

**Del Norte County Department of Health and Human Services
Social Services Branch**

Child Welfare Services Disaster Response Plan

March 2009

Del Norte County is the most northerly coastal county in the State of California. The county comprises approximately 1,070 square miles and has the Pacific Ocean for entire western boundary. However, much of the land is public lands (Bureau of Land Management, Forest Service, Park Service and Tribal Lands) and private enterprise such as lumber companies.

County boundaries to the south are shared with Humboldt County. To the north is the State of Oregon. To the east is Siskiyou County. Del Norte County has a north/south length of 36 miles and an average width of approximately 30 miles. The county is primarily mountainous, with elevations varying from sea level to almost 6,411 feet. It is divided into steep-sided terrain compartments by two major rivers, which flow generally from east, southeast to northwest towards the Pacific Ocean. The Klamath and Smith rivers are fairly broad, with extensive low lands.

Crescent City is the largest urban community in Del Norte County and the only incorporated city within the county. The county population is approximately 28,700. Foster care children are placed primarily in Crescent City. Other nearby communities where children are placed includes Smith River, Gasquet and Klamath, all within 20 miles of Crescent City. Out of area placement communities primarily include other counties in Northern California.

In March, 2009 Del Norte County Child Welfare served approximately 72 children placed in out of home care and approximately 41 children receiving Court-ordered and voluntary services who were not placed out of the home.

I. 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:

1. Identification and location process of children who may be displaced.

A designated member of the Crisis Team (*Attachment 1-A*) will receive a spreadsheet report of the location of each child served by Child Welfare. Information contained in this report will include the child's location and phone number and the name of his/her care provider. This report will be updated monthly by the Department of Health and Human Services Systems Support

Specialist which is compiled from the state's Emergency Preparedness Report Files.

The designated Crisis Team member will create and store hard copies of this report on a monthly basis. This information will be stored in a locked cabinet within the Social Services Branch and in a locked cabinet at the Mental Health Branch. In addition, the same designated member of the Crisis Team will receive a monthly report listing the name and location of the school each child attends. This report will also be converted to a hard copy and stored with the home location of each child. Each member of the Crisis Team will be given hard copies by the designated Crisis Team member on a monthly basis.

Del Norte County Department of Operations Center has plans to obtain an 800 phone number and has five (5) VHI radios, including two portable as well as ten (10) two-way walkie-talkie radios. This equipment is housed at the same site as Child Welfare offices could be available to Child Welfare staff.

A list of minors in placement through the Probation Department, and contact information for their parents will also be obtained by a designated member of the CWS Crisis Team. This list will be updated monthly and stored in the same two locations as the Child Welfare lists. The Crisis Team Leader will coordinate with the Probation Department in the location and condition of these minors. Current average number of Probation Department placements is approximately ten (9) minors.

The Child Welfare Services (CWS) Crisis Team Leader will contact each member of the Crisis Team and/or Back-Up Crisis Team Member to initiate the identification process in the event of a disaster.

During the identification and location process, it is the responsibility of the CWS Crisis Team to contact each employee over whom he/she exercises supervision and request that each social worker contact the placement/residence/school of each child on their caseload to verify the location and condition of each child.

In the event one or more of their workers are unavailable, each Crisis Team member and/or Back up Crisis Team Member will use the list of children's addresses and phone numbers including the school each child attends and contact each placement/residence/school to verify location and condition of each child.

The Crisis Team Leader will receive verbal confirmation from each Crisis Team Member that each child has been accounted for and document their location and condition. Crisis Team Members will maintain an Information Sheet that lists

each location with notation made of each child's condition. This information will be given to the Crisis Team Leader.

2. Communication process with child care providers

Members of the Crisis Team are responsible for verifying the location of each child. During this process of verification, the Crisis Team member will make contact with each child's care provider and obtain pertinent information related the condition of the child and situation of the placement family. This information will be recorded and available to the Crisis Team Leader in a time frame designated by the Crisis Team Leader.

3. Identification of evacuation procedures – Event known in advance

For events known in advance, such as an approaching Tsunami, the County of Del Norte Department of Health and Human Services will follow standard evacuation procedures as currently in place and as outlined in Del Norte Operational Area Emergency Operations Plan. The Crisis Team Leader or Acting Crisis Team Leader will then contact the Director of Health and Human Services,

In the event the Director cannot be contacted, the Crisis Team Leader will contact the Assistant Director. In the event neither can be contacted, the Crisis Team Leader will Del Norte County's Emergency Services Coordinator and/or Liaison Officer to coordinate emergency evacuation at the Del Norte County Office of Emergency Services (707) 464-7202.

4. Identification of evacuation procedures -- Event not known in advance

The Crisis Team Leader or Acting Crisis Team Leader will contact the Director of Social Services. In the event the Director cannot be reached, the Crisis Team Leader will contact the Assistant Director, Department of Health and Human

Services. (*Contact numbers are provided on Attachment 1-B.*) Del Norte County Department of Operations Center has plans to obtain an 800 phone number and has five (5) VHI radios, including two portable as well as ten (10) two-way walkie-talkie

radios. This equipment is could be available to Child Welfare staff.

5. Identification of shelters

The Crisis Team Leader or Acting Crisis Team Leader will contact the Department of Health and Human Services to obtain updates on shelter availability. According to Del Norte Operational Area Emergency Operators Plan (May 2005) predetermined shelters will be determined by the Office of Emergency Services (*Attachment 1-C*)

The Crisis Team Leader will coordinate transportation to designated sites if such transportation cannot be provided by the care provider to ensure safety to identified children or children and their caregivers.

6. Parental notification procedures

Each member of the Crisis Team is responsible for contacting the parents of each child if such information is known. Each Crisis Team member will contact the social workers they supervise and direct them to contact parents. If social worker is not available, the Crisis Team member will contact parents if this information is known.

After the Crisis Team member has verified that each child has been located and their condition is known, the Crisis Team member will be responsible for verifying that the children's parents are advised of each child's safety and condition. This information will be recorded and available to the Crisis Team Leader in a time frame designated by the Crisis Team Leader.

7. Alternative processes for providing continued services

Supervisors and social workers are assigned to provide supervision and welfare investigation on a rotating schedule. Employee's home, cell, and work phone numbers are to be kept current to ensure that employees can be contacted as

needed. The existing 24 hour hotline phone 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.

8. Staff assignment process

The County of Del Norte Department of Health and Human Services, Social Services Branch, Child Welfare Services Crisis Team consists of the Program Manager and the Child Welfare Supervisors (*Attachment 1-A*)

In the event one or more members of the team are unavailable, the back-up Crisis Team will consist of a minimum of four other designated staff (*Attachment 1-D*).

9. Workload planning

In the event that members of the Crisis Team or Back-Up Crisis Team members are unavailable, the Crisis Team Leader will be responsible for delegating workload responsibilities to include the recruitment of other social services staff persons to execute the responsibilities of the Crisis Team.

10. Alternative locations for operations

In the event that the Department of Health and Human Services, Social Services Branch location at 880 Northcrest Drive, Crescent City is not accessible or able to sustain operations, the alternate location will be designated by the Director of Health and Human Services.

11. Orientation and ongoing training

The Program Manager for the County of Del Norte Department of Health and Human Services, Social Services Branch shall be responsible for designating a

member of the Crisis Team to be responsible for maintaining lists of all caregivers and parents of children served. This list will be updated monthly and distributed to all members of the Child Welfare Services Disaster Response Crisis Team.

A completed disaster plan will be provided to all staff and made available on the X:Drive which is accessible to all Child Welfare staff. Disaster training will be conducted by the

supervisors at unit meetings and Social Services Branch has a plan to train all employees in the Standard Emergency Management System (SEMS)/ National Incident Management System (NIMS).

A care provider letter will be developed that will include disaster information. This letter will be mailed to current care providers and given to new care providers at the initial placement of a child.

CWS Disaster Response Criteria B:

Respond, as appropriate, to new child welfare reports in areas adversely affected by a disaster, and provide services in those cases:

New child welfare investigation process and providing new services will follow current policy and procedures

CWS Disaster Response Criteria C:

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

1. Communication structure -- staff

The County of Del Norte Department of Health and Human Services, Social Services Branch, Crisis Team will contact each employee over which the Crisis Team member exercises supervision and document location and condition of each employee. This information shall be available to and made known to the Crisis Team Leader (*Attachment 1-A*)

2. Communication structure -- child welfare personnel (phone tree)

The County of Del Norte Department of Health and Human Services, Social Services Branch, Crisis Team Leader will designate a member of the Crisis Team to maintain a current phone list to be checked/updated monthly and incorporated into The Child Welfare Services Disaster Response Manual. (*Attachment 2-A*)

3. Communication structure -- contracted services.

The County of Del Norte Department of Health and Human Services, Social Services Branch, Crisis Team Leader will designate a member of the Crisis Team to contact all current contracted service providers and provide each with an update on mutual clients, plan for continued services and department operations. In addition to contracted service providers, the Crisis Team member will also contact providers under our umbrella, i.e. County of Del Norte Department of Health and Human Services, Alcohol and Other Drug Program and Mental Health (*Attachments 2-B and 2-D*)

4. Communication process when all normal channels are unavailable

The Crisis Team Leader will obtain information and availability of existing satellite telephone(s) and/or emergency staff who have ability to contact Crisis Team members in person. Crisis Team members will meet at a designated location where operations can be executed. Del Norte County Department of Operations Center has plans to obtain an 800 phone number and has five (5) VHI radios, including two portable and well as ten (10) two-way walkie-talkie radios. This equipment is could be available to Child Welfare staff.

5. Communication frequency

The County of Del Norte Department of Health and Human Services, Social Services Branch, Crisis Team Leader will contact members of the Crisis Team immediately after receiving notification of a disaster. Crisis Team members will stay in contact by phone, electronically or in person on a daily basis throughout

the duration of the emergency.

6. Communication with media

The director of Health and Human Services is the contact person between the County of Del Norte Department of Health and Human Services, Social Services Branch and any media persons.

7. Communication with volunteers

The County of Del Norte Department of Health and Human Services, Social Services Branch, Crisis Team Leader will designate a member of the Crisis Team or alternate staff member to coordinate volunteers. That designated staff member will develop a list of volunteers with contact numbers and location and will update the list monthly. This list will be given to each member of the Crisis

Team and will be kept in a locked cabinet at the Social Services Branch office and at Mental Health Branch.

8. Establishment of a toll-free number prior to disaster (include TTY)

Del Norte County Department of Operations Center has plans to obtain an 800 phone number and has five (5) VHI radios, including two portable and well as ten (10) two-way walkie-talkie radios. This equipment is could be available to Child Welfare staff.

CWS Disaster Response Criteria D: Preserve essential program records

1. Record preservation process

The County of Del Norte Department of Health and Human Services, Social Services Branch, Child Welfare Services utilizes the CWS/CMS Program for essential program records which is maintained by the State
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of California. Other records include case files Located at the office site, 880 Northcrest Drive. Contact person for Information Technology is System Support Specialist who is stationed at the County of Del Norte Department of Health and Human Service Social Services Branch

(707) 464-3191 x 276.

In the event the office site cannot be used, an alternate site will be designated by the Disaster Team Leader who will be briefed by the Del Norte County Director of Health and Human Services.

2. Use of off-site back-up system

Portable lap top computers with battery capability will be maintained by Del Norte County Department of Health and Human Services, Services, Social Services Branch, Child Welfare for use both at the Child Welfare office and off-site as needed. There are currently six (6) portable lap top computers available that can be used for this purpose.

CWS Disaster Response Criteria E: Coordinate services and share information.

1. Interstate Compact on the Placement of Children reporting process

The Del Norte County Department of Health and Human Services, Social Services Branch, Child Welfare Services contact persons for Interstate Compact on the Placement of Children is the Court Services Supervisor and member of the Disaster Crisis Team.
(Attachment 2-C)

2. Mental health providers

The County of Del Norte Department of Health and Human Services, Social Services Branch, Child Welfare Services primary mental health provider in child welfare cases is the County of Del Norte, Mental Health
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Branch. Other Providers include Remi Vista and Victim of Crime Program (CHAT Services). (Attachment 2-D)

3. Courts

The Del Norte County Department of Health and Human Services, Social Services Branch, Child Welfare Services contact person / liaison will be responsible for coordinating Court Services for clients in the event of a disaster (Attachment 3-A)

4. Federal partners

Del Norte County will utilize liaisons at CDSS and other state resources. Del Norte County will also follow FEMA and NIMS guidelines for emergency disasters. The Department's existing 24 hour hotline number will be used for the public and emergency personnel to contact Children's Services. The Department's Internet site will be also updated with emergency information.

5. CDSS

Del Norte County Public Information Officer will be in contact with CDSS. CDSS will be notified of the dedicated phone line and the procedures surrounding it.

6. Tribes

Department of Health and Social Services, Social Services Branch, Child Welfare works in conjunction with Native American Tribes both located in Del Norte County and outside the county. The Disaster Team Leader will Designate contact person for information sharing with the tribes involved in Child Welfare cases. (*Attachment 3-B*)

7. Volunteers

The County of Del Norte Department of Health and Human Services, Social Service Branch (Child Welfare) will coordinate with The County of Del Norte Office of Emergency Planning and the American Red Cross to Obtain volunteers in the event of a disaster.

Attachment I-A

- 1) Team Leader: Crystal Markytan, Program Manager, (707) 464-5200 or (707) 954-1699 (cell).
- 2) Julie Cain, CWS Supervisor, Court Services; (707) 464-5595 or (707) 954-1490 (cell).
- 3) Susan Wilson, CWS Intake, Emergency Response, Voluntary FM Supervisor, (707) 464-2846 or (707) 951-2963 (cell).
- 4) Roy Jackson, CWS Social Service Aide / Vocational Assistant Supervisor, (541) 412-9078 or (541) 661-3718 (cell).

Attachment 1-B

- Gary Blatnick, Director of Health and Human Services (707) 464-3650
- Dorothy Provencio, Assistant Director of Health and Human Services (707 464-1163 or (707) 954-1119 (cell).
- Del Norte County's Emergency Services Coordinator – (707) 464-7202
- Del Norte County's Emergency Services Liaison Officer – (707) 464-7202
- Del Norte County Sheriff's Department – (707) 464-4191
- Del Norte Fire-Rescue Services – (707) 464-2421
- Crescent City Police Department – (707) 464-2133
- Coastal Regional Emergency Operators Center – (510) 286-0895; Fax: (510) 286-0853.
- California Emergency Operations Center -- (916) 845-8911; Fax: (916) 845-8910.
- Coast Guard: Emergency -- (707) 756-4141

Attachment 1-C

- Del Norte County Elementary/Middle/High Schools
 - Bess Maxwell Elementary
1124 El Dorado St. Crescent City (707) 464-0310
 - Crescent Elk Middle
994 G St. Crescent City (707) 464-0320
 - Joe Hamilton Elementary
1050 E. St. Crescent City (707) 464-0330
 - Margaret Keating Elementary
300 Minot Creek Rd. Klamath (707) 464-0340
 - Mary Peacock Elementary
1720 Arlington Dr. Crescent City (707) 464-0301
 - Mountain
55 Azalea Ln. Gasquet (707) 457-3211
 - Pine Grove
900 Pine Grove Rd. Crescent City (707) 464-0350
 - Redwood
6900 Lake Earl Dr. Fort Dick (707) 464-0360
 - Smith River
564 1st St. Smith River (707) 464-0370
 - Del Norte County High School
1301 El Dorado St. Crescent City (707) 464-0260
 - Sunset Continuation High School
2500 Elk Valley Crossroad Crescent City (707) 464-0380

- Crescent City County Fire Departments
377 J St. Crescent City (707) 464-7483

- Del Norte County Fairgrounds
421 Hwy 101 North, Crescent City (707) 464-9556

Attachment 1-D

- 1) Sheila Davis, Social Worker; (707) 218-4241 or (707) 954-1770 (cell).
- 2) Cindy Salatnay, Social Worker; (707) 954-4756 or (707) 954-4121 (cell).
- 3) Teri Scott, Social Worker; (707) 464-2099 or (707) 954-2322 (cell).
- 4) Deidra Ward, Social Worker; (707) 954-3994 or (707) 954-1175 (cell).

Attachment 2-A
Phone List
Del Norte County Child Welfare

CPS WORKERS

| Name | Home # | Cell # |
|--|------------------------|--|
| Wilson, Susan - Supervisor | 464-2846 | 951-2963 Private |
| Cain, Julie - Supervisor | 487-5595 | 954-1490 Private |
| Jackson, Roy - Supervisor | Cell Phone Only | 954-5443 Private |
| Markytan, Crystal – Program Manager | 464-5200 | 954-1699 Private |
| Davis, Amber - Analyst | 465-0900 | 954-4039 Work |
| Blankenship, Nancy | 464-5753 | 954-2652 Work |
| Brinkman, Sandy | 465-8966 | None |
| Clough, Marci | Cell Phone Only | 954-0152 Work |
| Davis, Sheila | 954-1770 Cell | 218-4241 Work |
| Farren, Cindy | 465-1787 | 954-3722 Private |
| Landes, Darcee | 464-3034 | 954-2651 Work |
| Salatnay, Cindy | 954-4121 Cell | 954-4756 Work |
| Scott, Teri | 464-2099 | 954-2322 Private |
| Walradt, Tom | 464-1786 | 954-2976 Work |
| Ward, DeeDee | 464-3480 | 954-3994 Work or 954-1175 Private |
| Williams, Daphane | 464-4611 | 954-2665 Work |
| Yang, Thao | 464-2335 | 218-5732 Work |
| Answering Service | 530-225-8140 | |
| ER CELL PHONE | 954-2654 | |

APS WORKERS

| | | |
|--|-----------------|-------------------------|
| Perry-Ellis, Deanna - Supervisor | 464-7076 | 460-3061 |
| Markytan, Crystal – Program Manager | 464-5200 | 954-1699 Private |
| Silva, Job | 460-0387 | 218-4213 Work |
| Wallace, Lenora | 464-1967 | 954-2663 |
| Nielsen, Crystal | 954-6141 | 954-1490 Work |
| Young, Mary | 458-3346 | |

FYI NUMBERS

| | | |
|--------------------------|-------------------------------------|---------------------------|
| Gary Blatnick | 458-3650 | 951-5055 |
| Gayle Chadwick | 464-5562 | None |
| Dorothy Provencio | 464-1163 | 954-1119 |
| Answering Service | 530-225-8143 Business Office | 530-242-6257 (Fax) |

Corrected on 03/05/2009 (TY)

Attachment 2-B

- Environmental Alternatives, Foster Family Agency; Contact Person: Jessica Miguel (707) 443-7370.
- Mend / Wend : Men and Women Experiencing Nonviolent Directions. Contact person: Pasqual Romano (707) 441-8630 or (707) 464-3692.
- The Community Assistance Network / Leap Program. Contact person: Kathryn Murray (707) 464-5500 or (707) 228-7251 (cell).
- Remi Vista. Contact person: Karen Dieter (707) 464-4349.
- Child Care Council. Contact person: Melody Wagoner (707) 464-8311 x 121. Fax: (707) 464-8313.
- North Coast Health Screening. Contact person: Sydney Patterson (707) 465-1036 or (707) 465-9437 (pager).
- County of Del Norte Department of Health and Human Services, Alcohol and Other Drug Program, Contact person: Jill Fullington, (707) 464-4813.
- County of Del Norte Department of Health and Human Services, Mental Health Branch. Contact person: Sandy Squires MFT (707) 464-7224.

Attachment 2-C

Primary ICT Contact Person:

Julie Cain: (707) 464-3191 x289 and
After business hours : (707) 487-5595
or (707) 954-1490 (cell).

Back-up ICT Contact Person:

Susan Reaves: (707) 464-3191 x293
After business hours (707) 465-6312
or (707) 954-2556 (cell).

Attachment 2-D

Mental Health Contacts

Sandy Squires, MFT (707) 464-7224 and after business hours:
(707) 458-3282 (cell).

Child Psychiatrist, Dr. Jennifer Wilson (707) 464- 7224

Other Mental Health Providers

- Remi Vista (children's mental health services) Contact person: Karen Dieter (707) 464-4349.
- Child Abuse Treatment Program (CHAT) administered through Victim of Crime Office (707) 464-7273 and (707) 464-2975 (fax).

Drug and Alcohol Providers

- County of Del Norte Department of Health and Human Services, Alcohol and Other Drugs Program, (707) 464-4813.

Attachment 3-A

Contact Person for Court Services:

Julie Cain, Court Services Supervisor and member of the Disaster Team: (707) 464-3191 x289 and after business hours: (707) 487-5595 or (707) 954-1490 (cell).

Secondary contact person : Georgia England, Social Worker, (707) 464-3191 x285 or after business hours: (707) 464-9780.

Del Norte County Superior Court : 450 H Street, Crescent City (707) 464-8185.

Del Norte County, County Counsel: Cindy Caine (707) 465-0989.

Attachment 3-B

- Yurok Tribe, Main Tribal Office, 15900 Hwy 101, South Klamath, CA (707) 482-2921, (707) 482-1377 (fax).
- Smith River Rancheria, 140 Rowdy Creek, Smith River, CA 95567 (707) 487-9255, (707) 487-0930 (fax)
- Elk Valley Rancheria, 2332 Howland Hill Rd, Crescent City 95531, (707) 464-4680.
- Bureau of Indian Affairs Northern California Agency, 1900 Churn Creek, Ste 300, Redding, CA 96002 (530) 246-5141, (530) 246-5167 (fax).

Agency Incident Commander
1. Dr. Thomas Martinelli
2. Dr. Gary Blatnick
3. Dorothy Provencio
4. Crystal Markytan
5. Stormy Borelli
6. Melody Cannon
7. Carmen Fong-Chavez

Liaison Officer
1. Cindy Henderson
2. Sharon Vance

Safety Officer
1. Leon Perreault
2. Cameron Ajuard

Public Information Officer
1. Dr. Gary Blatnick
2. Dorothy Provencio
3. Randy Bancroft

Documentation Officer
1. Public Health Adm. Analyst
2. Mikey McNally

Planning/Intelligence
Section Chief
1. Randy Bancroft
2. Jeff Wolsfield

Operations Section Chief
1. Cindy Henderson
2. Melody Cannon

Logistics Section Chief
1. Stormy Borelli
2. Crystal Markytan

Finance/Administration
Section Chief
1. Dorothy Provencio
2. Stormy Borelli