

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

County & Agency Name: Los Angeles County Department of Children and Family Services Date completed: December 2008

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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. 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

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"> • Geographic Information Services (GIS) will produce a "Potential Child Victim List" (PCVL) from the existing Child Welfare Services/Case Management System (CWS/CMS) data base. • Creation of the PCVL will require utilization of specific "Shape Files" or identified zip codes that must be obtained from local or state entities or by use of a qualified and approved mapping services.

- A list will be developed and information will be downloaded into an existing Information Technology Services (ITS) Division server. The data base information can be accessed by creating a link which will permit all CWS/CMS users to obtain information on their respective caseloads.
- Children's Social Workers (CSW) will attempt to contact caregivers by telephone to determine safety status of child/children in their care and damage sustained, if any to the home or facility.
- Document information received in case record.
- Schedule home visit, if unable to reach caregiver by telephone.
- Complete, if possible, home call to determine status of children and damage to home, if any.
- CSW will report status of children contacted to supervisor.
- Continue to contact children and homes by telephone or in person until the status of all children in caseload is known.
- Continue to update supervisor with current status reports of children in caseload.
- Confer with Supervisor, as necessary, on circumstances and status of children and homes.
- Report any serious injuries or deaths to children in caseload.
- Respond to requests, as directed, to perform other emergency related activities which may be required of the division, agency or county.
- Report to supervisor any unusual situation or circumstances encountered as a result of emergency.
- CSWs will contact each caregiver to obtain the status of each child and report the information to their respective supervisor and/or manager.

	<ul style="list-style-type: none"> • In the event minor children become displaced from parent or caregivers and immediate identification is not available due to age, or severe medical condition, information regarding children’s identities consisting of pictures and general descriptions can be obtained from the KidPix Photo ID Program. KidPix is a computer based program that allows DCFS staff to upload photographs of children and youth into the computer and be disseminated throughout the affected local area shelters, hospital and medical triage. Additionally, the assistance of the media (i.e. radio, televisions) can be used to distribute the information in an effort to locate and reunite children with parents and or caregivers. • Utilize the established National Information System Typing Tool which has a list of translators to assist in the communication process when and where applicable. • Although officials will make every effort to maintain evacuated individuals in a safe area as close as possible to the evacuated area, DCFS will work closely with all emergency entities to determine the location of shelters to ensure continued communication and assist in identifying children that may be located at these shelter sites. • DCFS will work closely with Department of Public Social Services (DPSS), Red Cross, local, state and federal officials to obtain the locations of evacuees and take all steps to ensure the identity, safety and re-unification of children and caregiver.
Essential Function:	2. Communication process with caregivers.
Process Description:	<ul style="list-style-type: none"> • In the event of a disaster, communication with caregivers will be critical in order to determine the safety status of both child and caregiver. • The Department maintains a comprehensive database of information on all caregivers that consist of name, telephone number, address and name of children and caregivers. • When necessary this information will be extracted and provided to CSWs or designated staff to assist in determining the safety status and the reuniting process of children and caregivers. • When caregivers are impacted by a disaster they are instructed to inform their CSWs of their status and whereabouts.

	<ul style="list-style-type: none"> • In the event caregivers cannot contact their CSWs, they are instructed to call the Child Protection Hotline (CPHL) at (800) 540-4000 and the information will be relayed to the CSWs. • If communication is limited during a disaster, alternative communication will be necessary (i.e. texting, short wave radios, faxes). • If CSWs are unable to reach the home or facility by telephone or other means as listed above, a visit to shelters may be necessary. • After communication has been established and CSW determines that injuries and/or death have occurred, these findings must be reported to the Children and Family Services Department Operations Center. • The information will be relayed immediately to management and the Child Fatality Section within four (4) hours after it has been obtained. <p>Note: The status of <u>all</u> children should be recorded and noted in case record, even if determined that they are safe and their home is free of and had no imminent danger.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance.
Process Description:	<ul style="list-style-type: none"> • Wild fires usually erupt in areas that do not have immediate impact on the public. In such cases, first responders can give advance notice to the potentially affected areas. • Flooding waters and mudslides are other disasters that are usually occur with some prior knowledge and notification from officials. • In the event of an evacuation that is known in advance, all evacuation procedures will be under the control of local, state or federal entities (first responders). When time permits, the Department will make every attempt to identify all children and caregivers in the affected areas. All appropriate steps will be taken to fast-track the displaced parties into local area shelters. This will require continued collaboration with the Red Cross, local, state and federal officials.

	<ul style="list-style-type: none"> An established communication is in process to maintain a continued link between CSWs and caregivers in the event of a disaster. Caregiver and child information has been incorporated into the CWS/CMS database in order to maintain information to be distributed when needed.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance.
Process Description:	<ul style="list-style-type: none"> Safety is always the number one priority and ranks at the top of the list of concerns for children under the care of Department of Children and Family Services. Every effort is made to ensure that each child’s welfare is protected, to the best of our ability, at all times. <p>County Employees as Disaster Service Workers</p> <ul style="list-style-type: none"> According to California Government Code, Sections 3100-3102, "all public employees are hereby declared to be disaster service workers, subject to such disaster service activities as may be assigned to them by their superiors or by law." For purposes of the government code, "disaster service workers" includes all public employees and all volunteers. The term "public employees" includes all persons employed by the state or any county, city, state agency, or public district, excluding aliens legally employed. It is expected that all employees will cooperate in providing necessary services in the event of an emergency/ disaster. All employees shall be required to provide necessary services when directed by agency management. This includes use of employees for critical, sub-critical, and essential functions, which are the responsibility of the agency. It is the exclusive right of the county to make all decisions of a managerial or administrative character, including, but not limited to: <ol style="list-style-type: none"> The nature and extent of services to be performed; The method, means, and personnel by which the county's operations are to be conducted; and Such other decisions as may be necessary to organize and operate the county in the most efficient manner and in the best interest of all the citizens of the county.

	<ul style="list-style-type: none"> • It is the exclusive right of the county to make all decisions in directing its employees including, but not limited to, scheduling work, making work assignments, ordering overtime, classifying positions, etc. • Employees should be made aware of these provisions. They should also be informed that their assignment in times of emergency/disaster might be for a need other than in their assigned division or program. Assignments will be made by management and/or supervisory staff, based on the greatest need in any of the given agency, emergency/disaster functions.
Essential Function:	5. Identification of shelters.
Process Description:	<ul style="list-style-type: none"> • The Department's Disaster Services Section will maintain continued communication with the DPSS as lead department to acquire the locations of shelters. A master list of caregivers/children potentially affected by the disaster will be created for identification purposes. Information will be distributed to appropriate CSWs and contact will be made to ensure the safety of all. • The Department's Disaster Services Section will maintain continued communication with Los Angeles County Office of Emergency Management (OEM) to acquire the locations of shelters as they are established. A master list of potential caregivers/children under care will be created for identification purposes. Information will be distributed to appropriate CSWs and subsequent contact will be made to acquire the safety status of all. • DCFS will continue to maintain and update a current list of all existing shelters within the disaster service areas.
Essential Function:	6. Parental notification procedures.
Process Description:	<ul style="list-style-type: none"> • Children's Social Workers and volunteers will utilize all means of available communication to notify caregivers in the event of caregiver/child separation due to the disaster. Communication will consist of U.S. Mail, Internet, telephone (landline/cell phone), courier and other means that may be available due to emergency limitations.

	<ul style="list-style-type: none"> • DCFS will work closely with DPSS, Red Cross, local, state and federal officials to obtain the locations of evacuees and take all steps to ensure the identity, safety and re-unification of children and caregiver. • CSWs and volunteers will utilize all means of available communication to notify caregivers in the event of caregiver/child separation due to event. Communication will consist of US Mail, Internet, telephone (landline or cell phone), courier and/or other means available.
Essential Function:	7. Alternative processes for providing continued services.
Process Description:	<ul style="list-style-type: none"> • All alternative services available will be utilized to provide continued services to children under care and those that may come under DCFS care due to a disaster. The alternative services may include shelter care supervisions, providing minor children direct care, assist DPSS in identification and distribution of special clothing and other financial needs to victims.
Essential Function:	8. Staff assignment process.
Process Description:	<ul style="list-style-type: none"> • Geographic Information Services (GIS) will produce a “Potential Child Victim List” (PCVL) from the existing Child Welfare Services/Case Management System (CWS/CMS) data base. • Creation of the PCVL will require utilization of specific “Shape Files” or identified zip codes that must be obtained from local or state entities or by use of a qualified and approved mapping services. • A list will be developed and information will be downloaded into an existing Information Technology Services (ITS) Division server. The data base information can be accessed by creating a link which will permit all CWS/CMS users to obtain information on their respective caseloads. • Children’s Social Workers (CSW) will attempt to contact caregivers by telephone to determine safety status of child/children in their care and damage sustained, if any to the home or facility. • Document information received in case record.

- Schedule home visit, if unable to reach caregiver by telephone.
- Complete, if possible, home call to determine status of children and damage to home, if any.
- CSW will report status of children contacted to supervisor.
- Continue to contact children and homes by telephone or in person until the status of all children in caseload is known.
- Continue to update supervisor with current status reports of children in caseload.
- Confer with Supervisor, as necessary, on circumstances and status of children and homes.
- Report any serious injuries or deaths to children in caseload.
- Respond to requests, as directed, to perform other emergency related activities which may be required of the division, agency or county.
- Report to supervisor any unusual situation or circumstances encountered as a result of emergency.
- CSWs will contact each caregiver to obtain the status of each child and report the information to their respective supervisor and/or manager.
- In the event minor children become displaced from parent or caregivers and immediate identification is not available due to age, or severe medical condition, information regarding children's identities consisting of pictures and general descriptions can be obtained from the KidPix Photo ID Program. KidPix is a computer based program that allows DCFS staff to upload photographs of children and youth into the computer and be disseminated throughout the affected local area shelters, hospital and medical triage. Additionally, the assistance of the media (i.e. radio, televisions) can be used to distribute the information in an effort to locate and reunite children with parents and or caregivers.
- Utilize the established National Information System Typing Tool which has a list of translators to assist in the communication process when and where applicable.

	<ul style="list-style-type: none"> • Although officials will make every effort to maintain evacuated individuals in a safe area as close as possible to the evacuated area, DCFS will work closely with all emergency entities to determine the location of shelters to ensure continued communication and assist in identifying children that may be located at these shelter sites. • DCFS will work closely with Department of Public Social Services (DPSS), Red Cross, local, state and federal officials to obtain the locations of evacuees and take all steps to ensure the identity, safety and re-unification of children and caregiver. • In the event of an evacuation that is known in advance, all evacuation procedures will be under the control of local, state or federal entities (first responders). When time permits, the Department will make every attempt to identify all children and caregivers in affected areas. All appropriate steps will be taken to track the displaced parties to local area shelters by continued collaboration with the Red Cross, local, state and federal officials. • An established communication is in process to maintain a continued link between CSWs and caregivers in the event of a disaster. Caregiver and child information has been incorporated into the CWS/CMS database in order to maintain information to be distributed when needed.
Essential Function:	9. Workload planning.
Process Description:	<ul style="list-style-type: none"> • Depending on the nature and extent of the disaster, the Department would activate the DOC. The Senior Deputy Director, Senior Disaster Services Analyst and other Administrative staff normally staff the DOC. • Subsequent to a disaster event, Disaster Services section will activate the DOC in order to establish communication, gather information and assist in the recovery process to mitigate existing child safety and parental issues. • DCFS Children Hotline and Command Post section will continue to operate if and when possible. If in the event the main Hotline office location is affected and cannot operate under normal conditions, alternative locations have been established and will be activated within minutes to continue the uninterrupted process of receiving emergency calls.

Essential Function:	10. Alternative locations for operations.
Process Description:	<p>The following DCFS sites will be utilized as an alternate work sites due to building damage, inaccessible routes, lack of communications (telephones), no utilities, gas or water leaks, etc.</p> <p><u>Alternate Locations</u></p> <ul style="list-style-type: none"> • 425 Shatto Place, Los Angeles, California (DCFS Headquarters) • 725 South Grand Avenue, Glendora, California (Glendora Regional Office) • 12440 West Imperial Highway, Norwalk, California (Norwalk Imperial Centre)
Essential Function:	11. Orientation and ongoing training.
Process Description:	<ul style="list-style-type: none"> • DCFS Training Section provides orientation training to new staff on disaster services and the responsibilities of each as it relates the Disaster Service Worker Program. OEM and DHR have developed an on-line Disaster Service Worker training module that will allow all staff to be trained in the overall National Information Management System (NIMS) and disaster procedure protocol. • The DCFS Disaster Services Section will continue to provide training on disaster preparedness to staff on how to increase their disaster preparedness information and develop emergency procedures at work and at home.
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"> • If communication exists, ongoing service will remain available by DCFS to receive notification of child abuse, child safety, child abandonment, etc. DCFS Command Post will continue to dispatch necessary staff to effectively respond to the needs of children in distress. • CSWs will continue to receive specialized training on how to handle investigations in adverse conditions and how to ensure their personal safety while in the performance of required duties.

	<ul style="list-style-type: none"> • Subsequent to a disaster event, Disaster Services section will activate the DOC in order to establish communication, gather information and assist in the recovery process to mitigate existing child safety and parental issues. • DCFS Child Protection Hotline (CPHL) and Emergency Response Command Post (ERCP) will continue to operate if and when possible. If in the event the main CPHL office location is affected and cannot operate under normal conditions, alternative locations have been established and will be activated within minutes to continue the uninterrupted process of receiving emergency calls.
Essential Function:	2. Implementation process for providing new services.
Process Description:	<ul style="list-style-type: none"> • New child safety “referrals” will continue to be generated when possible during a disaster. ERCP CSWs will continue to provide needed services to the public when possible. • Case documentation will continue with existing tools and when existing tools are not available, workers will resort to the manual documentation and storage process. All confidential material will continue to be handled with established procedures to ensure the privacy of both child and caregiver. • If conventional communication does not exist, alternative communication will be utilized to provide the above services. These communication methods may consist CWIRS radios, couriers and other methods available. • When available, cell phones and laptops with Wi-Fi connectivity will be issued to CSWs for continued communication and uploading and downloading of data from CWS/CMS.
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:	In the event of an emergency or disaster, maintaining communication is top priority.

Onsite Facility/Building/District Manager or Designee

- Depending on location of emergency/disaster area, Facility/Building/District Manager, or designee (i.e. employee who lives close to office area), will travel to office, if safe to do so, to determine damage and if the office is safe for occupancy.
- If applicable, note any specific damage on the Initial Damage Assessment Report.
- Be as detailed as possible following the guidelines on the form.
- Determine if telephones, computers, fax, and other equipment, essential for agency/division functions, are operational.
- Determine if utilities (water, electric, heat, air conditioning) are operational.
- Decide if building is safe or unsafe for occupancy, so that employees contacted are given correct information on where agency/division operations will be performed.
- Post sign at site advising staff and clients of office alternate site, due to damage.
- Complete an Emergency/Damage Assessment form for required disaster and/or cost claiming purposes.
- Existing procedure requires all child welfare personnel to call designated pre-established emergency numbers in the event of a disaster. These emergency numbers are located in each Regional Office. In the event of a catastrophic condition, staff has been instructed to call the appropriate numbers to receive information on the condition of their work location and information on reporting to regular work location and or alternative location if necessary.

Disaster Services Section

The Department's Disaster Services Section will conduct emergency management services as follows:

- Utilize every means necessary in order to gather critical data on each event.

	<ul style="list-style-type: none"> • Work in collaboration with Geographic Information Services in the development and distribution of the Potential Child Victim List. • Assist in the information distribution process on all disaster events to DCFS staff, OEM and CDSS. • Receive and process critical information on the status of the Department’s work sites and assist in the “Business Recovery” process. • Receive and process information on services being provided by first responders to potential victims of the disaster. • Assist in identifying, analyzing problems, complaints and recommend the type of services necessary to mitigate the issues. • DCFS’ ERCP will continue to respond to “referrals” generated as a result of emergency calls to the CPHL. • ER supervisors and appropriate ER managers will coordinate services to the public and information sharing. • The administrative section of the ERCP/CPHL will coordinate, control and authorize all information necessary to be shared with other agencies.
Essential Function:	2. Communication structure – child welfare personnel (phone tree).
Process Description:	<p>Communication structure</p> <ul style="list-style-type: none"> • If conventional telephone system is available, this tool will be used as a means of two-way communication between caseworkers and other essential child welfare personnel who are displaced because of a disaster. • If conventional telephone service is not available alternative communication (cell phones, fax lines, the media) will be used accordingly until conventional communication mean are reestablished.

	<ul style="list-style-type: none"> • Other means of emergency communication (CWIRS, satellite and cell phones) are being explored to use during a crisis event. • DCFS has developed a Confidential Roster that consists of address and telephone number of each executive management and management of critical sections. This telephone tree information will be utilized when necessary to locate and communicate with needed personnel in the event of a disaster. •
Essential Function:	3. Communication structure – contracted services.
Process Description:	<ul style="list-style-type: none"> • DCFS is in the process of developing a plan for Program Managers to ensure that all contractors continue to function as required under the terms and conditions of their contract in the event of a disaster.
Essential Function:	4. Communication process when all normal channels are unavailable.
Process Description:	<ul style="list-style-type: none"> • When normal channels of communication are not available, DCFS' Management, Disaster Services and Public Relations will work diligently with available radio, television and other communication entities, to release public services information to DCFS staff, volunteers and the public.
Essential Function:	5. Communication frequency.
Process Description:	<ul style="list-style-type: none"> • Special communication frequency exists only with the use of CWIRS radios. This communication device will be used when conventional communication methods are unavailable to relay emergency information to CSWs responding to field cases in disaster areas. This information will be relayed to emergency responders (i.e. law enforcement, fire, and OEM Field Operation Center).

Essential Function:	6. Communication with media.
Process Description:	<p style="text-align: center;">PUBLIC INFORMATION OFFICER (PIO)</p> <p>The Public Information Officer (PIO) is the official spokesperson for the Agency. The PIO responds to media calls after consulting with the Director or designee. Requests from the media for public information should be referred to the PIO. Inquiries from the public requiring general information on agency operations can also be handled by the PIO. Requests for more detailed or program-specific information will be referred to the Director or designee.</p>
Essential Function:	7. Communication with volunteers.
Process Description:	<ul style="list-style-type: none"> • Not applicable
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY).
Process Description:	<ul style="list-style-type: none"> • DCFS has an established toll free numbers to be utilized by the public, law enforcement and all other mandated reporters. The communication line has TTY capability established.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process.
Process Description:	<ul style="list-style-type: none"> • All normal and confidential records will continue to be maintained regardless of situation. When new records are generated during a disaster and power is available, the normal CWS/CMS electronic archival process will continue in the preservation of vital information. If power is not available records will be generated manually and maintained in “hard copy” format. All “hard copy” information will be stored in a locked and secure area to preserve the confidentiality of case information.

Essential Function:	2. Use of off-site back-up system.
Process Description:	<ul style="list-style-type: none"> DCFS' Information Technology Services Division has developed and implemented electronic backup services for all of the Department's electronic files. In the event of a disaster, existing "off site" data storage backups are located in Orange County, California and out of state sites in Texas and Pennsylvania.
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"> Development of the necessary resources and relationships requires significant training and interactions. Emergency information sharing and data exchange across local, regional, tribal, national and international organizations in the public and private sectors will continue to be processed in a mock format to ensure effectiveness and quality of services during and after a disaster. While the vast majority of adoptions handled by DCFS fall into either the attached or unattached categories, as a public child welfare agency, DCFS also has roles and responsibilities in adoption cases that do not involve children in the dependency system. The purpose of the Interstate Compact on the Placement of Children (ICPC) is two-fold. The first priority is to protect the child. While the sending state retains jurisdiction over the child, the authority of the court to provide social work services stops at the state border. ICPC extends the authority of the sending state's court to the receiving state. Once the child is placed out of state, that state evaluates and monitors the placement and provides progress reports for the sending state. <p><u>ON-GOING PROCESS FOR PLACEMENT DURING A CRISIS EVENT</u></p> <p>Los Angeles County's ICPC will generate an access report utilized to identify ICPC courtesy supervision of children in Los Angeles County. This report contains the placement information, child's name, age and address. Los Angeles County's ICPC will notify the state of origin ICPC Administrator on the status of the ICPC supervised children.</p>

The type and scope of the emergency situation that has occurred will dictate the type of response that can be made. As soon as possible, business will continue regular operations and all job functions shall be covered. Caution will be used to ensure that children are not placed in an affected area until the crisis is over and the area is secure from any and all possible safety hazards.

SUSPENSION OF PLACEMENT SERVICES DURING A CRISIS EVENT

In the event that the Governor of California declares a particular area to be an emergency disaster, the affected County ICPC coordinator will notify their counterparts in other states of the crisis situation involving children placed in California through the ICPC program. It will be the responsibility of DCFS Regional Administrator/Division Chief or designee to suspend placement services.

DEFINE THE TYPE OF INFORMATION THAT WOULD BE NECESSARY DURING A CRISIS EVENT FOR PLACEMENT PURPOSES

Identifying information and location of children can be accessed in the automated CWS/CMS system. The Los Angeles County ICPC requires when certifying and approving foster/relative caregiver, that those caregivers provide emergency contact information for both in state and out of state. The caregiver must specify where they will go and how they can be contacted if they must evacuate or become homeless following a disaster. Emergency plans submitted by caregivers will be maintained and will be reviewed at the time of the annual reassessment and/or monthly visits.

DISTRIBUTION OF INFORMATION IN A LIMITED COMMUNICATION NETWORK DURING A CRISIS EVENT

The Los Angeles County ICPC Liaison (supervisor) would handle all communication regarding out of state placements. ICPC reviews and facilitates applications for travel and placements of children entering and leaving the state.

Care providers are instructed to call the Los Angeles County Child Protection Hotline at (800) 540-4000 to report on their situation and/or to request additional assistance during the crisis. They may also leave messages to be contacted and that information can be provided to the appropriate person.

Essential Function:	2. Mental health providers.
Process Description:	<p>A. The Department of Mental Health (DMH) administers a number of programs for adults and children. The services are directly provided at the local level by counties and their contract providers. The Crisis Counseling Program has supported short term interventions with individuals and groups experiencing psychological trauma due to disasters. These interventions involve the counseling goals of assisting disaster survivors in understanding their current situation and reactions, mitigating additional stress, assisting survivors in reviewing their options, promoting the use of or developments of coping strategies, providing emotional support, and encouraging linkages with other individuals and agencies that may help survivors recover to their pre-disaster level of functioning. While always cognizant of those with special needs, the thrust of the Crisis Counseling Program since its inception has been to serve people responding normally to an abnormal experience.</p> <p>B. An established procedure requires DMH to provide applicable services to any and all victims of a disaster upon request. Subsequent to a disaster, special locations will be designated to administer needed services for clients/victims.</p> <p>C. DCFS Office of Medical Director has the authorization to approve services to clients as needed. If the level of services required is beyond the resources of the Department, it may become necessary to acquire additional assistance from other providers.</p> <p>D. A Memorandum of Understanding (MOU) may be developed between the two departments (DCFS and DMH) in order to clarify the details and responsibilities of each department when services are needed in a crisis.</p> <p>E. The type of services that may be necessary during a crisis event may be but not limited to the services indicated in bullet A in this section.</p> <p>F. DCFS Office of Medical Director will coordinate all Mental Health services and information in a limited and restrictive communication network during a crisis event.</p>

Essential Function:	3. Courts.
Process Description:	<p><u>COURT SERVICES</u></p> <p>During a crisis event, DCFS court staff will continue to provide information to the entities listed as follows if normal communication is available:</p> <ol style="list-style-type: none"> 1. Superior Court 2. DCFS Juvenile Court Services <p><u>OUTSIDE AGENCIES</u></p> <p>Maintain contact and coordinate services with the following outside agencies:</p> <ul style="list-style-type: none"> • American Red Cross, Local Chapter San Gabriel Pomona Valley Chapter 430 Madeline Drive, Pasadena, CA 91105 (626) 799-0841 • Los Angeles County Disaster Hotline 1-800-980-4990 • Interstate Compact on the Placement of Children (ICPC) Unit (213) 639-4352 ICPC cases involve ward of the court from other states under courtesy supervision of Los Angeles County, and/or cases involving children under Los Angeles County supervision placed out of state • DCFS - Department Operations Center (213) 639-1397 Contact for reporting instructions in the event of a major disaster.

	<p><u>IN-HOUSE CONTACTS</u></p> <ul style="list-style-type: none"> • Los Angeles County Sheriff’s Department (LASD) Sergeant Victor Salcido (323) 526-6040 <ul style="list-style-type: none"> ○ Building Emergency Coordinator ○ Principal Emergency Coordinator for Edelman Children’s Court • DCFS - Juvenile Court Services Building Emergency Coordinator Jessie Hernandez, Supervising Social Worker (323) 526-6754 <ul style="list-style-type: none"> ○ Edelman Children’s Court Representative for Countywide Disaster Services Plan ○ Coordinates Evacuation Plan for Juvenile Court Services DCFS personnel ○ Maintains master list for DCFS staff (accounts for staff present on location) • DCFS - Juvenile Court Services, Shelter Care Section Building Emergency Coordinator Don Gridley, Supervising Social Worker (323) 526-6770 <ul style="list-style-type: none"> ○ Edelman Children’s Court Representative for Countywide Disaster Services Plan ○ Coordinates Evacuation Plan for Juvenile Court Services, Shelter Care Section ○ Maintains master list for DCFS Shelter Care staff and children on location
Essential Function:	4. Federal partners.
Process Description:	<ul style="list-style-type: none"> • All necessary services and information sharing during a disaster will be coordinated by the DCFS’ Disaster Services Section and Executive Office. Designated staff will be assigned to communicate the Department’s needs for services and all required information will be submitted upon request or as required on an on going basis.

Essential Function:	5. CDSS.
Process Description:	<ul style="list-style-type: none"> • The goal of the California Department of Social Services is to serve, aid, and protect the needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility and foster independence. • All necessary services and information sharing during a crisis event will be coordinated by the DCFS' Disaster Services Section and the Executive Office. Designated staff will be assigned to communicate the Department's need for services and all required information will be submitted upon request or as required on an on going basis.
Essential Function:	6. Tribes.
Process Description:	<ul style="list-style-type: none"> • Indian Child Welfare Act (ICWA) is a federal law that seeks to keep American Indian children with American Indian families. Congress passed ICWA in 1978 in response to the alarmingly high number of American Indian children being removed from their homes by both public and private agencies. The intent of Congress under ICWA was to "protect the best interests of American Indian children and to promote the stability and security of Indian tribes and families". • An American Indian tribe shall have jurisdiction exclusive as to any state over any child custody proceeding involving an Indian child who resides or is domiciled within the reservation of such tribe, except where such jurisdiction is otherwise vested in the state by existing Federal law. Where an American Indian child is a ward of a tribal court, the tribe shall retain exclusive jurisdiction, notwithstanding the residence or domicile of the child. • Parent and/or child must be a member or eligible for membership to a federally recognized tribe or a member of the American Indian community. Approval by the program is required, prior to case transfer.
Essential Function:	7. Volunteers
Process Description:	Coordinating services and sharing information to other states during a crisis event will mainly be provided by DCFS staff and not volunteers .