

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:	The Health and Human Services Agency (HHSA) – Child Welfare Disaster Team (CWDT), which is identified under Essential Function 8, will utilize mapping and placement records in SafeMeasures®, a hard-copy of the weekly client (minors and non-minors in out-of-home care) placement report, and the most recent page(s) of the handwritten placement log (which will be available to staff for inclusion in their “After-Hours” binders) to contact each placement to determine if the client and caregivers are safe.
Essential Function:	2. Communication process with child care providers
Process Description:	The same placement information sources as identified in Essential Function 1 will be used to contact all SCPs via telephone. If telephone systems are not working, or the Substitute Care Provider (SCP) is not able to be contacted, attempts to contact the SCP in-person, through other family members, by text or through social media will be undertaken by CPS staff and continued until contact is made. Updates to the status of minor dependents and non-minor dependents will be provided to the CWDT by CPS staff, and the CWDT will communicate updates to the HHSA liaison in the Emergency Operations Center (EOC) as needed.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	When there is advanced notification of a pending disaster, the CWDT will operate in conjunction with the HHSA Emergency Response Plan and follow the instructions of the El Dorado County Sheriff’s Office of Emergency Services (OES). The SCPs will be contacted as described above and advised of Red Cross or other shelter locations as needed. The CWDT and CPS staff will utilize CWS/CMS placement information and attempt to contact foster children and SCPs in the apparent path of a disaster, via telephone or existing contact method, and instruct them according to the direction of the OES or the HHSA liaison in the EOC. The SafeMeasures® web-based application can be used to display emergency management maps to locate client placements which may be affected. The CWDT will contact the HHSA liaison at the EOC or OES as necessary at 530-621-6600.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance

Process Description:	When there is not advanced notification of a pending disaster, the CWDT will operate in conjunction with the HHSA Emergency Response Plan and follow the instructions of the El Dorado County Sheriff's Office of Emergency Services (OES). The SCPs will be contacted as described above and advised of Red Cross or other shelter locations as needed. The CWDT will utilize CWS/CMS placement information and attempt to contact foster children and SCPs in the apparent path of a disaster, via telephone or existing contact method, and instruct them according to the direction of the OES. The SafeMeasures® web-based application can be used to display emergency management maps to locate client placements which may be affected. The CWDT will contact the HHSA liaison at the EOC or OES as necessary at 530-621-6600.
Essential Function:	5. Identification of shelters
Process Description:	The CWDT will operate in conjunction with the HHSA Emergency Response Plan and follow the instructions of the OES. The CWDT will contact the HHSA liaison at the OES or the OES as necessary at 530-621-6600.
Essential Function:	6. Parental notification procedures
Process Description:	Contact information from CWS/CMS will be used to contact parents. The CWDT or CPS staff will share with the parent(s) the status of the child. Child location information will not be shared with the parent(s) if so ordered by the court. Parents will be updated as needed and determined by the CWDT.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	Depending on the level of the disaster, the CWDT will continue to access services for existing and new clients as available. If services are unavailable due to the disaster, services will be resumed as soon as possible. If children must be located in other counties or states, the CWDT will coordinate with these jurisdictions to ensure that services are accessed in the new location.
Essential Function:	8. Staff assignment process

Process Description:	<p>The CWDT, at a minimum, will consist of a CPS Social Services Program Manager, Social Worker Supervisor, Supervising Deputy Probation Officer, CPS Staff Services Analyst and a CPS Social Worker. The CWDT will keep the HHSA Director, Chief Probation Officer, HHSA Chief Assistant Director, Assistant Chief Probation Officer, HHSA Assistant Director of Social Services, Deputy Chief Probation Officer and the HHSA Deputy Director apprised of program status. Based on the nature and extent of the disaster, the following additional staff members may be called to assist:</p> <ul style="list-style-type: none"> • CPS Social Worker or Social Worker Clinician • Deputy Probation Officer • Foster Care Eligibility Worker • CPS Social Services Aide • CPS Office Assistant • CPS/CMS Information Systems Coordinator • County Mental Health and Public Health Staff
Essential Function:	9. Workload planning
Process Description:	<p>Under the direction of program management and the CWDT, staff members will manage their existing assignments and caseloads or be assigned as necessary to ensure the safety and well-being of youth. After-hours responses will continue as per existing procedures.</p>
Essential Function:	10. Alternative locations for operations

<p>Process Description:</p>	<p>Alternative CPS program locations for operations will be determined by the HHS Continuity of Operations Plan, the El Dorado County Chief Administrative Officer (CAO), and the HHS Director.</p> <p>Primary operations for CPS will be conducted in Placerville at 3057 Briw Road, Suite A Placerville, CA 95667 Phone: (530) 642-7100, Fax: (530) 626-7427 and in South Lake Tahoe at 3368 Lake Tahoe Blvd., #100 South Lake Tahoe, CA 96150 Phone: (530) 573-3200, Fax: (530) 541-6736.</p> <p>The Placerville and South Lake Tahoe CPS operations will alternately be conducted from the unaffected CPS office location or an area of operation as identified in the Continuity of Operations Plan. CPS staff are issued laptop computers with remote access capabilities to CWS/CMS, and CPS staff will respond as needed to support CPS operations in either location and at the direction of the CWDT.</p> <p>HHS has a contract in place with New Connections Communication Services to perform services necessary to provide after hours, weekend, emergency, and holiday telephone and pager exchange services. If necessary, due to an emergency we could request that they answer calls and route for service.</p>
<p>Essential Function:</p>	<p>11. Orientation and ongoing training</p>
<p>Process Description:</p>	<p>Orientation and ongoing training will be conducted by HHS Emergency Preparedness staff. Additionally, designated CWDT staff will attend and complete HHS's Preparedness Academy.</p>
<p>CWS Disaster Response Criteria B:</p>	<p>Respond, as appropriate, to new CWS 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>The CWDT will coordinate with CPS Emergency Response Unit supervisors and staff to respond to all immediate response referrals received via the CPS hot line or any other means, and additional staff or support staff will be called in as necessary to support CPS operations. Non-immediate response referrals will be responded to within 10 days. All efforts will be made to continue current investigations and meet statutory investigative timelines.</p>
<p>Essential Function:</p>	<p>2. Determine circumstances surrounding the child's potential entrance</p>
<p>Process Description:</p>	<p>Every case will be investigated as to the circumstances that resulted in the child coming to the attention of CPS. Every effort will be made to mitigate the court's involvement in those referrals made only as a result of the disaster or disaster effects, as appropriate and in the best interest of the child.</p>

Essential Function:	3. Implementation process for providing new services
Process Description:	All efforts will be made to continue current investigations and meet statutory investigative timelines. Services will be provided as appropriate, available and per existing policy and procedures.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	CPS will make every effort to work with families, the court, and service providers to emphasize the reunification of children as appropriate and in the best interest of the child.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	The CWDT will coordinate with the CPS Emergency Response Unit supervisors and staff to respond to all situations involving unaccompanied minors and coordinate with the HHSA liaison at the EOC for any reports of unaccompanied minors at Red Cross or other shelter locations. In a disaster response scenario, these reports will be designated as immediate response (IR) referrals and investigated per existing procedures. Additional CPS staff or support staff will be called in as necessary to support these program functions.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	The CWDT will operate through established procedures already in place, including using translators (or staff) or through services such as Language Line.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	Every referral will be investigated and evaluated on the circumstances that resulted in the child coming to the attention of CPS, and every effort will be made to mitigate court involvement in those referrals made only as a result of the disaster or disaster effects.
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	All efforts will be made to meet statutory investigative and determination timelines, to include determining the location of family members in the area and conduct family finding efforts.

CWS Disaster Response Criteria D:	Remain in communication with caseworkers and other essential CWS personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	If telephone systems are working, staff, clients and child abuse reporters will be able to use the CPS hot line numbers for Placerville at (530) 642-7100 and South Lake Tahoe at (530) 573-3201 to communicate with CPS program staff. The after-hours answering service will be used for new reports of child abuse or neglect occurring outside of regular business hours. The CWDT will utilize telephone, email, text or other social media to stay in contact with staff and the HHSA liaison at the EOC. In the event that telephone systems are not working, see item 4 below.
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	If telephone systems are working, CWDT will use the CPS Confidential Phone list to communicate with staff. This list is updated and distributed to CPS staff monthly. In the event that telephone systems are not working, see item 4 below.
Essential Function:	3. Communication structure – contracted services
Process Description:	If telephone systems are working, CWDT will attempt to contact service providers to determine if they are conducting business as usual or who else might be able to provide services. In the event that telephone systems are not working, see item 4 below.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	In emergency circumstances, 800 MHz in-car radios are available for CPS staff on field assignments for communication with the El Dorado County Sheriff's Office dispatch. The CWDT will utilize cell phones, text or other social media to stay in contact with staff and the HHSA liaison at the EOC.
Essential Function:	5. Communication frequency
Process Description:	The CWDT will communicate daily with the CDSS, CPS staff, HHSA Executive Management, and the HHSA liaison to the EOC.
Essential Function:	6. Communication with media

Process Description:	The HHSA Public Information Officer (PIO), at the direction of HHSA Executive Management, will coordinate communications with the OES. The Emergency Operations Center - Joint Information Center will be the primary point of contact for the media.
Essential Function:	7. Communication with volunteers
Process Description:	Volunteers are not currently utilized in El Dorado County CPS.
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	El Dorado County CPS accepts collect calls during normal business hours. When phones are “rolled over” to an answering service at night, and on weekends or in case of an emergency, calls are forwarded to an 800 number which also accepts collect calls. The answering service will utilize the California Relay Service (CRS) for TDD.
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	CPS electronic records are managed by the state, stored out of county on redundant servers, and would be preserved in the event of a local disaster. CWS/CMS records are backed up every 24 hours. Should hard copy record damage occur, a document preservation service will be utilized as appropriate.
Essential Function:	2. Use of off-site back-up system
Process Description:	CPS electronic records are updated daily by CPS staff. CWS/CMS is managed by the state, stored out of county on redundant servers, and would be preserved in the event of a local disaster. The state has existing procedures in place for management of CPS electronic records in the event of a local emergency affecting CWS/CMS backup servers, and these procedures are tested annually by the state. CWS/CMS records are backed up every 24 hours.
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 ICPC occurs with both the sending state and CDSS:

Essential Function:	1. ICPC reporting process must include a process that disseminates information to both the sending state and CDSS
Process Description:	Interstate Compact on the Placement of Children (ICPC) placements from other states will be contacted by the CWDT or CPS support staff. Information on the safety and whereabouts of those children will be reported to the ICPC contact in those states through contact information provided and maintained by CDSS, and as timely as circumstances allow.
Essential Function:	2. Mental health providers
Process Description:	The CWDT will be in contact with County Mental Health and service providers through existing contact procedures to coordinate mental health services as needed for dependent minors and dependent non-minors. The CPS social worker clinician is based out of the CPS Placerville Office and will be used, as needed, to facilitate this process.
Essential Function:	3. Courts
Process Description:	The CWDT will be in contact with the Court through an already established after-hours protocol, and through existing channels as needed, to ensure that any necessary court proceedings take place, whether locally, in another court in the county, or in a temporary emergency court setting.
Essential Function:	4. Federal partners
Process Description:	Communication and information sharing with federal agencies will be coordinated by the OES through the HHSA liaison at the EOC.
Essential Function:	5. CDSS
Process Description:	Communication and information sharing with CDSS will be coordinated by the CWDT and provided daily, or as needed, to support CWS.
Essential Function:	6. Tribes
Process Description:	The CWDT will communicate with Tribes as timely as possible, by any means of communication available, to report on the safety of any foster children with Tribal affiliation. The federally recognized Shingle Springs Band of Miwok Indians will be contacted through their Social Services Director by OES through the HHSA liaison at the EOC.
Essential Function:	7. Volunteers

Process Description:	Volunteers are not currently utilized in El Dorado County CPS.
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