

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name:	Contra Costa County Children & Family Services	Date Completed:	June 22, 2016
Name/Title:	Joan Miller Person Managing/Overseeing Emergency Plan Implementation	Telephone #:	(925) 313-1583
Interstate Compact on the Placement of Children (ICPC) Liaison:	Mary Jane Harris	E-mail Address:	millejd@ehsd.cccounty.us
		E-mail Address:	harrimc@ehsd.cccounty.us

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 regarding children and non-minor dependents. Children and non-minor dependents 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 CWS children, Probation children, non-minor dependents, including non-minor dependents residing in foster care, out-of-county placements, 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:
Essential Function:	1. 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:	<p><u>Preparedness Activities:</u></p> <ul style="list-style-type: none"> • CWS/CMS is the primary source of information regarding children and families and relatives and placement home providers. All CWS/CMS staff are including clerical staff is trained to access and search CWS/CMS for information. When available in the event of a disaster CWS/CMS will be used to identify and locate children and families. • CWS staff are trained to the use of Safe Measures; SM provides the following information that may be useful in a disaster: <ul style="list-style-type: none"> ○ Caseload listings by assignment. ○ Individual Case History information that includes recorded health and education information. ○ Emergency Management map and reports identifying all children receiving services geographically and by assignment. ○ ICPC Children both incoming and placed in other states. ○ Note: Safe Measures database is located in Wisconsin so this may be accessible if state systems are not accessible. • A process is being established to generate monthly reports from CWS/CMS data to provide basic information regarding all children under the jurisdiction of the county when the information cannot be obtained from CWS/CMS. The report includes child name, assigned worker, basic demographic information, placement location and telephone number and parent contact information. A separate report identifies children with tribal affiliation to facilitate notification regarding Native American

	<p>children. This report will be accessible by all managers online; a hard copy will be printed monthly and stored in 2 locations in the county in case online systems are not accessible.</p> <ul style="list-style-type: none"> • A process is being reestablished to generate monthly reports from CWS/CMS Health and Education passport information that lists contact information for children identified in CWS/CMS as medically fragile children and/or children with specialized needs. This report will be accessible by all managers online; a hard copy is printed and stored in 2 locations in the county in case systems are not accessible. • To facilitate capturing information in areas where systems are down, a file folder with copies of forms used to manually capture information will be stored in each office. • A form is being designed to serve as a check-list so that workers can track children and families as they are contacted and indicate any emergent needs. These forms will be used for workers to provide feedback to supervisors and managers in the event of a disaster. • All CWS management team, supervisors and Social Work staff are provided a smart cell phone and emergency contact information. <p><u>In Event of Disaster, online systems accessible in all or some parts of the county:</u></p> <ul style="list-style-type: none"> • If systems are accessible in any part of the county, designate location as primary point to manage operations; assign manager or designated staff to triage calls and distribute work activities through other managers to onsite and staff in the field. • If access to systems is not available in parts of the county, assign staff who do have access to receive phone calls from workers and relay needed information obtained from online systems. <p><u>In Event of Disaster, online systems not available:</u></p> <ul style="list-style-type: none"> • If online systems are not available anywhere in county, options explored include: <ul style="list-style-type: none"> ○ Work with neighboring counties or the state to access information as available; establish single point of contact. ○ Use most recent printed report to identify and locate children and families and obtain contact information.
<p>Essential Function:</p>	<p>2. Communication process with placement home and child care providers</p>
<p>Process Description:</p>	<p><u>Preparedness Activities:</u></p>

	<ul style="list-style-type: none"> • Refer to Criteria A, Essential Function 1 for information regarding identifying and locating children and families and placement home and child care providers. <p><u>In the event of a Disaster:</u></p> <ul style="list-style-type: none"> • All methods of communication will be employed to ensure children are located and services are provided: • Assigned or designated SW’s contact child care providers and caretakers of dependent children to assure safety and identify any service needs; contacts are tracked so information can be provided to supervisors/managers and/or shared with other SW’s; contacts are tracked to assure all children, families and providers in disaster area are contacted. Information regarding contacts are given to supervisor/managers and or shared with other SW’s. • SW’s assist in making sure children who have been in day care, preschool and other child care are accounted for and picked up by their foster parents, etc. • SW’s provide continuation of ongoing services (see also Criteria A, Essential Function 7, Alternative processes for providing continuing services). • SW’s refer children and families to emergency counseling services as needed. • SW’s and other staff maintain records of services provided and contacts; update CWS/CMS, if possible, or maintain manual records for input when system available. • Utilize emergency medical personnel and/or police for contact/care – coordinating with OES.
<p>Essential Function:</p>	<p>3. Identification of evacuation procedures – Event known in advance</p>
<p>Process Description:</p>	<p><u>In Event of Disaster:</u></p> <ul style="list-style-type: none"> • The Red Cross and the OES work with the EHSD Department and CFS employees on identifying areas needing evacuation. • CFS and OES identify children and families in need of evacuation using Safe Measures, address data and mapping on children in placement. • CFS provides information and instruction to foster home providers, relatives, group homes, etc. to assist with evacuation and relocation as they are needed during the course of an emergency. • Assigned Social workers or designated SW’s contact placement home and other care providers and arrange for emergency services which could include but not be limited provision of local care and shelter facilities referrals and resources

	<ul style="list-style-type: none"> When a foster family of an out of state child has been affected by a disaster and relocates to another state, the ICPC liaison will assist with the transfer of jurisdiction across state lines, to include obtaining and transmitting needed documents and information such as custody orders, medical and educational records, and family and case history. Regulation 1 allows for dependent children to move with the family and applies to all placements; parents, relatives, licensed care and adoptive settings.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p><u>In Event of Disaster:</u></p> <ul style="list-style-type: none"> The Red Cross and the OES provide EHSD Department and CFS staff information on areas subject to evacuation. The Red Cross and the OES provide EHSD Department and CFS staff information on shelter locations where foster families, group home residents, etc. can go in order to maintain safety. Social workers establish and maintain contact with any dependent child that has been evacuated and relocated and ensure that services if available and needed are provided. Parents, foster parents and other care providers will be notified via media announcements or any available communication venue of available shelters. In addition, CFS staff calls shelters to try to locate dependent children. CFS staff utilizes other emergency workers as needed in order to assist with evacuation of dependent children. When a foster family of an out of state child has been affected by a disaster and relocates to another state, the ICPC liaison will assist with the transfer of jurisdiction across state lines, to include obtaining and transmitting needed documents and information such as custody orders, medical and educational records, and family and case history. Regulation 1 allows for dependent children to move with the family and applies to all placements; parents, relatives, licensed care and adoptive settings.
Essential Function:	5. Identification of shelters
Process Description:	<p><u>Preparedness Activities:</u></p> <ul style="list-style-type: none"> The OES has a community notification system in place in order to communicate the location of Emergency Shelters.

	<p><u>In Event of Disaster:</u></p> <ul style="list-style-type: none"> • EHSD/CFS coordinates plans with OES and Red Cross for assistance in establishing communication with foster parents, children in out of home placement. • CWS staff identifies any children in need of new placements as the result of dislocation. • CWS Division Manager of Emergency Shelter Care distributes listing of potential placement homes to Division Managers in affected areas if automated listing not available. • CWS Director or designee works with neighboring counties to identify placement resources that can assist in a disaster.
Essential Function:	6. Parental notification procedures
Process Description:	<p><u>Preparedness Activities:</u></p> <ul style="list-style-type: none"> • See Essential Function 1 for information in identifying and locating parents. • All SW's are provided a smart cell phone to facilitate communication. <p><u>In Event of Disaster:</u></p> <ul style="list-style-type: none"> • As soon as possible. CFS will notify parents and attorneys of children moved or displaced. • CWS SW or Clerical staff will be assigned to manage the telephone hotline for inquiries by parents, information retrieved will current and relay information to assigned staff. Ensure that hotline staff take down current contact information from parents calling to inquire about their children's status who are in placement who have been displaced, evacuated, etc. • Provide instructions to all staff regardless of assignment that if they receive calls from parents, guardians, or relatives trying to locate their family members that they will take down the contact information and route that information to the assigned workers and supervisor. • ICPC liaison will assist social workers to contact out of state Child Welfare Offices and central state ICPC offices to coordinate communication with parents, family and attorneys of out of state children.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p><u>Preparedness Activities:</u></p> <ul style="list-style-type: none"> • Refer to Criteria A, Essential Function 1 for information on identifying and locating children and families.

- A process is being established to generate monthly reports from CWS/CMS data to provide basic information regarding all children under the jurisdiction of the county when the information cannot be obtained from CWS/CMS. The report includes child name, assigned worker, basic demographic information, placement location and telephone number and parent contact information. A separate report identifies children with tribal affiliation to facilitate notification regarding Native American children. This report will be accessible by all managers online; a hard copy will be printed monthly and stored in 2 locations in the county in case online systems are not accessible.
- A process is being reestablished to generate monthly reports from CWS/CMS Health and Education passport information that lists contact information for children identified in CWS/CMS as medically fragile children and/or children with specialized needs. This report will be accessible by all managers online; a hard copy is printed and stored in 2 locations in the county in case systems are not accessible.
- To facilitate capturing information in areas where systems are down, a file folder with copies of forms used to manually capture information will be stored in each office.
- A form is being designed to serve as a check-list so that workers can track children and families as they are contacted and indicate any emergent needs. These forms will be used for workers to provide feedback to supervisors and managers in the event of a disaster.
- All CWS management team, supervisors and Social Work staff are provided a smart cell phone and emergency contact information.
- Management team are provided I pads with access to email, CWS/CMS and other online systems to support access to system information when all or some offices are closed.?????

In event of disaster:

- If some offices are closed, CFS Director designates an open office as central point for coordination of assignment and workload activities. Online systems are accessed as available. Updates to CWS/CMS are processed when available; manual tracking forms are used to capture information until online systems are available.
- If all offices are impacted by disaster down, alternate location for coordination of activities is determined and established; access to online systems is facilitated if possible, if not manual forms are used to track CWS activities.
- Manager is designated to receive calls from staff in field and direct work.
- Manager is designated to coordinate relaying information from accessible online systems and/or most recent client listing.

	<ul style="list-style-type: none"> • Assigned or designated Social Workers are directed to contact parents and caregivers in affected areas who provide care for dependent children and track contacts to assure all children, families, and placement home providers in impacted areas are contacted. • Social Workers coordinate with designated Office of Emergency Services (OES) staff to obtain services, resources, referrals or shelter as necessary. • Social Workers give priority to contact and assessment of children designated as medically fragile, with disabilities with energy dependent needs. • Social workers obtain medical services as needed for dependent children.
<p>Essential Function:</p>	<p>8. Staff assignment process</p>
<p>Process Description:</p>	<p><u>Preparedness Activities:</u></p> <ul style="list-style-type: none"> • Managers are directed to contact the CWS Director or her designee for direction in the event of any emergency. • Staff receives regular Emergency Preparedness training on responsibilities in the event of a Disaster. <p><u>In Event of Disaster:</u></p> <ul style="list-style-type: none"> • The Director of C&FS Bureau will: <ul style="list-style-type: none"> ○ Participate as an Operations Chief on the Department Emergency Operations Management Team and have an alternate if needed. ○ Establish communication with CDSS (back-up, Policy Manager). ○ Establish communication with neighboring counties to determine extent of impact to communication network and ask for or offer support. Under the mutual aid agreement, counties can be asked to supplement with staff, connection to statewide computer systems, etc. • If emergency is anticipated to be longer than 48 hours, CFS Director and Administrative Team will determine necessary action based on length of emergency. • CWS Director and Management Team will determine if staff needs to be immediately reassigned to other locations. • Staff will be assigned according to function, location, and ability to perform essential services. If the emergency occurs during work hours, staff will immediately report to direct supervisor.

	<ul style="list-style-type: none"> • Staff will continue normal work activities if possible and unless otherwise directed. • If the emergency occurs during off-hours, staff will contact supervisor prior to scheduled work report time to determine if there is a change in assignment or work location. • If unable to contact supervisor, call 1-888-704-3473 for information. • If unable to contact by phone, or text message, staff will report to office at work report time; if unable to get to office because of the emergency, staff will report to the nearest Contra Costa county office or if in another county, the nearest county office to your home.
<p>Essential Function:</p>	<p>9. Workload planning</p>
<p>Process Description:</p>	<p><u>Preparedness Activities:</u></p> <ul style="list-style-type: none"> • Managers are directed to contact the CWS Director or her designee for direction in the event of any emergency. • Staff receives regular Emergency Preparedness training on responsibilities in the event of a Disaster. • Staff are directed to contact supervisors for information regarding reporting to work and/or alternatives locations or activities necessitated by impact of disaster. <p><u>In Event of Disaster:</u></p> <ul style="list-style-type: none"> • The Director, managers, and supervisors ensure that service needs assignments are distributed to staff. • Director of C&FS Bureau participates as an Operations Chief on the Department Emergency Operations Management Team (alternate is available – if needed). • Director of C&FS Bureau establishes communication with CDSS (back-up, Policy Manager). • Director of C&FS Bureau will establish communication with neighboring counties to determine extent of impact to communication network and ask for or offer support. Under the mutual aid agreement, counties can be asked to supplement with staff, provide connection to and information from statewide systems, etc. • If emergency is anticipated to be longer than 48 hours, Director of C&FS Bureau and management team determines necessary action based on anticipated length of emergency. • Director of C&FS Bureau and management team determine if staff need to be immediately reassigned to other locations. • Support staff continues to provide support functions unless otherwise directed. Social workers will

	prioritize locating and establishing contact with dependent children and may be assigned to provide care and shelter or other support services.
Essential Function:	10. Alternative locations for operations
Process Description:	<p><u>Preparedness Activities:</u></p> <ul style="list-style-type: none"> Managers will have phone lists for all Managers and their direct report supervisors and the Director in their smart phone for use during a disaster; lists of contact information for emergency services and direct report staff are provided; managers and supervisors maintain hard copies for accessing in case of emergency. Communication is supported via use of cell phones (assigned to management team, supervisors and SW’s) when telephone service is not available. <p><u>In Event of Disaster:</u></p> <ul style="list-style-type: none"> Land line based telephone service may be interrupted in the event of a widespread emergency. This limits the usefulness of phone trees and lists. Each bureau will provide staff-callback information to the EHSD Director or designee, who will relay the information to the local Emergency Broadcast system for broadcast. Staff, when unable to receive telephone communication during an emergency, will listen to radio or television broadcasts for instructions regarding work assignments. Staff will attempt to use text messaging and emails between cell phones in the event telephone service is disrupted. Key bureau personnel in each location will attempt to report to their work site to post written notice to staff regarding work assignments. Staff who are unable to receive other forms of communication shall go to their work site for work assignment information – if travel conditions are safe. Travel to the work site should only be attempted after considering safety and the drive-ability of the roadways. Staff who are unable to get to their worksite are to report to the nearest available county office for deployment instructions.
Essential Function:	11. Orientation and ongoing training
Process Description:	<u>Preparedness Activities:</u>

	<ul style="list-style-type: none"> • Training will be coordinated with the OES and the Red Cross and Staff Development. • All staff will receive training on the contents of this Disaster Plan. • Training for staff will include how to handle timely transfers of dependent children and youth across states in the event of an emergency either in California or in another state. • Emergency preparedness training will be mandated for all staff on an annual basis. • In conjunction with training on emergency preparedness, staff will be trained on the existing Illness and Injury Prevention Plan and the Emergency Action and Evacuation Plans that address safety issues. <p><u>In Event of Disaster:</u></p> <ul style="list-style-type: none"> • The Red Cross and the Office of Emergency Services will work with the EHSD Department and CFS employees on training issues as they are needed during the course of an emergency where staff are deployed to shelters or other locations as needed.
<p>CWS Disaster Response Criteria B:</p>	<p>Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:</p>
<p>Essential Function:</p>	<p>1. Investigation process</p>
<p>Process Description:</p>	<p><u>Preparedness Activities:</u></p> <ul style="list-style-type: none"> • Manual forms are maintained and copies kept in various locations to facilitate the handling of referrals of suspected abuse if access to online systems is not available. <p><u>In Event of Disaster:</u></p> <ul style="list-style-type: none"> • Social Workers continue to investigate allegations of abuse using established criteria for prioritizing response. Existing protocols are followed as allowed by system access. • During the first 24 – 48 hours, Child Welfare Services staff <ul style="list-style-type: none"> ○ Respond to immediate referrals of suspected abuse and neglect. ○ Respond to reports of abandoned children or children separated from parents/caretakers. ○ Contact caregivers in affected areas who provide care for dependent children who are medically fragile, children with disabilities with energy dependent needs, or children with other special needs to ensure safety of children. ○ Obtain medical services and necessary consents for services for dependent children or

	<p>children removed or separated from parents as needed (plan for access to health services coordinated by C&FS Director).</p> <ul style="list-style-type: none"> ○ Receive phone calls from parents/caregivers separated from children to provide information and reconnect families. ○ Provide information to caregivers regarding disaster procedures. ○ Maintain records of services provided and contacts. <ul style="list-style-type: none"> ● Emergencies of longer duration (after first 48 hours): <ul style="list-style-type: none"> ○ Contact caretakers of dependent children to assure safety and identify any service needs. ○ Provide continuation of ongoing services. ○ Refer children and families to emergency counseling services as needed. ○ Maintain records of services provided and contacts; update CWS/CMS, if possible, or maintain manual records for input when system available utilizing paper forms or ipads. ○ Complete record searches and update systems for districts/counties where access interrupted, as directed ○ Manage hotline for connecting separated families and children.
<p>Essential Function:</p>	<p>2. Determine circumstances surrounding the child’s potential entrance</p>
<p>Process Description:</p>	<p><u>In event of disaster</u></p> <ul style="list-style-type: none"> ● CFS Social Workers investigate the circumstances of entrance by any child into the Child Welfare system as with referrals received for normal processing. ● CFS Social workers gather information and facts and assess the child’s safety and well-being. All required protocols and legal manners are followed that would be followed during times of non emergency to the extent possible. If not feasible immediately, documents is maintained to facilitate record keeping when feasible. ● If normal services are disrupted due to impact of disaster, CFS assigns staff to triage and determine location of children and availability and location of relatives, care providers, foster parents. Considerations to exceptions to normal processing, protocol, and response considered during time of emergency as necessary. ● Approval of placement homes including relatives continues with additional staff assigned to assist in this process as needed.

	<ul style="list-style-type: none"> As needed, assistance is sought from partner agencies, neighboring counties and community not affected by disaster.
Essential Function:	3. Implementation process for providing new services
Process Description:	<p><u>In event of disaster:</u></p> <ul style="list-style-type: none"> Regardless of their current function, all CFS staff may be deployed to assist with emergency investigations, locating children or providing emergency services as needed. Other activities that may be necessary include: <ul style="list-style-type: none"> Seek shelters to operate out of county if local offices/buildings are unavailable. Seek additional staff from other counties not affected by disaster. Utilize placement resources from other counties or FFAs not affected by disaster.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	<p><u>In the event of disaster:</u></p> <ul style="list-style-type: none"> CFS staff conduct reunification services as regularly practiced to the extent possible during disaster; Standards for safety of the child are not be compromised because of disaster. Risk assessments continue to be performed and Court oversight continues to the extent feasible during disaster incident. The underlying mission of CFS would remain the same; seek to reunify the family and if not possible use relatives and NREFM’s to assist in care of children until situations could be stabilized and children could return home.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors and unaccompanied non-minor dependents:
Essential Function:	1. Structure – CWS personnel
Process Description:	<p><u>In the event of disaster:</u></p> <ul style="list-style-type: none"> Managers identify Child Welfare Social Workers to work with unaccompanied minors and unaccompanied non-minor dependents as needed.

	<ul style="list-style-type: none"> • Accept responsibility for children delivered to CWS offices or shelters by first responders. Utilize Receiving Center resources as available. • Collect necessary information for documenting incidence as available. • Triage and address needs based upon the child’s current situation. • Utilizing all available resources, make efforts to connect unaccompanied children with responsible parents/relatives/adults.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	<p><u>In the event of disaster:</u></p> <ul style="list-style-type: none"> • Utilized all available resources to facilitate communications. These include bi-lingual translators, other bilingual staff and telephone Language Line services as a back-up resource, if available. Seek other resources such as assistance from other agencies, community providers, the public and/or any family members.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	<p><u>Preparedness Activities:</u></p> <ul style="list-style-type: none"> • See Essential Function 1 for information in identifying and locating parents known or previously known to the CWS/CMS system. • All SW’s are provided a smart cell phone to facilitate communication. • When assessing reunification, the underlying mission of CFS would remain the same; seek to reunify the family and if not possible use relatives and NREFM’s to assist in care of children until the emergency situation is stabilized and children can return home. <p><u>In the event of disaster:</u></p> <ul style="list-style-type: none"> • Social Worker assigned to child’s case and/or other designated Social Workers make every effort to locate parents, guardians or relatives of the child to assess. • Check CWS/CMS and Safe Measures as available for case and family history; if appropriate and available to assess safety of child if reunified. • If assessment determines reunification is viable, obtain positive identification of the parent or relative prior to release of child.

Essential Description:	4. Assess and make a determination within 30 days
	<p><u>In the event of disaster and immediate reunification with parent, guardian and relative cannot be facilitated:</u></p> <ul style="list-style-type: none"> For children for whom appropriate family cannot be located within 48 hours or assessment does not support reunification, initiate dependency proceeding in Juvenile Court and follow statutory requirements.
CWS Disaster Response Criteria D:	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"> If communication lines are not intact, receive information from Contra Costa Crisis Center via Smartphone and/or text messaging. Forward information to district offices; if possible, continue using CWS/CMS for communication, if CWS/CMS is down and phone lines are available, fax written referral information; if phone lines are not available, forward emergent referrals verbally via Smartphone
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	<p>All Division Managers</p> <ul style="list-style-type: none"> Maintains phone tree listing of all Division staff; forward updated listing to Director on a quarterly basis. Arranging for the broadcast of emergency instructions to staff: Where to report for duty Office closures and in-lieu assignments Other disaster-related information specific to the Department Managers will call supervisors, supervisors will call staff as phone service is available. Division phone lists are updated on a monthly basis and sent to all managers.

	<p>All Supervisors:</p> <ul style="list-style-type: none"> • Maintain contact with direct reports and direct work as advised by CFS Management Team. <p>All CFS Staff:</p> <ul style="list-style-type: none"> • As directed in OES training, contact supervisors to affirm report to assigned location or to receive other instructions for reporting to work.
Essential Function:	3. Communication structure – contracted services
Process Description:	<ul style="list-style-type: none"> • Efforts will be made to function at as-near-to-normal capacity as possible. However, the nature and duration of the emergency will determine actual recovery time and level of capacity. Each manager who oversees a contracted service will confirm that services are available or find an alternative source.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p><u>Preparedness Activities:</u></p> <ul style="list-style-type: none"> • Managers and ER supervisors have iPhones. Emails, texting and phone calls can be utilized via the Smartphone. • Staff will report to their regular work site unless otherwise directed. <p><u>In the event of disaster:</u></p> <p>CWS/Screening</p> <ul style="list-style-type: none"> • If the Screening function is not intact, referrals may be managed through OES. • If communication lines are intact, continue to receive calls of suspected abuse; also receive calls identifying children abandoned or separated from parents until a hotline is established. • If communication lines are not intact, receive information from Contra Costa Crisis Center via Smartphone. • Triage calls. • Forward information to district offices; if possible, continue using CWS/CMS for communication, if CWS/CMS is down and phone lines are available, fax written referral information; if phone lines are not available, forward emergent referrals verbally via

	<p>Smartphone.</p> <p>CWS/Emergency Response</p> <ul style="list-style-type: none"> • Unless there is an interruption in communication lines, receive referrals and respond. • If communication lines are interrupted, designate staff to receive emergency referrals verbally via Smartphone and respond. <p>CWS/Continuing Services</p> <ul style="list-style-type: none"> • Managers, Supervisors and staff can use Safe Measures which is a web based system to determine where all children in open cases are located. • Managers and Supervisors will ensure that all displaced children are identified and their safety is ensured.
<p>Essential Function:</p>	<p>5. Communication frequency</p>
<p>Process Description:</p>	<ul style="list-style-type: none"> • It is expected that at minimum daily communication is required. In some cases that may be more frequent or as possible. • All Division Managers and staff have Smartphone’s and will activate these phones to receive and provide emergency information. • Contact the Bureau Director to report in and/or obtain information regarding extent of emergency, any deviation from planned activities, or required temporary reassignment of staff. • If emergency occurs during work hours, immediately communicate with supervisors; if emergency occurs off-hours, communicate with supervisors prior to next scheduled work report time. • Direct staff assignments/activities. • All Supervisors will contact Division Manager to determine special assignments, if any • If emergency occurs during work hours, Managers and Supervisors will immediately communicate with staff; if emergency occurs off-hours, they will communicate with staff prior to next scheduled work report time.
<p>Essential Function:</p>	<p>6. Communication with media</p>
<p>Process Description:</p>	<p><u>Preparedness activities:</u></p> <ul style="list-style-type: none"> • EHSD employs a Public Relations Officer who is responsible for coordinating information released to the media; the CWS Director can also directly respond to media inquiries. All

	<p>other staff is to refer requests for information or statements to Public Relations staff.</p> <p><u>In the event of disaster:</u> The EHSD Director is responsible for the following essential services and tasks in an emergency:</p> <ul style="list-style-type: none"> • Coordinating with the County EHSD Director or designee at the activated Emergency Operation Center • Relay department-specific information to the EOC for dissemination by the county EHSD Director or designee. • Ensure a consistent and reliable message is given to the public regarding the emergency and the department’s role in the response. • Assure that reliable updated bulletins and press releases are issued in a timely manner. In addition, the Department has designated staff to provide media updates. Staff will refer media calls to those individuals, or if those individuals are not available, media calls will go to the EHSD Director. Also, the EHSD Director or designee serves as a liaison with the district offices for analyzing and relaying information to the press. • Act as a clearinghouse for external and internal communications. • Provide coordination of telephone response to the press and the public, including creating and updating an information hotline • Developing protocols to be followed by staff when they assist with phone duty. • Arranging duty rosters to provide appropriate phone coverage.
<p>Essential Function:</p>	<p>7. Communication with volunteers</p>
<p>Process Description:</p>	<ul style="list-style-type: none"> • OES staff, the CFS Director and Managers and Supervisors will work together in determining suitable assignments for volunteers. • Support staff from other bureaus may be available to work with Community Based Organizations and to provide other supports to the Public Information Office as needed.
<p>Essential Function:</p>	<p>8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)</p>
<p>Process Description:</p>	<p><u>Preparedness Activities:</u></p>

	<ul style="list-style-type: none"> • CFS has a toll-free number: 1-877-881-1116 which functions as a 24 hour a day child abuse Hotline • EHSD has a toll-free number: 888-704-3473 which functions as a Department wide Emergency information line.
<p>CWS Disaster Response Criteria E:</p>	<p>Preserve essential program records:</p>
<p>Essential Function:</p>	<p>1. Record preservation process</p>
<p>Process Description:</p>	<p>Records</p> <ul style="list-style-type: none"> • CDSS will, as the keeper of records, maintain the CMS/CWS system. • The County will work with their IT section to handle local access issues to CMS/CWS. • Staff will maintain records of services provided and contacts; update CWS/CMS, if possible, or maintain manual records for input when system available. • Staff will complete record searches and update systems for districts/counties where access is interrupted, as directed by the CFS Director and/or Division Managers. <p>Systems</p> <ul style="list-style-type: none"> • The County will ensure that mission-critical eligibility and payment systems are restored as soon after an emergent event as possible. • The County will prepare critical systems to withstand technological emergencies. • In the event electronic systems are unavailable, there is a back-up system for staff using a paper-based system for recording critical information that will be needed to restore/update the electronic system when it is operational. • Safe Measures which is a web based system that maintains an electronic list of all children in out of home care with contact information. This information is updated on a daily basis and is available to all staff, supervisors and managers on a 24/7 basis. Safe Measures can be accessed through the Smartphone, personal computer or county personal computers. The names, placement and contact information of all children involved with CFS are available through this system. It is an online case management/outcome management data system that has CWS/CMS information stored in a different location than our local data. • The County has in advance of an emergency, created non-electronic reports that provide critical

	information needed for the continuation of bureau-defined essential services.
Essential Function:	2. Use of off-site back-up system
Process Description:	<ul style="list-style-type: none"> • Off-site back-up of all files is managed by EHSD, Administrative Services Bureau. • Staff may use a neighboring county to input/retrieve from the Statewide CMS/CWS data system, email, etc. • Laptops with CMS/CWS remote access is available to almost all staff. Managers, supervisors and most staff are equipped with virtual private network tokens which allows them to use a remote desktop for access to all of their work, documents and programs off site.
CWS Disaster Response Criteria 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 Interstate Compact on the Placement of Children (ICPC) occurs with both the sending state and CDSS:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process must include a process that disseminates information to both the sending state and CDSS
Process Description:	<p><u>Preparedness activities:</u></p> <ul style="list-style-type: none"> • The State ICPC Compact Administrator is responsible for assisting the County in contacting other states regarding sharing information and coordinating services. <p><u>In event of disaster:</u></p> <ul style="list-style-type: none"> • Staff will be in contact with the ICPC Administrator within the County and at the State Level to ensure that services are continuous. • The ICPC liaison maintains written lists of children involved with ICPC • The ICPC liaison uses Safe Measures and other web based programs to assist with identification and location of children, if hard copies of list are unavailable. • If the ICPC liaison is affected by the disaster and unable to assist, another child welfare supervisor or manager will provide ICPC support • The ICPC liaison assists county workers in the following activities during a disaster to ensure a continuity of service and ensure safety of children and families involved with ICPC and affected by

	<p>the disaster:</p> <ul style="list-style-type: none"> • ICPC Liaison works daily with local and state points of contact to collect, and share, as appropriate, pertinent information regarding children and families receiving ICPC services; including initial location and relocation information, previously identified well being needs, status and new needs, need for services and the communities ability to provide, and ability to communicate with supervising agency and family members; • ICPC Liaison responds to child welfare staff from other states who inquire regarding children’s status; • ICPC Liaison supports social workers in determining whether continued placement in the home/sending state meets the child’s needs and assist with the coordination of relocation, if necessary.
Essential Function:	2. Mental health providers
Process Description:	<p><u>In the event of disaster:</u></p> <ul style="list-style-type: none"> • Assigned or designated Social Workers assess need and refer children and families to Mental Health for Crisis Services to children, their families, and caregivers. • Social Workers liaison with Mental Health Services to develop plan for access of Mental Health needs for children who are dependents in another state. • Staff will liaison with ICPC Mental Health to plan for counseling services, if needed.
Essential Function:	3. Courts
Process Description:	<p><u>In the event of disaster:</u></p> <ul style="list-style-type: none"> • CWS Program Analyst liaison to Courts communicates with courts for availability of Court Schedule and any changes in Court Calendar; this is communicated to staff via Managers. • Social Workers notify courts and attorneys for children and parents of any change in placement or medical status as soon as possible.
Essential Function:	4. Federal partners
Process Description:	<p><u>In the event of disaster:</u></p> <ul style="list-style-type: none"> • The CFS Director coordinates with Federal agencies and partners to advise of nature and extent of

	<p>disaster and to seek assistance as available.</p> <ul style="list-style-type: none"> • Available resources, services and support for staff are deployed to impacted areas as assessed.
Essential Function:	5. CDSS
Process Description:	<p>In the event of disaster:</p> <ul style="list-style-type: none"> • CFS Director or designee notifies CDSS of impact and extent of disaster and provides necessary reports as required. Status updates are provided. • ICPC Liaison communicates with state ICPC Coordinator to advise of any impact to children in incoming or outgoing ICPC cases. Required communication and reports are completed as soon as possible to maintain required protocols.
Essential Function:	6. Tribes
Process Description:	<p><u>In the event of Disaster:</u></p> <ul style="list-style-type: none"> • The Tribes will be notified as soon as possible of any Native American children whose placement is affected by a disaster. In addition, Tribes will have access to information disseminated via the media and through the EHSD Director or designee.
Essential Function:	7. Volunteers
Process Description:	<p><u>In the event of Disaster:</u></p> <p>Volunteer and Emergency Services will, under the guidance of the OES and the CFS Director, work with each District Manager on deploying volunteer resources and supplies.</p>