steps toward reunification
	Process Description:	<u>CWS:</u> CWS will conduct an investigation and utilize family finding techniques to determine if reunification is a potential outcome for the foster youth. <u>Probation:</u> Probation will determine the supervision status of the unaccompanied minor and if no status is found, will refer the minor to CWS for further investigation of placement. This decision will be made within two hours of the minors’ interaction with Probation. If a minor does fall under supervision status of the Probation Department and the minor is unable to be returned to his current placement, the minor will be placed at the Tulare

	County Juvenile Detention Facility until the minor can be returned safely to his/her placement or other arrangements can be made.
4. Essential Function:	Assess and make a determination within 30 days
Process Description:	<p><u>CWS</u>: CWS will follow all state mandated practices regarding referrals and case determinations.</p> <p><u>Probation</u>: Probation will continue to assess the minors' placement and return the minor to his/her current placement as soon as it is safe. If it is determined the minor will be unable to be returned to his current placement, Probation will seek a new placement location appropriate for the minors needs. If no placement is available, Probation will place the minor back on calendar and advise the Court of the issue.</p>

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

1. Essential Function:	Communication structure – staff
Process Description:	<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 Deputy Director and/or 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:	Communication structure – child welfare/probation personnel (phone tree)
Process Description:	<p><u>CWS</u>: CWS communication structure will be the CWS Deputy Director and/or 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:	Communication structure – contracted services
Process Description:	<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:	Communication process when all normal channels are unavailable
Process Description:	<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:	Communication frequency

Process Description:	<u>CWS</u> : Communication frequency will occur daily or as often as necessary to carry on CWS mandated services. <u>Probation</u> : Communication frequency will occur daily or as often as necessary to carry on Probation mandated services.
6. Essential Function:	Communication with media
Process Description:	<u>CWS</u> : Communication with the media will be handled by the Health & Human Services Agency Media Relations personnel. <u>Probation</u> : Communication with the media will be handled by the Probation Information Officer.
7. Essential Function:	Communication with volunteers
Process Description:	<u>CWS</u> : CWS will communicate with volunteers by land lines, cell phones, faxes, mail, and/or face-to-face contacts. <u>Probation</u> : Probation will communicate with volunteers by land lines, cell phones, faxes, mail, and/or face-to-face contacts.
8. Essential Function:	Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	<u>CWS</u> : CWS currently has two toll free phone numbers. (Child Abuse: 800-331-1585, Health and Human Services Information & Referral Line: 800-834-7121, TTY: 800-735-2922 to speak to a relay operator, 800-735-2929 to use the Teletypewriter). <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.

E. Preserve essential program records:

1. Essential Function:	Record preservation process
Process Description:	<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. <u>Probation</u> : Probation's case management system Caseload Explorer is automatically backed up by County Information Technology (IT) on a regular basis.
2. Essential Function:	Use of off-site back-up system
Process Description:	<u>CWS</u> : The CWS/CMS system is backed-up off site. Information taken during a disaster would be entered and/or hard copies kept for later entry into the CWS/CMS database. <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 entry into the case management system CE.

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:

1.	Essential Function:	ICPC reporting process must include a process that disseminates information to both the sending state and CDSS
	Process Description:	<u>CWS</u> : An Excel spreadsheet is used to identify ICPC courtesy supervised children in the County. The Tulare County ICPC Liaison will notify the State ICPC Administrator of the ICPC children’s status. The Tulare County 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 the ICPC sending states & the CDSS. <u>Probation</u> : At this time, the department does not place foster youth out of state.
2.	Essential Function:	Mental health providers
	Process Description:	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:	Courts
	Process Description:	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:	Federal partners
	Process Description:	CWS/Probation will communicate with the State California Department of Social Services (CDSS). CWS will respond to a Federal Partner if contacted by them directly.
5.	Essential Function:	CDSS
	Process Description:	CWS/Probation will communicate directly by: use of land lines, cell phones, faxes, mail, or special delivery with the CDSS.
6.	Essential Function:	Tribes
	Process Description:	CWS/Probation will advise the tribes and state Indian Child Welfare Act representative in as timely a manner as possible of the location and well being of children served (dependents and wards).
7.	Essential Function:	Volunteers
	Process Description:	CWS/Probation will use land lines, cell phones, faxes, face-to-face or other means for coordinating voluntary services.