

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

County & Agency Name: Butte County Department of Employment and Social Services Date Completed: 12/1/2008 (update)

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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:	<ul style="list-style-type: none"> ❖ A database updated monthly <ul style="list-style-type: none"> ➤ In two binders to be kept one each in Chico and Oroville CSD offices. ➤ Backed up on a flash drive retained by the Assistant Director. ➤ The report will include out-of-home placement information: <ul style="list-style-type: none"> ▪ County Home or FFA Name, ▪ A list of each FFA's Emergency contacts, ▪ A list of County Foster Home addresses and emergency contacts, and ▪ A copy of the FFA's Disaster Plans. ➤ The Butte County Office of Education (BCOE) emergency contact.
Essential Function:	2. Communication process with child care providers
Process Description:	<ul style="list-style-type: none"> ❖ Schools <ul style="list-style-type: none"> ➤ The FFA Emergency contact shall have school information for each child. ➤ County Foster Home emergency contact (foster parent) shall have school information. ➤ BCOE Emergency contact will provide school information in the event that the child is an in-home placement and on a backup basis. ❖ Day Care Providers <ul style="list-style-type: none"> ➤ Community Care Licensing maintains a current child care center list. ➤ The FFA Disaster Plans will address this communication need for children in their care.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<ul style="list-style-type: none"> ❖ Comply with County Disaster Plan procedures re evacuation. ❖ Comply with Red Cross procedures re evacuation. ❖ Insure that FFA evacuation procedures are in place.

Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<ul style="list-style-type: none"> ❖ Comply with County Disaster Plan procedures re evacuation. ❖ Comply with Red Cross procedures re evacuation. ❖ Insure that FFA evacuation procedures are in place.
Essential Function:	5. Identification of shelters
Process Description:	<ul style="list-style-type: none"> ❖ Comply with current agreement between Red Cross and Department of Employment and Social Service/Children’s Services to open and staff emergency shelters. ❖ Comply with current established methods of announcing locations of shelters: <ul style="list-style-type: none"> ➢ County Information Officer Press Releases, ➢ Butte County Internet, ➢ Emergency Operations Center.
Essential Function:	6. Parental notification procedures
Process Description:	<ul style="list-style-type: none"> ❖ A central location, i.e., the Chico or Oroville Community Employment Center (CEC), will be established and the location released via the County Information Officer and on the County Internet. ❖ The existing toll free number will be available.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<ul style="list-style-type: none"> ❖ Utilize the 24 hour stand by procedure: <ul style="list-style-type: none"> ➢ Supervisors and social workers shall be assigned to provide supervision and welfare investigation on a rotating schedule. ➢ Employee’s home, cell, pagers and work numbers are kept current to ensure employees can be contacted as needed. ❖ The existing toll free numbers will be used for the public and emergency personnel to contact Children’s Services. ❖ Investigations and service delivery shall be triaged and coordinated with first responders and emergency personnel.
Essential Function:	8. Staff assignment process
Process Description:	<ul style="list-style-type: none"> ❖ Utilize existing beeper, stand-by and on-call process. ❖ Organize volunteers for Social Workers who are not on beeper or stand-by.

Essential Function:	9. Workload planning
Process Description:	<ul style="list-style-type: none"> ❖ Prioritize and organize by: <ul style="list-style-type: none"> ➢ Investigation response type, ➢ Court dates. ❖ Social Workers will staff cases with Supervisors as needed.
Essential Function:	10. Alternative locations for operations
Process Description:	<ul style="list-style-type: none"> ❖ Butte County has 2 offices. If one office should become inoperable, the other will likely remain operable. Services will be provided from the operable office. ❖ Seek direction from County Emergency Operations Center should both office be unavailable. ❖ Utilize identified Red Cross shelters, if necessary.
Essential Function:	11. Orientation and ongoing training
Process Description:	<ul style="list-style-type: none"> ❖ Conduct annual disaster planning training with all staff at program meetings. ❖ Include disaster plan information in the Parent Handbook ❖ Provide all foster care providers with a copy of the disaster plan in their “red notebook.”

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:	<ul style="list-style-type: none"> ❖ Utilize the 24 hour stand by procedure. <ul style="list-style-type: none"> ➤ Supervisors and social workers shall be assigned to provide supervision and welfare investigation on a rotating schedule. ➤ Employee's home, cell, pagers, and work numbers will be kept current to ensure employees can be contacted as needed. ❖ The existing toll free numbers will be used for public and emergency personnel to contact Children's Services. ❖ Investigations and service delivery shall be triaged and coordinated with first responders and emergency personnel.
Essential Function:	2. Implementation process for providing new services
Process Description:	<ul style="list-style-type: none"> ❖ Children's Services along with community partners, county resources and emergency shelters shall develop a plan for how and where to provide necessary services to children and families in the event of a disaster that destroys or renders useless the existing means for service delivery. Some considerations will be: <ul style="list-style-type: none"> ➤ Community Resource Centers, e.g., Youth and Family in Paradise ➤ Community Centers, e.g., Southside in Oroville ➤ Schools ➤ Churches

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:	<ul style="list-style-type: none"> ❖ Staff can access supervisor and on-call staff via 1-800# and stand-by procedure. ❖ All staff have cell phones and pagers. ❖ Confidential home roster available to all supervisors, Program Managers, and the answering service.
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	❖ Mirror chain of command: i.e., A.D.→.P.M.→SWS→unit members
Essential Function:	3. Communication structure – contracted services
Process Description:	<ul style="list-style-type: none"> ❖ Include “Plan B” (answering service) in disaster planning. ❖ Contracted providers can access supervisor and on-call staff via 1-800# and stand-by procedure.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<ul style="list-style-type: none"> ❖ Use of media, ❖ Press releases, ❖ Satellite phone, ❖ County emergency services as coordinated through the Emergency Operations Center, ❖ County Internet site.
Essential Function:	5. Communication frequency
Process Description:	❖ Establish frequency based upon the nature of the emergency.
Essential Function:	6. Communication with media
Process Description:	❖ Existing department policy will be followed.

Essential Function:	7. Communication with volunteers
Process Description:	❖ N/A
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	❖ Children's Services 24 hour 1-800# in existence. ❖ Department TTY in existence.

CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<ul style="list-style-type: none"> ❖ CWS/CMS records will be preserved by CWS/CMS State Project following their records preservation policy ❖ Archived records will be preserved following Department of Employment and Social Services record retention policy and for records archived off-site using the Archives record preservation policy. ❖ Essential records including placement information, client information, and service plan information will be regularly transferred to encrypted flash drives maintained by identified personnel depending on the type of information.
Essential Function:	2. Use of off-site back-up system
Process Description:	<ul style="list-style-type: none"> ❖ Department of Employment and Social Services (DESS) utilizes intermittent back ups during the week and a full back up of information every Friday. This information is stored by the Information Services Division of DESS in the south facility and in the north facility. This process backs up all non CWS/CMS computer information. ❖ CWS/CMS records are backed up and stored off site according to the CWS/CMS State project policy.

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:	<ul style="list-style-type: none"> ❖ Utilize Business Objects and CWS/CMS to identify those Butte County children placed out of state and those children from out of state who are placed in Butte County. ❖ The ICPC Office is responsible for serving as the communications liaison between California and other states as California's dependent children relocate to another state, or other state's children relocate to California. ❖ The primary point of contact will be the ICPC Coordinator. ❖ The Department's existing toll free numbers will be used for the public and emergency personnel to contact Children's Services. ❖ The Department's Internet site will be updated with emergency information.
Essential Function:	2. Mental health providers
Process Description:	<ul style="list-style-type: none"> ❖ The Program Managers will serve as liaisons for their respective programs. ❖ The Department's existing toll free numbers will be used for the public and emergency personnel to contact Children's Services. ❖ The Department's Internet site will be updated with emergency information.
Essential Function:	3. Courts
Process Description:	<ul style="list-style-type: none"> ❖ Children's Services' attorney will act as liaison with Court and other attorneys and will coordinate with Courts in other states if necessary. ❖ The Department's existing toll free numbers will be used for the public and emergency personnel to contact Children's Services. ❖ The Department's Internet site will be updated with emergency information.

Essential Function:	4. Federal partners
Process Description:	<ul style="list-style-type: none"> ❖ Butte County will utilize liaisons at CDSS and other state resources. ❖ Butte County will follow FEMA guidelines for emergency disasters. ❖ All procedures will be vetted through the County Emergency Operations Center. ❖ The Department's existing toll free numbers will be used for the public and emergency personnel to contact Children's Services. ❖ The Department's Internet site will be updated with emergency information.
Essential Function:	5. CDSS
Process Description:	<ul style="list-style-type: none"> ❖ Butte County will utilize liaisons at CDSS and other state resources. ❖ Butte County will follow FEMA guidelines for emergency disasters. ❖ All procedures will be vetted through the County Emergency Operations Center. ❖ The Department's existing toll free numbers will be used for the public and emergency personnel to contact Children's Services. ❖ The Department's Internet site will be updated with emergency information.
Essential Function:	6. Tribes
Process Description:	<ul style="list-style-type: none"> ❖ Coordination with established Tribal liaisons will occur. ❖ The Department's existing toll free numbers will be used for the public and emergency personnel to contact Children's Services. ❖ The Department's Internet site will be updated with emergency information.
Essential Function:	7. Volunteers
Process Description:	❖ N/A