

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

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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 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 annually to include Child Welfare Services (CWS) Disaster Response Plans.

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) and Welfare and Institutions Code Section 16500.1(c)(1). 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:	<ol style="list-style-type: none"> 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:	<ul style="list-style-type: none"> • Emergency Preparedness Report provides a list of open cases and current placement home information from CWS/CMS to assist in locating children in the event of an emergency, this includes out of state children via ICPC. Each Manager will download the Emergency Preparedness Report to an encrypted flash drive to have with them during afterhours and in the event of an emergency. This report is updated weekly. • Safe Measures Data System notifies county administrators when youth placed from the county are housed near the disaster, local, state and nationally. • Senior Social Worker will attempt to contact by telephone, foster parents, group homes, and other caregivers to determine safety status of child/children in their care and damage sustained, if any to the home or facility. • Probation Department will check on Juvenile Detention Facilities (J.D.F.) for the safety status of child/children in their care and damage sustained, if any to the home or facility. (each site has evacuation plans which could be obtained if requested) • Senior Social Worker or Probation Officer or both will document information received in case record. • Senior Social Worker will schedule (or arrange for) a home visit, if unable to reach home or facility by telephone. • Complete, if possible, home call to determine status of child/children and report of any damage to home/facility, if any as stated by those involved. • Senior Social Worker will report status of children/homes contacted to supervisor. • Probation Officer will report status of children in their J.D.F. contacted to his/her supervisor • Continue to contact children, homes, and facilities 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 on The Child Injury and Death Log form #F063-1139. • Submit Child Injury and Missing Children or Death Log form to supervisor after status check of entire caseload. • Submit special incident report on missing duties. • Respond to requests, as directed, to perform other emergency related activities which may be required of the division, agency, or county. • Report to Senior Social Services Supervisor (SSSS) any unusual situation or circumstances

	<p>encountered as a result of the emergency.</p> <ul style="list-style-type: none"> Record all time spent on emergency related activities on The Time Spent During Emergencies - Form #F063-1132. Submit time record form to supervisor at conclusion of emergency related activity period. Prepare, or direct to be prepared, a summary report from SSSS logs of unusual circumstances, lessons learned, missing children, child injury and death reports, etc. Submit summary report of time, incidents, and child injury and death reports to Deputy Director for input into final division report and for cost claiming purposes. <p>Probation</p> <p>For minors in group home placement: The deputy probation officers have departmental reports with information on minors assigned to them. They also have a listing of emergency disaster information on each group home program where they have minors placed. In the event of an emergency and the assigned officer is not able to reach the group home, they would refer to that contact information listing which would tell them where their wards were relocated to. The deputy probation officers are required to keep this information accessible to them both on and off duty so they are able to call in the event of an emergency.\</p>
Essential Function:	2. Communication process with child care providers
Process Description:	<p>The Orange County Child Abuse Hotline is a critical function of the Orange County Children and Family Services Division. Critical function is defined as the recovery time objective to be 24 hours or less to return to functional status. The Child Abuse Hotline provides a contact for child welfare related emergencies. This can serve as a clearinghouse for requests for emergency assistance from care providers, staff, foster parents, parents, or children.</p> <p>The agency has determined, that responding to and verifying, the safety and well being of dependent children or wards in foster care, group homes, J.D.F. and family homes is a sub-critical function of the agency during a major countywide emergency. A sub-critical function is one that has been defined as requiring staffing on an IMMEDIATE and CONTINUOUS basis, and requires staff to be in place <u>no later than 48 hours</u> after a major emergency.</p> <ul style="list-style-type: none"> During or after an emergency, the status of children under the supervision and care of the Children and Family Services Division will be determined. This includes verification of the safety of the child/children and the reported condition of the home or facility as stated by those involved. If possible, the status can be checked by

telephone. If social workers are unable to reach the home or facility by telephone, a visit will be required to determine the safety status of the child/children, and the facility. This may be a personal visit or one that is arranged by the assigned social worker. Staff should offer any assistance the agency may be able to provide, dependent upon the situation encountered.

- If a social worker determines injuries and/or death has occurred, these findings must be reported to the Children and Family Services Operations Center (CFSOC) (if activated) or the Agency Department Operations Center (DOC) as soon as possible. Regular status reports noting conditions of foster facilities and children should be made to the CFSOC or DOC every six (6) hours until the status of all children under the care and supervision of the agency is known. These reports may be telephoned or faxed to the CFSOC or DOC. The Child Injury or Death Log Form #F063-1139 must also be completed as a follow up to the initial report.
- If there is a necessity for urgent action (i.e., a need for medical consent to perform surgery, temporary relocating of minors to a shelter or other site, etc.), all such actions must be recorded in the case record. If the case record is not available, document the information in writing, for inclusion in the case record at a later date.

NOTE: The status of all children should be recorded and noted for the case record, even if they are safe and can remain in their current home and placement with no imminent danger.

Social workers should complete the status check on all children in the caseload before focusing on the children with other than a life or death emergency need. All services needed or given should be documented in the case record, or if unavailable, documented in writing for inclusion in the case at a later date.

NOTE: Social workers will inform foster parents, relatives, non-related extended families, and others, who have the responsibility of an SSA child in placement, to identify themselves and direct their foster child/children to mass care shelter personnel, in the event of displacement from their homes.

Probation

In the event of an emergency or evacuation, group home providers are instructed to utilize a phone list that has been provided to them. Providers are to contact the Probation Department Placement Unit with relocation information and status of the wards. Providers have also been given emergency

	<p>telephone numbers should office numbers become inoperable. The assigned deputy probation officers, unit duty officer, group home monitor, or placement supervisor will contact the group home after the event to verify the message was received, to discuss the status of the minors, to determine the extent of damage to the facility and to see if any assistance is needed.</p> <ul style="list-style-type: none"> • The deputy probation officer or group home monitor will continue to contact the group home provider to discuss the status of the relocation and the minors until they are able to return to the facility. • The deputy probation officer or group home monitor will report the status of the group homes and minors placed in the areas affected to his/her supervisor. This information will be forwarded to the Division Director of Juvenile Field Services. <p>The deputy probation officers will document these contacts in their electronic field book (ECR) notes. If the ECR system is not operational, the DPO will maintain hand-written documentation on these contacts.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>Orangewood Children and Family Center/Cottages-Evacuations</p> <p>1. <u>Preschool</u></p> <ul style="list-style-type: none"> • The smaller babies are to be carried out, or when feasible and safe, wheeled out in their cribs. Older babies are to be transported out in the fire cart wagons. All babies are to be taken to another safe area outside of the cottage, or off premises when required. • While the older preschoolers can be escorted out, smaller children can be transported out in the wagons and/or fire cart and exited through the nearest safe exit. <p>2. <u>Junior Girls and Boys, Intermediate Girls, Intermediate Boys, Adolescent Girls and Adolescent Boys, Intake, Courtesy Desk, Medical Unit, First Step, Visitation Center, Lyon School and OC Public Library.</u></p> <p>If feasible, all children should be lined up at the same door. Staff will complete a roster check if there is time to do so safely. Children and staff should then, proceed to a safe building or a safe area outside of the cottage.</p> <ul style="list-style-type: none"> • If several different doors are required to evacuate a building, shift leaders should make sure both the roster and log book are taken when vacating a building, if feasible. • All children must be accounted for. The shift leader is responsible for insuring that missing

	<p>children are located.</p> <ul style="list-style-type: none"> Once relocated, staff should notify Courtesy Desk as to the children's new location, using the intercom system or a telephone. <p>3. <u>Children in the Dining Hall, Gym, Outdoor Recreation or Pool Area</u></p> <ul style="list-style-type: none"> For children in the dining hall or gym, general procedures should be followed. Children should be returned to their own cottages when it is safe and feasible. <p>(Probation department would follow internal procedures)</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>Emergency Management and disaster response in the County of Orange is governed by the Orange County Emergency Operations Plan (EOP). Any direction to evacuate would be communicated by the operational area to local cities and other county agencies.</p> <p>SSA utilizes a variety of methods of communication during a disaster such as telephone, fax, 800 MHz, radio and email. SSA has the ability to utilize Alert OC/SSA mass notification system to notify staff of emergencies, procedures and directions. When communication systems are unavailable 800 MHz radios are utilized by identified key staff.</p> <p>Bi-annually SSA staff participates in evacuation drills as a form of training.</p> <p>Shelter in place/evacuation procedures</p> <p>If it is determined that the building is unsafe the following procedure will take place.</p> <p>In almost all emergencies, <u>children are to be kept inside</u>. The exception will be when there is a fire in a cottage/J.D.F., or when the cottage/J.D.F. is unsafe due to structural damage, gas or water leaks. It is important for staff to:</p> <ul style="list-style-type: none"> Stay calm Secure the roster and log books before vacating a cottage/J.D.F. Have shift leader designate one team member to conduct a check of the children Assemble all the children as soon as feasible

	<ul style="list-style-type: none"> • Complete a roster check as soon as feasible • Keep children together and under control
Essential Function:	5. Identification of shelters
Process Description:	<p>The Orange County Social Services Agency has been designated as the lead in coordination of mass care and shelter services in Orange County by the Board of Supervisors. Details about this countywide responsibility can be found in the County of Orange and Orange County Operational Area Mass Care and Shelter Annex – approved November 2014.</p> <p><u>Social Services Agency (SSA) Care and Shelter Responsibilities include:</u></p> <ul style="list-style-type: none"> • Designation and assignment of a Care and Shelter Branch Director and Assistant Branch Director to the County Emergency Operation Center when requested. • Designation and assignment of Shelter Workers to any shelter in Orange County when requested. • Coordination of training for County staff as American Red Cross Shelter Workers. • Maintenance of shelter call out list. <p>The American Red Cross maintains a database of pre-identified shelter locations available throughout OC. Determining an actual shelter location is a collaborative effort between the County of Orange, American Red Cross and local jurisdiction that takes into consideration the actual emergency and needs of the population being sheltered.</p> <p>(Probation department would follow internal procedures)</p>
Essential Function:	6. Parental notification procedures
Process Description:	<p>The agency has determined that responding to and verifying the safety and well being of dependent children in foster care, group homes, and family homes is a sub-critical function of the agency during a major countywide emergency. A sub-critical function is one that has been defined as requiring staffing on an IMMEDIATE and CONTINUOUS basis, and requires staff to be in place <u>no later than 48 hours</u> after a major emergency.</p> <p>During or after an emergency, the status of children under the supervision and care of the Children and Family Services Division will be determined.</p>

This includes verification of the safety of the child/children and the condition of the home or facility. If possible, the status can be checked by telephone. If social workers are unable to reach the home or facility by telephone, a visit will be required to determine the safety status of the child/children, and the facility. If this cannot be done in person, arrangements can be made for another person, closer to the situation, to complete the visit. Staff should offer any assistance the agency may be able to give, dependent upon the situation encountered. Social workers and/or their supervisors would also make contact with birth parents.

If a social worker determines injuries or death has occurred, these findings must be reported to the Children and Family Services Division Operations Center (CFSOC) (if activated) or the Agency Department Operations Center (DOC) as soon as possible. Regular status reports noting conditions of foster facilities and children should be made to the CFSOC or DOC every six (6) hours until the status of all children under the care and supervision of the agency is known. These reports may be telephoned or faxed to the CFSOC or DOC. The Child Injury, Missing Children or Death Log Form #F063-1139 must also be completed as a follow up to the initial report.

If there is a necessity for urgent action (i.e., a need for medical consent to perform surgery, temporary relocating of minors to a shelter or other site, etc.), all such actions must be recorded in the case record. If the case record is not available, document the information in writing, for inclusion in the case record at a later date.

NOTE: The status of all children should be recorded and noted for the case record, even if they are safe and can remain in their current home and placement with no imminent danger. Social workers should complete the status check on all children in the caseload before focusing on the children with other than a life or death emergency need. All services needed or given should be documented in the case record, or if unavailable, documented in writing for inclusion in the case at a later date.

NOTE: Social workers need to inform foster parents, relatives, non-related extended families, and others, who have the responsibility of an SSA child in placement, to identify themselves and their foster child/children to mass care shelter personnel, in the event of displacement from their homes.

Probation

The group home providers are instructed to notify parents or other involved family members in the event of emergency evacuation. It is also recommended they provide family members with

	<p>their agency’s emergency preparedness information including an alternate telephone number they can call to check on their children after a disaster or emergency evacuation. The deputy probation officer will assist in contacting parents or other involved family members if needed to relay information regarding the child.</p>
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<ul style="list-style-type: none"> • Orangewood Children and Family Center will check on all their clients. • The Child Abuse Registry Hotline (CAR) will switch over to manual operations, ensuring Centrex phone backup is working (i.e., take reports by hand). • SSA’s Mobile Response Vehicle (MRV) will be deployed to assist residents in need of referral, CalWORKS, and CalFresh benefits. • Social Workers will contact caregivers and clients. • In the event of an emergency, check their welfare, and assist as needed. • CAR has a well-published telephone number for clients to call for emergency services. • Law enforcement will bring abandoned or separated children to OCFC for unification. • Post signage at all SSA facilities explaining who to contact and how to contact, etc. on the OCFC site or alternate sites for assistance. • Arrange for public service announcements on who to call to file a report, etc. <p>Probation</p> <p>The assigned deputy probation officers will check on the safety of their minors and provide assistance if needed. If feasible, the officers will make face to face contact with their minors to ensure their safety and well-being. Otherwise, telephone contact will continue until the minors are returned to the group home’s normal operating location.</p>
Essential Function:	8. Staff assignment process
Process Description:	<p>In an emergency or catastrophic event, staff assignments will be broken down as follows:</p> <p>SENIOR MANAGER ON SITE</p> <ul style="list-style-type: none"> • Plan and organize the most practical and efficient method to accept and process applications and child welfare cases. • Maintain eligible cases for benefits, and ensure the safety of children to make sure that foster care benefits are paid, during a countywide emergency/disaster.

- Follow normal job duties as time and circumstances permit.
- Coordinate all district assistance services and/or CalWORKs activities in conjunction with the disaster/emergency.
- Keep subordinate staff apprised of emergency/disaster impact, buildings, closed roads and bridges impassable, etc.
- Maintain a daily log of emergency/disaster-related functions, problems, solutions, what worked, what didn't, etc.
- Require subordinate staff to maintain a daily log of disaster-related activities, etc.
- Maintain a Report of Time Spent on Disaster to document time spent on Disaster.
- Require subordinate staff to maintain a Report of The Time Spent During Emergencies/Disasters form #F063-1132.
- Prepare, or direct to be prepared, a summary of all daily logs maintained in the district for a final report for executive management.
- Prepare, or direct to be prepared, a summary of all Report of Time Spent During Emergency/Disaster forms for a final report for executive management.
- Route summary reports through the chain of command to the Director of Social Services Agency, Children and Family Services.

PROGRAM MANAGER OR DESIGNEE

- Analyze and develop recommendations on district needs during a major emergency/disaster.
- Assist in the implementation of disaster district needs.
- Follow normal job duties as time and circumstances permit.
- Coordinate district operations during the emergency/disaster period, including such issues as staffing, human resources, equipment, building operations, safety, space planning and need, etc.
- Supervise and assign clerical support staff for emergency/disaster functions.
- Coordinate emergency/disaster functions with other Assistant District Manager staff assigned during the disaster period.
- Maintain a daily log of emergency/disaster-related functions, problems, solutions, what worked, what didn't work, etc.
- Direct staff to maintain a daily log of emergency/disaster related activities, i.e., problems solutions, what worked, what didn't work, etc.
- Summarize daily logs for report to Program Manager.
- Direct supervisory staff to instruct subordinate staff to keep a Report of Time Spent on Disaster Activities for each function performed, i.e., shelter duty, language interpretation, rumor control, food stamps, etc.

- Summarize time reports for submission to Program Manager.

SECOND LEVEL SUPERVISOR OR DESIGNEE

- Follow normal job duties as time and circumstances permit.
- Supervise all personnel and activities in conjunction with emergency/disaster functions.
- Assist in the evaluation and implementation of district data systems for use in an emergency/disaster situation.
- Resolve operational issues for users of emergency/disaster data systems.
- Maintain a daily log of emergency/disaster-related functions, problems, solutions, what worked, what didn't work, etc.
- Summarize daily logs for report to Program Manager for end of emergency/disaster report to executive management.
- Direct supervisory staff to keep a report of time spent for each emergency/disaster related activity/function performed, i.e. shelter duty, language interpretation, rumor control, disaster food stamps, etc.
- Summarize time reports for submission to Program Manager for final report to executive management.

FIRST LEVEL SUPERVISOR OR DESIGNEE

- Follow normal job duties as time and circumstances permit.
- Implement emergency/disaster functions and assignments, as required, within the unit.
- Maintain a daily log of emergency/disaster-related functions, problems, solutions, what worked, what didn't work, unusual events, etc.
- Direct and require unit staff to maintain a daily log of disaster-related functions, problems, solutions, what worked, what didn't work, unusual happenings, etc.
- Summarize daily logs for report to Second Level Supervisor for end of emergency/disaster report to Program Manager.
- Direct unit staff to keep a Report of Time Spent for each Emergency-/disaster- related activity/function performed, i.e., shelter duty, language interpretation, rumor control, emergency/disaster food stamps, etc.
- Summarize time reports for submission to Second Level Supervisor for final report to Program Manager.

SENIOR SOCIAL WORKER

- Follow normal, daily job duties as time and circumstances permit.
- Report any damage noted to supplies, equipment, computers, telephones, etc., to supervisor.
- Report for assigned emergency/disaster functions, if applicable.
- Maintain a daily log of disaster related activities (i.e., shelter duty, language interpretation, rumor control, and emergency/disaster food stamps), problems, solutions, unusual events, etc.
- Complete a daily Report of Time Spent During Emergencies/Disasters, as applicable, for emergency/disaster related functions performed, i.e., shelter duty, language interpretation, rumor control, disaster food stamps, etc.
- Submit activity log and time report to supervisor each day of emergency/disaster related activity, if applicable.
- Provide status updates to the Juvenile Court, serious injuries or death.

OFFICE SUPERVISORS OR DESIGNEES

- Follow normal, daily job duties as time and circumstances permit.
- Maintain a daily log of emergency/disaster-related functions, problems, solutions, what worked, what didn't work, unusual events, etc.
- Include report from clerical unit members of items appropriate for daily log.
- Maintain a Report of Time Spent During Emergency/Disaster Activity.
- Require subordinate staff to maintain Report of Time Spent during Emergency/Disaster Activity form.
- Prepare, or direct to be prepared, a summary of all daily logs maintained by clerical staff.
- Prepare, or direct to be prepared, a summary of all "Report of Time Spent During Emergency/Disaster Activity" forms for clerical staff.
- Route completed reports to the ADM for final report.

CLERICAL STAFF (OFFICE ASSISTANT, OFFICE TECHNICIAN, DTAT ENTRY TECHNICIAN, AND STORE CLERKS)

- Follow normal daily job duties as time and circumstances permit.
- Report any unusual event, problem, or incident at reception during an emergency/disaster to supervisor.
- Report any problem with supplies, mail, requisitions for equipment, etc., to supervisor.
- Evaluate the need for additional supplies or equipment based on stock on hand to supervisor.
- Report any damage noted to supplies, equipment, computers, telephones, etc., to supervisor.

	<ul style="list-style-type: none"> Complete a Time Spent During Emergency/Disaster Activities form for any disaster related function, i.e., emergency/disaster food stamp issuance, rumor control at EOC, Disaster Service Center assignments, etc. Give form to supervisor for signature and submission of summary report through chain of command. <p>(Probation department would follow internal procedures)</p>
Essential Function:	9. Workload planning
Process Description:	<p>When a countywide emergency requires activation of the County EOC, the Agency provides responders according to the response matrix found in the County EOP, as requested.</p> <p>Depending on the nature and extent of the countywide emergency and it's impact on SSA clients and staff, the Agency may also activate the Department Operations Center (DOC).</p> <p>When the Department Operations Center (DOC) is activated, pre-designated staff respond to perform the critical functions involved in SEMS details on the SSA Emergency organization and response can be found in the draft SSA Emergency Operations Plan.</p> <p>Facilities are required to have Emergency Evacuation Routes posted, and staff routinely trained for immediate evacuation of their facility.</p> <p>When it comes to the (Business Continuity Plan), (business process restoration), divisions/programs consider operational parameters. Most Agency divisions/programs exist to provide at least one service to the public. In order to provide that service, certain resources are required. Also, internal and external support groups are needed. An emergency/disaster can affect the ability of the division/program to perform that service from one or more of their facilities. Recovery, to be able to resume division/program service(s) to the public at the minimum acceptable levels, requires the re-attainment of the resources and support groups disrupted by the emergency/disaster in the least amount of time. To be able to react properly and prudently to recover from any emergency/disaster requires certain discussions beforehand on how to manage available resources and staff. The SSA Business Continuity Plan addresses these issues.</p> <p>(Probation department would follow internal procedures)</p>
Essential Function:	10. Alternative locations for operations
Process Description:	SSA has 22 facilities throughout the County that are operational in providing client services. In the event that one or more facilities becomes compromised due to a disaster Facilities Services

	<p>staff will be re-assigned to a different location based on the incident and the needs of the agency.</p> <p>Additionally, the County of Orange has an off-site data storage and recovery center that is available as a back-up work location if necessary.</p> <p>(Probation department would follow internal procedures)</p>
Essential Function:	11. Orientation and ongoing training
Process Description:	<ul style="list-style-type: none"> • NOTE: Administration staff and staff throughout SSA, who have been trained in American Red Cross (+ARC) shelter functions, and/or who have shelter experience from Orange County Community Resources contracted operation of the Armory Homeless Shelter program, will be called upon, as needed, for duties at the established shelters for the displaced and homeless. • Emergency Management will coordinate shelter worker training and maintain lists of qualified shelter workers). • Emergency management presents a module on emergency preparedness and disaster response to all new employees. • All SSA staff are required to complete IS100 and IS700 FEMA Training. • Administrative Manager III and above are required to complete policy section training • Various staff throughout the agency completes Emergency Operation Center training at the county level. • Emergency Management staff coordinates Functional Assessment Service Team (FAST) training Children Disaster Services (CDS) training, Save the Children, Child Friendly Spaces training, Shelter Manager training as Psychological First Aid training for key staff to support shelter operations. <p>(Probation department would follow internal procedures)</p>
CWS Disaster Response Criteria B:	Respond, as appropriate, to new CWS cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. Investigation process
Process Description:	The agency has determined that the continued operation of the Child Abuse Registry (CAR), during and after a major countywide emergency, is a sub-critical function of the agency, which will require staffing on an IMMEDIATE and CONTINUOUS basis and no later than 48 hours after a major emergency. CAR operates 24 hours a day, seven days a week, including weekends and holidays.

	<p>Referrals citing alleged abuse are received by the Child Abuse Registry from mandated reporters, including doctors, hospitals, relatives, friends, neighbors, caregivers, and others who observe a situation where, a child could be the victim of abuse, exploitation, and/or neglect.</p> <p>In addition to its usual calls, during times of a major emergency and other major emergencies, CAR is likely to receive calls and/or reports of children who are defined as unaccompanied minors, i.e., children who are separated from parents, guardians or caretakers, due to displacement, deprivation, or even death, as a result of the emergency.</p> <p>In the event of a catastrophe, alternate communication methods (mobile phones), use of backup automated systems and manual paperwork processing may be necessary until complete restoration of services (RTO)</p> <p>(Probation department would follow internal procedures)</p>
Essential Function:	2. Determine circumstances surrounding the child’s potential entrance
Process Description:	<p>Unaccompanied, lost, separated or injured children with a safety threat that is brought to The Agency’s attention by law enforcement and/or other emergency personnel such as:</p> <ul style="list-style-type: none"> • Local • County • State • Federal
Essential Function:	3. Implementation process for providing new services
Process Description:	<p style="text-align: center;"><i>Senior Social Worker Child and Adult Abuse Registry</i></p> <ul style="list-style-type: none"> • Perform normal duties of accepting and referring reports of alleged child and adult abuse. • Accept reports of unaccompanied minors received from the community. • Refer reports of alleged abuse for investigation and emergency response, per usual policies and procedures. • Refer reports of unaccompanied minors for investigation of the child's/children's circumstances • Confer with SSSS, as necessary, on reports and/or referrals of child and adult abuse or unaccompanied minor circumstances. • Respond to requests, as directed, to perform other emergency related activities required of the agency. • Report to SSSS any unusual circumstances, situations, or referrals that transpired or were

	<p>reported as a result of the emergency.</p> <ul style="list-style-type: none"> • Track all time spent specifically on emergency related activities on The Report of Time Spent During Emergencies Form #F063-1132. • Submit reports of Time Spent During Emergencies to supervisor. • Submit information on any unusual emergency situations, or occurrences to supervisor • Perform normal duties, as time and circumstance permit <p style="text-align: center;">Supervisor Child and Adult Abuse Registry</p> <ul style="list-style-type: none"> • Confer with SSW's, as requested, on specific circumstances of reports taken on alleged abuse and/or unaccompanied minors and adults. • Relay updated information on emergency impact on the county to SSW staff. • As required, request Children and Family Services Division staff to respond to shelters housing unaccompanied minors or other agency emergency duties. • Instruct staff to log all referrals received on unaccompanied minors, for purposes of the agency emergency report. • Instruct staff to record all time spent specifically on emergency related activities and assignments • Log all unusual circumstances, situations, or referrals reported by SSW staff. • Track all time spent on emergency related functions and activities. • Summarize emergency time report forms received from unit staff. • Submit Emergency Time Summary report to Program Manager. • Prepare report of logs maintained of unusual circumstances and unaccompanied minors, reported by SSW staff. • Submit report to Program Manager. <p>(Probation department would follow internal procedures)</p>
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	<p>The Agency has the following resources in place that will support reunification efforts due to a disaster:</p> <ul style="list-style-type: none"> • Child Abuse Registry @ (714) 940-1000 or (800) 207-4464 • Adult Protective Services Registry @ (800) 451-5155 • Senior Social Workers to assist the public due to the disaster. • Emergency Response Senior Social Workers, 211 Telephone Resource Line or assigned case carrying Senior Social Worker for Children involved in Children and Family Services. • Utilize the Emergency Preparedness Report which provides a list of open cases and current

	<p>placement home information from CWS/CMS.</p> <ul style="list-style-type: none"> • Mobile Response Vehicle (MRV), Agencies Mobile Office/Command Center. <p>*Additionally SSA is collaborating with the County Operational Area, Health Care Agency and Child Support Services and currently developing a county plan for responding to unaccompanied minors after a disaster. Once completed details will be available in Mass Care and Shelter Annex.</p>
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	<p>Unaccompanied, lost, separated, injured children with a safety threat that is brought to our Agency's attention by law enforcement and/or other emergency personnel. To inform everyone of where to place and to provide care:</p> <ul style="list-style-type: none"> • Local agency • County agency • State agency • Federal agency • Law Enforcement and/or Children and Family Services, Senior Social Workers • Child Abuse Registry • All available Senior Social Workers, Supervisors and Administrators • Orangewood Children's Family Center • Emergency Shelter Homes • Foster Homes • Relative Caretakers • Non Relative Extended Family Members (NREFM) <p>*Part of the planning currently in development is the creation of county response teams that can assist local jurisdictions in reuniting minors with care givers after a disaster.</p>
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	Utilize bilingual staff and interpreter services to best represent all languages.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification

Process Description:	<ul style="list-style-type: none"> County Emergency Operation Center will include reunification information in press releases. Information will be provided via the Child Abuse Registry and the 211 Telephone Resource Line.
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	<ul style="list-style-type: none"> Emergency Response, Senior Social Workers to investigate and to make determination on reunification. As necessary continue Children and Family Services assessment and services.
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:	<p>Deputy Directors keep the CFS Director apprised of evolving circumstances/events. Deputy Directors initiate and maintain telephone contact/tree with Program Managers. Program Managers, in turn, contact Supervisors, who contact social workers and other ancillary staff, to contact caregivers, parents and children.</p> <p>CFS Senior Management Team – Christine Smith Snapper – Leader Email: Christine.Smith@ssa.ocgov.com Work Phone: 714-245-6134</p> <p>CFS Senior Management Team – Anne Bloxom – Leader Email: Anne.Bloxom@ssa.ocgov.com Work Phone: 714-245-6131</p> <p>CFS Senior Management Team – Joanne Munro – Leader Email: Joanne.Munro@ssa.ocgov.com Work Phone: 714-245-6130</p> <p>CFS Senior Management Team – Ken Santini – Leader Email: Ken.Santini@ssa.ocgov.com Work Phone: 714-245-6109</p> <p>CFS Program/Management Team – Scott Burdick – Member Email: Scott.Burdick@ssa.ocgov.com Work Phone: 714-566-2828</p>

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Probation

The Orange County Probation Department Placement Unit has provided the following contact information to all group home providers utilized by the placement unit:

- 1) The minor's assigned DPO
- 2) The group home monitor: (714) 935-7722
- 3) Placement Supervisor: (714) 935-6689

If they are not able to make personal live contact with either the assigned DPO or group home monitor, they are to call the Placement Unit Officer of the Day, or the Placement Supervisor to discuss the situation. Group home providers are to leave messages for both the assigned DPO and group home monitor.

	<p>For after hours, if immediate assistance is needed, they are to contact the Orange County Probation Department Juvenile Hall Duty Officer at (714) 935-7119. If the above contact numbers become inoperable, contact with Orange County Juvenile Hall can be attempted via SBC emergency lines at (714) 563-8212. For Medi-Cal or payment questions, they are to contact the eligibility technician at (714) 935-6795 or they can call (714) 704-8000 and ask for the Foster Care Continuing Officer of the day.</p>
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	<ul style="list-style-type: none"> • Child Abuse Registry Communication available 24-7. • Children and Family Services Call Tree • Communication via phone, internet, email and 211 line. • Utilize Alert SSA for mass notification
Essential Function:	3. Communication structure – contracted services
Process Description:	<p style="text-align: center;">CONTRACT SERVICES</p> <p>Contract Services is responsible for providing contract’s administration services and negotiation of provider services in all associated program areas. As soon as feasible after the impact of the emergency/disaster, Contract Services must be at least minimally operational.</p> <p>During an emergency/disaster, Contract Services will coordinate services with the Department Operations Center (DOC). The numbers listed below should be called for Contract Services assistance during any phase of an emergency/disaster.</p> <p>If contact is not made through these numbers, the DOC should be called at (714) 668-3800.</p> <p style="text-align: center;">CONTRACT SERVICES</p> <p style="text-align: center;">VOICE (714) 541-7785 (714) 245-6233 (714) 541-7788</p> <p style="text-align: center;">FAX (714) 541-7414</p> <p>Duties of contract Services in a Disaster</p>

A. Overall Duties

The main function of Contract Services during a disaster is to ensure that all contractors continue to function as required under the terms and conditions of their contracts.

B. Specific Duties

a. Contract Services Disaster Plan Desk Procedures

A three ring binder entitled Privatization Services Disaster Plan Desk Procedures contains detailed logistics to follow in the event of a disaster. The Desk Procedure is located within Contract Services, 500 N. State College Blvd., Orange 92868.

C. Other Duties:

In addition to the specific departmental duties mentioned above, Contract Services and other Agency staff may be responsible for additional duties as assigned.

Core Business Operations Team (CBOT)

Responsible for reestablishing the program service(s) disrupted or impacted by the disaster at the disaster site, another program facility, another Agency facility, another County, a temporary site or even a new permanent site.

The team is composed of the following members:

- Director
- Division Director(s)
- Deputy Director(s)
- Program Administrative Manager II/III
- District Administrative Manager II
- District Administrative Manager I
- Operations- Facilities Services Unit Manager
- Contract Services Unit Manager
- Accounting Services Unit Manager
- Operations-Financial Services Unit Manager

	<ul style="list-style-type: none"> Accounting Operations Team Representative <p>(Probation department would follow internal procedures)</p>
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	Communication protocols and hierarchy previously described; that is, Deputy Directors keep CFS Director apprised of evolving circumstances/events. Deputy Directors initiate and maintain telephone contact/tree with Program Managers. Program Managers, in turn, contact Supervisors, who contact social workers and other ancillary staff, to contact caregivers, parents and children. Communication flows both ways.
Essential Function:	5. Communication frequency
Process Description:	<p>Regular status reports noting conditions of foster facilities and children should be made to the Department Operations Center (DOC) every six (6) hours until the status of all children under the care and supervision of the agency is known. These reports may be telephoned or Faxed to the Children and Family Services Division Operations Center (CFSOC) or Department Operations Center (DOC). Program Management is responsible for notifying Executive Management of any and all issues related to management and handling of emergent situations, but will provide routine status reports a minimum of every six hours until the crisis has passed.</p> <p>Probation</p> <p>The Orange County Probation Department Placement Unit will maintain regular and on-going communication with group home provider where minors are placed during the emergency situation. They will inquire as to the status, safety and well-being of the minor(s) and provide any assistance if needed. This communication will be on-going until the crisis has passed and normal group home operations resume.</p>
Essential Function:	6. Communication with media
Process Description:	<p>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 appropriate Division Director or the Agency Director. 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 Division</p>

Director and/or the appropriate Program Manager (as assigned by the Division’s Director). Upon completion of any communication with the media, the PIO will prepare a media contact report (found under the P drive under “Agency Forms) and forward it, via email (or fax), to the media contact list. This list includes the Agency Director, Executive Team, Board Offices, and Office of the CEO. If another manager or director speaks to the media, they must either inform the PIO about the content of the conversation for the preparation of the media report, or prepare their own media contact report.

During an emergency/disaster, the PIO may operate from the DOC if activated. The number listed below should be used for Public Information Officer assistance during any phase of an emergency/disaster. If contact is not made through this number, the **DOC** should be called at **(714) 668-3800/3808**.

Public Information Officer: **Blackberry (714) 581-7184/OFFICE (714) 541-7734**

Public Information Officer or Designee:

The Public Information Officer (PIO), coordinates and disseminates all SSA information to outside agencies and the media. During a countywide activation, the SSA PIO may report to the County EOC or a Joint Information Center (JIC) and will ensure that all relevant SSA information is included in County press releases.

Public Information Officer responsibilities include:

- Maintain contact with Agency Director of Emergency Services during activations.
- Establish procedures for press releases and media briefing for specific SSA issues.
- Arrange for necessary work space, staff, equipment, and supplies.
- Publicize telephone number(s) for public inquiry relative to SSA programs during the emergency or recovery.
- Report to County EOC or JIC when requested
- Authenticate sources of information received, verify for accuracy.
- Discuss potential media release information with DES, as necessary
- When directed, release information to the press or other media or, if necessary, authorize its release by a subordinate.
- Observe constraints of release of information, if any, imposed by DES.
- Attend all briefings by DES for updated information, for potential press releases.
- Answer requests from the media for information (approved by DES) on SSA programs,

	<p>building locations, operations, etc.</p> <ul style="list-style-type: none"> • Respond to calls from media • Post media releases in the DOC and other appropriate locations, for information purposes • Maintain a log of press releases and contacts. • Perform normal duties, as necessary and as time and circumstances permit. • Maintain a separate log of emergency response and recovery-related activities, what worked, what didn't, unusual events, etc. • Require any PIO staff, assigned, to maintain a log of emergency/disaster activities. • Record all time spent on emergency/disaster and recovery-related activities. • Instruct PIO staff to record all time spent on emergency/disaster and recovery-related activities. • Submit all logs, maintained by PIO • Submit summary report of any assigned PIO staff time spent on disaster <p>Probation</p> <p>The Orange County Probation Department's media liaison (Division Director Ed Harrison 714-569-7009) will ensure that accurate information is disseminated to the media in the manner directed by the Chief Probation officer or their designee. The media liaison will coordinate release of information with other designated public information staff from responding agencies (e.g., Police, fire, etc.)</p>
Essential Function:	7. Communication with volunteers
Process Description:	<p>The Orangewood Children and Family Center Community Program Specialist (CPS) (714) 935-7687 is responsible for coordinating and contacting volunteer services. In the event of disruption of planned, normal volunteer activities, the CPS will contact volunteers to check on their status, cancel or re-direct planned volunteer services.</p> <p>(Probation department would follow internal procedures)</p>
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	<p>The following numbers are for reporting child abuse, abandoned children and checking on missing kids. The toll-free number is (800) 207-4464. The TTY phone number is (714) 634-0473. We also have a 211 OC number, which is a comprehensive database including Health, Mental Health, Human and Social Service Agencies throughout Orange County and surrounding counties.</p>

	(Probation department would follow internal procedures)
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	Technology Services (TS) and the Auditor-controller have protection for computerized records that concern inputs to the state or on a state system. TS and Auditor-controller have archival electronic information sent to out of area storage, usually on a daily basis. The majority of records are backed up in CWS/CMS. We keep duplicate hard copies in a number of locations in secure rooms throughout the agency. (Probation department would follow internal procedures)
Essential Function:	2. Use of off-site back-up system
Process Description:	All non-computerized vital records and vital computerized records not on any particular central system must be safeguarded by all divisions and programs. In the event of an emergency/disaster these records may have to be retrieved and or reconstructed for full recovery from the emergency. Divisions and programs will make provisions for archival storage of these records, preferable off site. CWS/CMS and CalWIN are backed up to Sacramento. The Orange County Data Center maintains an off-site data recovery center that is available in the event of a catastrophic event. (Probation department would follow internal procedures)
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:	The FEMA emergency preparedness report lists the children, their location, their caregivers and contact information, in and out of county and state that social workers would use to check on and report on the welfare of children. We in turn, would notify the state if we had any children in the ICPC process to confirm that they knew about them, their condition, etc. The Operations Manager and/or designee will cross report via telecommunication and follow up with a written report to both

	<p>the sending state and CDSS.</p> <p>(Probation department would follow internal procedures)</p>
Essential Function:	2. Mental health providers
Process Description:	<p>Orange County Social Services Agency (SSA) works closely with Orange County Health Care Agency (HCA) and the Court Evaluation and Guidance Unit (CEGU). We have Health Care Agency (HCA) staff located at following sites:6</p> <p>Orangewood Children and Family Center 401 The City Drive Orange, CA 92868</p> <p>CEGU 301 The City Drive Orange, CA 92868</p> <p>We also have licensed therapists and counselors that provide mental health, consultation and crisis intervention services to clients. These staff are at our Social Services Building located at 744 N. Eckhoff, Orange, CA 92868</p> <p>We also have our Employee Assistance Program (EAP) Therapists to help staff cope.</p> <p>(Probation department would follow internal procedures)</p>
Essential Function:	3. Courts
Process Description:	<p>The agency has determined that court services, i.e., intake detention hearings and high priority situations for children pending adjudication are essential functions during a countywide emergency.</p> <p>An essential function is defined as one that must be operational as soon as feasible, and no later than within three (3) working days.</p> <p>After a countywide emergency, the Director, Children and Family Services will request the Juvenile Court to activate their emergency/emergency procedures. Through a cooperative effort between the court and the agency, feasible time frames should be established to allow for the generation of court reports and court appearances.</p>

	<p>Arrangements should also be made with the court to issue an extended standing order to allow the agency, through Children and Family Services Division social workers, to authorize medical treatment for unaccompanied minors (those with no parent or guardian available to give permission for treatment). Social workers also may need to obtain authorization for medical care, treatment, and/or surgery for critically injured dependent child/children, where there is no other means of obtaining the needed care for the child/children.</p> <p>In the event unaccompanied minors cannot be reunited with parents or guardians (primarily due to serious injury or death), Children and Family Services social workers will provide appropriate placement for these minors. This includes processing the required emergency court orders.</p> <p><i>Senior Social Workers</i></p> <ul style="list-style-type: none"> • Perform usual duties per policies and procedures, as time and circumstances permit. • Identify children in cases having high priority situations for adjudication. • Process intakes requiring detention hearings on a priority basis. • Confer with Senior Social Services Supervisor (SSSS) as necessary on cases posing potential court/legal problems. • Advise supervisor of unusual circumstances and/or problems encountered as a direct result of the emergency. • Respond to requests, as directed, to perform other emergency related activities required of the division, agency or county. • Track all time spent specifically on emergency related activities on The Report of Time Spent During Emergencies Form #F063-1132. • Submit Report of Time Spent During Emergencies form(s) to supervisor. • Submit information on any unusual emergency situations or occurrences to Supervisor. <p>(Probation department would follow internal procedures)</p>
Essential Function:	4. Federal partners
Process Description:	The Orange County Sheriff’s Department and Board of Supervisors works closely with federal and state partners to develop, plan, test and coordinate emergency services. The SSA Director and or her designee serve a critical role in coordinating emergency services. Federal partners and information resources include, but are not limited to: The Federal Emergency

	<p>Management Agency, The Department of Homeland Security, and The Children’s Bureau.</p> <p>(Probation department would follow internal procedures)</p>
Essential Function:	5. CDSS
Process Description:	<p>As noted in the ACL, in the event of a disaster, CDSS is committed to supporting and assisting counties where needed. The CDSS will establish a central communication link to facilitate coordination among impacted and non-impacted counties in order to coordinate services as needed.</p> <p>The CDSS will also become the central point of contact with DHHS, other states, and California counties to help ensure a communication link is maintained as part of the disaster response process. The Children and Family Services Division will continue to coordinate with the State Office of Emergency Services and CDSS’ Disaster and Client Services Bureau to ensure appropriate response to counties in the event of a disaster.</p> <p>Orange County will keep CDSS apprised of circumstances and events in the event of a disaster/emergency.</p> <p>(Probation department would follow internal procedures)</p>
Essential Function:	6. Tribes
Process Description:	<p>SSA monitors children who are in the ICWA process. Unlike many areas, we do not have any local tribes; however SSA will contact impacted tribes in the event of an emergency.</p> <p>(Probation department would follow internal procedures)</p>
Essential Function:	7. Volunteers
Process Description:	<p>Orangewood Children and Family Center has many volunteers that could assist in the event of a disaster. The Orangewood Children and Family Center Community Program Specialist (CPS) (714) 935-7687 is responsible for coordinating and contacting volunteer services. Alert OC is available as a tool.</p> <p>(Probation department would follow internal procedures)</p>