

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Orange County Children and Family Services Date Completed: Revised May 27, 2009

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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. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under Section 6 (a) (16). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for 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"> <li>• Senior Social Worker will attempt to contact by telephone, foster parents, group homes, and other caretakers to determine safety status of child/children in their care and damage sustained, if any to the home or facility.</li> <li>• Probation Officer 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)</li> <li>• Document information received in case record</li> </ul>

	<ul style="list-style-type: none"> <li>• Schedule home visit, if unable to reach home or facility by telephone</li> <li>• Complete, if possible, home call to determine status of child/children and damage to home/facility, if any</li> <li>• Senior Social Worker will report status of children/homes contacted to supervisor</li> <li>• Probation Officer will report status of children in their J.D.F. contacted to his/her supervisor</li> <li>• Continue to contact children, homes, and facilities by telephone, or in person, until the status of all children in caseload is known</li> <li>• Continue to update supervisor with current status reports of children in caseload</li> <li>• Confer with supervisor, as necessary, on circumstances and status of children and homes</li> <li>• Report any serious injuries or deaths to children in caseload on form Child Injury and Death Log.</li> <li>• Submit Child Injury and Death Log form to supervisor after status check of entire caseload</li> <li>• Respond to requests, as directed, to perform other emergency related activities which may be required of the division, agency or county</li> <li>• Report to Senior Social Services Supervisor (SSSS) any unusual situation or circumstances encountered as a result of the emergency</li> <li>• Record all time spent on emergency related activities on form Time Spent During Emergencies</li> <li>• Submit time record form to supervisor at conclusion of emergency related activity period</li> <li>• Prepare, or direct to be prepared, a summary report from SSSS logs of unusual circumstances, lessons learned, child injury and death reports, etc.</li> <li>• 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</li> </ul> <p><b>Probation</b></p> <p>For minors in group home placement: The deputy probation officers have departmental rosters 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, they would refer to that listing which would tell them where their minors were relocated to with contact information. 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

<p>Process Description:</p>	<p>The Orange County Child Abuse Hotline is a critical function of the Orange County Children and Family Services Division. Defined as a critical function, the recovery time objective is 24 hours or less to return to functional status. The Child Abuse Hotline provides a contact for child welfare related emergencies, and 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 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> <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. 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. Staff should offer any assistance the agency may be able to give, dependent upon the situation encountered.</p> <p>If a social worker determines injuries and/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 form Child Injury or Death Log must also be completed as a follow up to the initial report.</p> <p>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.</p> <p><b>NOTE:</b> The status of <u>all</u> 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.</p>
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	<p>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.</p> <p><b>NOTE:</b> 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.</p> <p><b>Probation</b></p> <p>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 our wards. Providers have also been given emergency 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"> <li>-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.</li> <li>-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.</li> <li>-The Deputy Probation Officers will document these contacts in their electronic field book notes. If the ECR system is no operational, the DPO will maintain written documentation on these contacts.</li> </ul>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>Flooding Due To Prado Dam Breakage – once notified, we have 2 ½ hours to evacuate.</p> <p>Safety is the most important consideration. Since floodwaters can rise very rapidly, Children and Family Services (CFS) staff would be prepared to evacuate before the water level</p>

reaches our property. CFS staff will follow the guidelines listed below as possible:

Safety is the most important consideration. Since floodwaters can rise very rapidly, we would be prepared to evacuate before the water level reaches our property. We would also keep the following in mind:

- Use a battery-powered radio tuned to a local station and follow emergency instructions.
- Be prepared to evacuate if necessary.
- Stay away from all flood control facilities.
- Be extremely cautious when driving. Do not attempt to drive through moving water. Follow all emergency traffic instructions.
- As stated in Design Memorandum No. 1, Phase II GDM on the Santa Ana River Mainstream including Santiago Creek, Volume 2 – Prado Dam, Dated August 1988, in the event of an evacuation of the downstream areas becomes necessary, the existing Flood Emergency Plan, dated November 1985, will be followed.
- If caught in a flood, see #3 and #4 below under “Tsunami/Ocean Flooding”.

#### Tsunami/Ocean Flooding

- Heed official warning. Play it safe, even if warnings seem ambiguous or you think the danger has passed.
- Abandon belongings. Save lives, not possessions.
- Head for higher ground and stay there. Move uphill or at least inland, away from the coast.
- Only if trapped and unable to reach higher ground, go to an upper story or roof of a building.
- If there isn't high ground, look for any object that floats. If swept up by a Tsunami, look for something to use as a raft.
- Wait for further instructions from an official who is in charge. There may be more waves and avoid getting trapped.
- Do not leave the premises until it is safe to do so, or are instructed to do so. It is important that everyone is accounted for.

If it is determined Orangewood Children's Home is unsafe (Group Home/Emergency Shelter/J.D.F.) the following procedure will take place.

In almost all emergencies, children are to be kept inside. The exception will be when there is a cottage or J.D.F. fire, or when the cottage/J.D.F. is unsafe due to structural damage, gas or water leaks. It is important for staff to:

- 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;
- Complete a roster check as soon as feasible;
- Keep children together and under control.

## **Orangewood Children’s Home/Cottages-Evacuations**

### **1. Preschool**

- 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. All babies are to be taken to the Sibling cottage, or another safe area.
- 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.

### **2. Siblings, Teen Girls, Jr. Girls, Jr. Boys, Int. Girls, Int. Boys, Adolescent Girls and Adolescent Boys**

- 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.
- If several different doors are used to evacuate a building, shift leaders should make sure both the roster and log book are taken when vacating a building, if feasible.
- Shift leaders are to make sure the roster and logbook are taken when vacating a building, if feasible.
- All children must be accounted for. The shift leader is responsible for insuring that missing children are located.

	<ul style="list-style-type: none"> <li>Once relocated, staff should notify Control as to the children's new location, using the intercom system or a telephone.</li> </ul> <p><b><u>3. Children in the Dining Hall or Gym</u></b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b>(Probation department would follow internal procedures)</b></p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<ul style="list-style-type: none"> <li>Please see Orange County Emergency Response and Recovery Plan (ERRP) Basic Plan.</li> <li>The purpose of this plan is to provide guidelines for agency management and staff to prepare for, respond to, and recover from a major emergency/disaster, such as earthquake, flood, fire, radiological incident at San Onofre Nuclear Generating Station (SONGS), terrorist attack, and/or civil disturbance.</li> <li>The Basic Plan contains information <u>generic to all</u> staff in the Agency, in reference to preparation, response, and recovery.</li> <li><b>Annexes, Appendices, and Attachments to the plan outline division and/or program responses and duties required in any given emergency/disaster situation.</b></li> </ul> <p><b>I. County Employees as Disaster Service Workers</b></p> <p>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."</p> <p>For purposes of the government code, "disaster service workers" includes <u>all public employees</u> 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.</p> <p>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 both critical, sub-critical, and essential functions, which are the responsibility of the agency.</p>

In addition to the California Government Code, Employee Relations Resolution #90627 - County of Orange, adopted by the Board of Supervisors on May 15, 1990, states:

Section 6.A It is the exclusive right of the county to make all decisions of a managerial or administrative character, including, but not limited to:

1. The nature and extent of services to be performed;
2. The method, means, and personnel by which the county's operations are to be conducted; and
3. 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.

Section 6.B: 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.

The only official notification to county employees of their statutory obligation to perform disaster worker activities, as directed, is found on the reverse side of the county picture identification badges and cards. The picture identification cards and badges are issued to each county employee at the time of hire.

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.

### **Shelter in place/evacuation procedures**

If it is determined that the building is unsafe the following procedure will take place.

In almost all emergencies, children are to be kept inside. 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 makes the cottage/J.D.F. structural damage, gas or water leaks. It is important for staff to:

- 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;
- Complete a roster check as soon as feasible;
- Keep children together and under control.

## **Orangewood Children’s Home Cottages-Evacuation**

### **1. Preschool**

- 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. All babies are to be taken to the Sibling cottage, or another safe area.
- 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.

### **2. Siblings, Teen Girls, Jr. Girls, Jr. Boys, Int. Girls, Int. Boys, Adolescent Girls and Adolescent Boys**

- If feasible, all children should be lined up at the same door. Staff should 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.
- If several different doors are used to evacuate a building, shift leaders should make sure both the roster and log book are taken when vacating a building, if feasible.
- Shift leaders are to make sure the roster and logbook are taken when vacating a building, if feasible.
- All children must be accounted for. The shift leader is responsible for insuring that missing children are located.
- Once relocated, staff should notify Control as to the children's new location, using the intercom system or a telephone.

### **Children in the Dining Hall or Gym**

- For children in the dining hall or gym, general procedures should be followed. Children

	<p>should be returned to their own cottages when it is safe and feasible.</p> <p><b>(Probation department would follow internal procedures)</b></p>
Essential Function:	5. Identification of shelters
Process Description:	<p>The coordination of mass care and shelter services with the American Red cross and the Orange County Operational Area is the responsibility of the Social Services Agency during <u>major countywide emergencies/disasters</u>. SSA was assigned this function by the Emergency Management Council. Coordination includes the use of County resources available (i.e., personnel), calling on the Housing and Community Services Department and the Health Care Agency Mental Health for assistance in their areas of expertise and working with the +ARC, as requested, to assist with shelter operations.</p> <p>In addition to assisting with actual shelter functions (food, clothing, etc.), SSA may be asked to assist with interpreter services or in actual registration of displaced persons.</p> <p><u>Social Services Agency (SSA) Care and Shelter Responsibilities include:</u></p> <ul style="list-style-type: none"> <li>• Designation and assignment of a Care and Shelter Coordinator and Assistant Coordinator and alternates to the EOC Operations Group.</li> <li>• SSA Division <ul style="list-style-type: none"> <li>❖ Family Self Sufficiency (FSS), Children and Family Services (C&amp;FS), and Adult Services Assistance Program (ASAP) will assign primary and alternate positions, as detailed in the Emergency Operation Center (EOC).</li> <li>❖ Responsibilities and Emergency Response and Recovery Plan Matrix section of this plan. (available upon request)</li> </ul> </li> <li>• Designation and assignment of a manager and alternate managers, as the Shelter Incident Coordinator, to be stationed at the designated Emergency Shelter Operations Center (ESOC). <ul style="list-style-type: none"> <li>❖ SSA Strategic Planning, will assign all primary and alternate managers.</li> </ul> </li> <li>• Designation and assignment of Shelter Workers.</li> </ul>

- ❖ Training and Career Development, assisted by Strategic Planning, will train and qualify shelter workers and establish and maintain a list of all SSA employees who are trained in +ARC approved shelter operations or have the appropriate background from other sources. (this training is mandatory for SSA managers)

### Alternate Operation Sites

The following sites are alternate to critical worksites, when necessary, due to building damage, inaccessible routes, lack of communications (telephones), no utilities, gas or water leaks, major liquefaction of ground, etc.

- Orangewood Children's Home
- Local School Facility
- (OCH has a written agreement with the +ARC to set up a shelter site at a local school facility to house OCH residents, if necessary)
  
- SSA Department Operations Center (DOC)  
 Primary Site:  
 SSA Department Operations Center  
 1505 E. Warner Ave.  
 Santa Ana, CA 92705  
  
 Alternate DOC Site:  
 SSA Administrative Headquarters  
 888 N. Main St.  
 Santa Ana
  
- Children's Emergency Response, Child Abuse Registry:  

Orangewood Children's Home	Juvenile Justice Facilities
401 The City Drive	301 or 401 The City Drive
Orange	Orange
  
- Emergency Shelter Operations Center  
 888 N. Main St.  
 Santa Ana, CA 92701

Alternate (collocated with DOC)

	<p>1505 E. Warner Santa Ana,</p> <p><b>(Probation department would follow internal procedures)</b></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 that 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. 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. 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.</p> <p>If a social worker determines injuries and/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 form Child Injury or Death Log must also be completed as a follow up to the initial report.</p> <p>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.</p> <p><b>NOTE:</b> The status of <u>all</u> 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</p>

	<p>should be documented in the case record, or if unavailable, documented in writing for inclusion in the case at a later date.</p> <p><b>NOTE:</b> 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.</p> <p><b>Probation</b></p> <p>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 their agency’s emergency preparedness information including an alternate telephone number they can call to check in 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"> <li>• Orangewood Children’s Home will check on all their clients.</li> <li>• The Child Abuse Registry Hotline (CAR) will cut over to manual operations, ensuring Centrex phone backup is working (i.e., take reports by hand).</li> <li>• Social Workers will contact caregivers and clients.</li> <li>• In the event of an emergency, check their welfare, and assist as needed.</li> <li>• CAR has a well-published telephone number for clients to call for emergency services.</li> <li>• Law enforcement will bring abandoned or separated children to OCH for unification.</li> <li>• Post signage at all SSA facilities explaining who to contact and how to contact, etc. on the OCH site or alternate sites for assistance.</li> <li>• Arrange for public service announcements on who to call to file a report, etc. Also, a manager will be designated as a site communication coordinator National Incident management System (NIMS).</li> </ul> <p><b>Probation</b></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 crisis has passed.</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 style="text-align: center;"><b>SENIOR MANAGER ON SITE</b></p> <ul style="list-style-type: none"> <li>• Plan and organize the most practical and efficient method to accept and process applications and child welfare cases</li> <li>• 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.</li> <li>• Follow normal job duties as time and circumstances permit.</li> <li>• Coordinate all district assistance services and/or CalWORKs activities in conjunction with the disaster/emergency.</li> <li>• Keep subordinate staff apprised of emergency/disaster impact, building closed roads and bridges impassable, etc.</li> <li>• Maintain a daily log of emergency/disaster-related functions, problems, solutions, what worked, what didn't, etc</li> <li>• Require subordinate staff to maintain a daily log of disaster-related activities, etc.</li> <li>• Maintain a Report of Time Spent on Disaster.</li> <li>• Require subordinate staff to maintain a Report of Time Spent During Emergencies/Disasters form.</li> <li>• Prepare, or direct to be prepared, a summary of all daily logs maintained in the district for a final report for executive management.</li> <li>• 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.</li> <li>• Route summary reports through the chain of command to the Director of Social Services Agency, Children and Family Services.</li> </ul> <p style="text-align: center;"><b>PROGRAM MANAGER OR DESIGNEE</b></p> <ul style="list-style-type: none"> <li>• Analyze and develop recommendations on district needs during a major emergency/disaster.</li> <li>• Assist in the implementation of disaster district needs.</li> <li>• Follow normal job duties as time and circumstances permit.</li> <li>• Coordinate district operations during the emergency/disaster period, including such issues</li> </ul>

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 ADM 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, 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.

### **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.

	<ul style="list-style-type: none"> <li>• Prepare, or direct to be prepared, a summary of all daily logs maintained by clerical staff.</li> <li>• Prepare, or direct to be prepared, a summary of all Report of Time Spent During Emergency/Disaster Activity forms for clerical staff.</li> <li>• Route completed reports to the ADM for final report.</li> </ul> <p style="text-align: center;"><b>CLERICAL STAFF (OFFICE ASSISTANT, OFFICE TECHNICIAN, DATA ENTRY TECHNICIAN, AND STORE CLERKS)</b></p> <ul style="list-style-type: none"> <li>• Follow normal, daily job duties as time and circumstances permit.</li> <li>• Report any unusual event, problem, or incident at reception during an emergency/disaster to supervisor.</li> <li>• Report any problem with supplies, mail, requisitions for equipment, etc., to supervisor.</li> <li>• Evaluate the need for additional supplies or equipment based on stock on hand to supervisor.</li> <li>• Report any damage noted to supplies, equipment, computers, telephones, etc., to supervisor.</li> <li>• 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.</li> </ul> <p style="text-align: center;"><b>(Probation department would follow internal procedures)</b></p>
Essential Function:	9. Workload planning
Process Description:	<p style="text-align: center;"><b>DIVISION/PROGRAM EMERGENCY RESPONSE AND RECOVERY PLAN GUIDELINES</b></p> <p>The Division/Program Emergency Response and Recovery plan is one part of the Agency Emergency Response and Recovery Plan. The Agency provides responders to the Emergency Operations Center (EOC), when a Countywide emergency requires activation of the EOC at a particular level.</p> <p>Depending on the nature and extent of the countywide emergency, the Agency would also activate the Department Operations Center (DOC). The Chief Deputy Director or the Director of Administration, other Administration staff, and a Policy Maker from each of the other three divisions normally staff the DOC.</p>

When the Department Operations Center (DOC) is activated, a designated manager (director, deputy director, or administrative manager II/III) from Children and Family Services, Adult Assistance and Family Self Sufficiency (CFS, ASAP, and FSS) will report to the DOC as Program Policy Maker for Policy Group duties. Agency divisions should also standby to activate and staff Division/Program Operations Centers when directed. Depending on the extent of the emergency, division/program facilities may be affected. When this happens, the Division Operations Center (CFSOC) will be activated. A CFSOC will also be activated upon request of the DOC, at the discretion of the Agency Director, or at such other time as directed by the Division Director or designee.

Once activated, a CFSOC must receive permission from the DOC or the activating official to deactivate. The CFSOC is very vital to coordinate information from the field to the DOC, and is utilized during the Recovery Process to expedite field concerns to the DOC. During the recovery mode, the DOC is often referred to as the Business Recovery Command Center (BRCC). The agency Matrix Schematic and Plan Matrix (available upon request) show the lines of authority and the structure of the Agency response to a countywide emergency. The Matrix is also utilized for Agency only emergencies, without the EOC Responders section being activated.

Divisions tailor their individual written Emergency Response and Recovery Plans to dovetail with the Agency Matrix and the following directions and team concepts. Critical, sub-critical, and essential functions, along with contractor provided client services, must also be taken into account in the individual plans.

Most division/program emergency situations will deal with a facility or facilities emergencies. These could be anything from a fire, earthquake, bomb threat, hazardous leak, terrorist attack, hostage situation, or violence in the work place. Each element must be considered in the plan and mitigation procedures must be established and staff trained. The existing Emergency Evacuation Plan that is facility-specific, posted, and staff routinely trained on, is the vehicle for immediate response to a facility emergency. It is augmented, as necessary, to include all the elements to be considered a complete Emergency Response Plan. It must be written and provided to all facility staff. It is **MANDATORY** that staff be trained on its provisions.

When it comes to the Recovery Plan (Business Continuity Plan), 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 quickest 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. These discussions provide the necessary documentation, or plan (Business Recovery Plan) to train staff in the recovery process and to provide a checklist to be used after an emergency/disaster to re-establish delivery of client services.

Every Recovery Plan is written with a certain set of assumptions. These assumptions are used in developing recovery strategy. In producing the plan, an Impact Analysis (Business Impact Analysis, BIA) must be completed. To do this, program must identify and must document work groups (internal and external), resources and services needed, needed work area, tools, supplies, and data. A Recovery Plan must consider all division/program facilities, and each facility will require an addendum to the master Division Recovery Plan, or a facility-specific Recovery Plan. When finished, the division/program will have determined and then documented in the plan:

- What are the most critical services and work groups
- The priority which these work groups need to resume operations
- The internal and external support groups required to deliver the service(s) provided
- The internal resources needed to be available to support those work groups
- The external resources provided by others
- Checklists for each evolution, individual facility specific as required
- Primary, secondary, and emergency telephone numbers for the Division Operations Center and critical staff

**At this point a division program can develop a timeline for recovery based on division/program priorities.**

Examples of questions discussed, answered, and then documented in the Program Plan:

- What do we do if all facilities are damaged because of a major emergency/disaster?
- What do we do if only some facilities are useable or partially useable?
- What do we do if all communications are disrupted?
- How do we operate without telephones, computers, electricity, water, etc?
- How do we maintain effective communications with our non-English speaking clients?

- Do we need to plan for paper forms, etc., for later computer input, to be able to expedite resuming limited delivery of service(s)?
- How do we provide service(s), if only half or less of the division/program staff is available?
- Do we need to establish a “buddy” system with an adjacent county for service delivery or other assistance?
- What do we do, if a good portion of the roads/bridges is impassable?
- What do we do, if there is no dependable public transportation?
- Who will communicate with the Juvenile Court and ensure services are consistent with orders?
- What services could be halted or scaled back?
- Will contracted providers be able to continue to deliver services to clients? What do we do, if they can’t?
- Will contract providers be able to increase service and absorb client load to compensate for some or all-unavailable division/program resources?
  
- Do we need an alternate method to contact clients, if the usual way is impossible or severely hampered, to inform them of service location or service changes, etc.?
- Where can the hotlines be redirected, if present facilities are offline and are not useable?
- Is there an alternate way of operating and serving clients without the availability of client records?
- What facility/location would serve as the alternate Division/Program Operations Center, if the primary center is not useable?
- How do we ensure confidentiality laws are not violated?

### **Division/Program Emergency Response and Recovery Plan (Business Continuity Plan)**

#### Immediate Response Team (IRT)

- The initial responders take charge of the situation and ensure the emergency plan is rapidly implemented. They are charged with providing for:
  
- Human and facility safety: Administration of first aid, transportation of those injured, building evacuation, shutting off utilities, etc. Notification to civil authorities is top priority (fire, police, ambulance).

- **Coordination:** Coordinate all jurisdictional operations in support of response, law, fire, and HazMat.
- **Assessment:** Assess the situation, gathers data, and documents events.
- **Notification:** After the initial safety related issues, starts the notification process to the chain of command and other employees that are assigned to subsequent teams.
- **Passing control:** Passes control of the situation, as directed by the CFSOC, usually to the Crisis Management Team.
- The team is composed of the following members as available:

Senior On-Site Manager  
 Program-Administrative Manager II/III  
 District Administrative Manager II  
 District Administrative Manager I  
 Senior On-Site Supervisor  
 Departmental Safety Representative(s)  
 Operations-Facilities Services Administrative Manager I, if available

#### Crisis Management Team (CMT)

Responsible for: Coordinating, establishing policy, and managing the response and recovery effort.

The team is composed of the following members:

Executive Manager  
 Division Deputy Director  
 Program Administrative Manager II/III  
 District Administrative Manager II

#### Damage Assessment and Reconstruction Team (DART)

[Mostly Administration Staff]

Initially meet with designated CMT Members to assess situation and estimated extent of damage, and then perform a quick survey of the damaged facility(ies), where it is safe to do so, and report

findings back to the Crisis Management Team. Later, the team will produce a more detailed report presenting its finding and recommendations to the CMT. Most members of this team are resources of the DOC, and will be utilized to assist Programs as required, and/or as directed by the Incident Commander.

The team is composed of the following members:

- Operations-Facilities Services Unit Manager
- Operations-Facilities Services Administrative Manager I
- District Administrative Manager I
- Operations-Facilities Services AE/FO
- Technology Services Representative

At about this time, in the Emergency Response mitigation process, the affected Division(s)/Program(s) must start implementing planned recovery options (if not previously started), that are detailed in the Division/Program Recovery Plan (Business Continuity Plan), based on previous assumptions of what facility and staff and support resources are available.

#### Logistics Team [Administration Staff]

Provides the necessary logistical, clerical, and administrative support at the DOC/BRCC as required. In an emergency they will handle human resources, miscellaneous services, purchasing and purchase orders, communications, copying, letters, messages, or other duties as may be assigned or required. This team is part of the DOC/BRCC structure from the Emergency Response through the implementation of the Recovery Plan. All members of this team are resources of the DOC, and will be utilized to assist divisions/programs as required, and/or as directed by the Incident Commander.

The team is composed of the following members:

- Operations- Facilities Services Administrative Manager I
- Purchasing Administrative Manager I
- Selected Purchasing Staff
- HR Administrative Manager I
- Contract Services Representative
- Operations-Financial Services Administrative Manager I

- Accounting Services Administrative Manager I
- Operations- Facilities Services Real Property Agent and AE/FO

Information Systems Team (IST) [Administration Staff]

Responsible for retrieval of materials from offsite storage locations for system restoration. The team will recover and restore files and bring up and validate the system where possible. They are responsible for the operating system, program products, and application software. All members of this team are resources of the DOC, and will be utilized to assist programs as required, and/or as directed by the Incident Commander.

The team is composed of the following members:

- Deputy Director, Technology Services
- IS Manager, Technology Services
- Systems Coordination Manager, Technology Services
- Sr. Systems Programmer Analyst, IST/Disaster Recovery Project Manager

Voice and Data Network Team (VDNT) [Administration Staff]

Responsible for multiple functions. Establishing communications from the DOC/BRCC to the damaged facility(ies). Reestablish voice and data services to all users and provide for rewire for voice and data circuits as required, and provide phone switches and instruments as needed. Members of this team are resources of the DOC or County, and will be utilized to assist divisions/programs as required, and/or as directed by the Incident Commander.

The team is composed of the following members:

- Operations- Facilities Services Administrative Manager I
- Telephone Specialist (CEO/Network Systems-Coordinated by Operations)
- Technology Services Representative(s)

Core Business Operations Team (CBOT) [Executive Management/Program/Administration]

Responsible for reestablishing the division/program service(s) disrupted or impacted by the emergency/disaster at the emergency/disaster site, another division/program facility, another

	<p>Agency facility, another county, a temporary site, or even a new permanent site.</p> <p>The team is composed of the following members:</p> <ul style="list-style-type: none"> <li>▪ Agency Director</li> <li>▪ Chief Deputy Director</li> <li>▪ Division Director(s)</li> <li>▪ Deputy Director (s)</li> <li>▪ Program Administrative Manager II/III</li> <li>▪ District Administrative Manager II</li> <li>▪ District Administrative Manager I</li> <li>▪ Operations-Management Services Unit Manager</li> <li>▪ Contract Services Unit Manager</li> <li>▪ Accounting Services Unit Manager</li> <li>▪ Operations-Financial Services Unit Manager</li> <li>▪ Accounting Operations Team Representative</li> </ul> <p><u>Finance and Administration Team (FAT)</u> [Administration Staff] Responsible for maintaining, even at a temporary location, fiscal accounting, client pay services, payroll, and other normal Agency accounting functions. All members of this team are resources of the DOC, and will be utilized to assist divisions/programs as required, and/or as directed by the Incident Commander.</p> <p>The team is composed of the following members:</p> <ul style="list-style-type: none"> <li>• Director of Administration</li> <li>• Administration Deputy Director</li> <li>• Operations-Financial Services Unit Manager</li> <li>• Accounting Services Unit Manager</li> </ul> <p><b>(Probation department would follow internal procedures)</b></p>
Essential Function:	10. Alternative locations for operations
Process Description:	The following CFS sites are alternate to the above critical sites, when necessary, due to building damage, inaccessible routes, lack of communications (telephones), no utilities, gas or water

leaks, major liquefaction of ground, etc.

- Orangewood Children's Home
- Local School Facility
- (OCH has a written agreement with the +ARC to set up a shelter site at a local school facility to house OCH residents, if necessary)
  
- SSA Department Operations Center (DOC)  
SSA Administrative Headquarters  
1505 E. Warner Ave.  
Santa Ana  
Orangewood Children's Home  
401 The City Drive  
Orange
  
- Children's Emergency Response,  
Orangewood Children's Home  
401 The City Drive  
Orange  
Child Abuse Registry:  
Juvenile Justice Facilities  
301 or 401 The City Drive  
Orange
  
- Adult Services  
Santa Ana Regional Center  
1928 South Grand  
Santa Ana  
Anaheim Regional Center  
3320 La Palma  
Anaheim
  
- Financial Assistance,  
West Regional Center  
6100 Chip Avenue  
Cypress  
Medi-Cal and Food Stamps  
Laguna Hills Regional Center  
25292 McIntyre  
Laguna Hills
  
- Emergency Shelter Operations Center  
1505 E. Warner  
Santa Ana,
  
- If necessary, post sign at site advising staff and clients or office alternate site, due to non-functional work areas.
  
- If division operations will be moved to an alternate site, transfer blue emergency barrels, if possible, to new location.

	<ul style="list-style-type: none"> <li>• If it is necessary to deploy staff to alternate work sites, use the “SSA Staff Deployment chart.” When staff return to work after an earthquake, use the “SSA Disaster Assignment Sign-in Log” to track employee emergency assignments during the post-disaster period. All employees shall be required to provide necessary services when directed by Agency Management.</li> </ul> <p><b>NOTE:</b> When the Department Operations Center (DOC) is activated, all Administrative Units will provide initial status reports on the unit’s damage, casualties, and readiness to perform functions within one hour of the emergency/disaster, or as soon after as possible, to the DOC Incident Commander.</p> <p>The Incident Commander will fax or deliver, whatever other way is available if fax is not operational, Social Services Agencies (SSA’s) Initial Incident Impact report on SSA’s status to the Emergency Operation Center (EOC), utilizing, the County Department Status Report to the County EOC Form. This status report will usually be sent after the receipt of the County EOC Request For Department Initial Incident Impact Report Form</p> <p><b>(Probation department would follow internal procedures)</b></p>
Essential Function:	11. Orientation and ongoing training
Process Description:	<p><u>Strategic Planning</u></p> <ul style="list-style-type: none"> <li>• Emergency Shelter Operations Center (ESOC)</li> <li>• 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 SSA’s operation of the Armory Homeless Shelter program, will be called upon, as needed, for duties at the established shelters for the displaced and homeless.</li> <li>• SSA Training and Career Development and Strategic Planning coordinate shelter worker training and maintain lists of qualified shelter workers).</li> <li>• When required, the Shelter Incident Coordinator will request additional numbers of staff needed from the DOC Incident Commander, for shelter duty. The Shelter Incident Coordinator is a manager assigned from Training and Career Development or Strategic Planning.</li> </ul> <p><b>(Probation department would follow internal procedures)</b></p>
<b>CWS Disaster</b>	<b>Respond, as appropriate, to new child welfare cases in areas adversely affected by a</b>

<b>Response Criteria B:</b>	<b>disaster, and provide services in those cases:</b>
Essential Function:	1. New child welfare investigation process
Process Description:	<p>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> <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><b>(Probation department would follow internal procedures)</b></p>
Essential Function:	2. Implementation process for providing new services
Process Description:	<p style="text-align: center;">Senior Social Worker Child Abuse Registry</p> <ul style="list-style-type: none"> <li>• Perform normal duties of accepting and referring reports of alleged child abuse</li> <li>• Accept reports of unaccompanied minors received from the community</li> <li>• Refer reports of alleged abuse for investigation and emergency response, per usual policies and procedures</li> <li>• Refer reports of unaccompanied minors for investigation of the child's/children's circumstances</li> <li>• Confer with SSSS, as necessary, on reports and/or referrals of child abuse or unaccompanied minor circumstances</li> <li>• Respond to requests, as directed, to perform other emergency related activities required of the agency</li> <li>• Report to SSSS any unusual circumstances, situations, or referrals that transpired or were reported as a result of the emergency</li> </ul>

	<ul style="list-style-type: none"> <li>• Track all time spent specifically on emergency related activities on form, Report of Time Spent During Emergencies</li> <li>• Submit reports of Time Spent During Emergencies to supervisor</li> <li>• Submit information on any unusual emergency situations, or occurrences to supervisor</li> <li>• Perform normal duties, as time and circumstance permit</li> </ul> <p style="text-align: center;"><b>Supervisor Child Abuse Registry</b></p> <ul style="list-style-type: none"> <li>• Confer with SSW's, as requested, on specific circumstances of reports taken on alleged abuse and/or unaccompanied minors</li> <li>• Relay updated information on emergency impact on the county to SSW staff</li> <li>• As required, request Children and Family Services Division staff to respond to shelters housing unaccompanied minors or other agency emergency duties</li> <li>• Instruct staff to log all referrals received on unaccompanied minors, for purposes of the agency emergency report</li> <li>• Instruct staff to record all time spent specifically on emergency related activities and assignments</li> <li>• Log all unusual circumstances, situations, or referrals reported by SSW staff</li> <li>• Track all time spent on emergency related functions and activities</li> <li>• Summarize emergency time report forms received from unit staff</li> <li>• Submit Emergency Time Summary report to Program Manager</li> <li>• Prepare report of logs maintained of unusual circumstances and unaccompanied minors, reported by SSW staff</li> <li>• Submit report to Program Manager</li> </ul> <p><b>(Probation department would follow internal procedures)</b></p>
<b>CWS Disaster Response Criteria C:</b>	<b>Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:</b>
Essential Function:	1. Communication structure – staff
Process Description:	<p>In the event of an emergency or disaster, maintaining communication is top priority.</p> <p style="text-align: center;"><b>Onsite Facility/Building/District Manager or Designee</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>

- 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.
- If division operations will be moved to an alternate site, transfer Disaster Box(es), if possible, to new location.
- 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.

### **Managers and/or Supervision**

- Managers and supervisors shall have available at home and in their vehicles, copies of their division employees emergency/disaster preparedness lists, which should include names, addresses, home telephone numbers, pager and cellular phone numbers (if applicable), disaster assignment and special skills, i.e. language capability, shelter experience, first aid/CPR knowledge, etc.
- Managers and/or Supervisors will attempt to contact staff via telephone, pager, or cellular phone (if operable) to advise them where to report, when to report (day and time), if different than at normal work site and usual starting time
- First employees contacted are those with critical, sub-critical, and essential functions responsibilities
- All other employees will be contacted after the above primary contacts

### **Employees**

- If not contacted by management or a supervisor, employees should turn on radio (EAS) and television (if operable) and listen for instructions regarding work sites, reporting times, and/or other emergency/disaster assignments.
- If telephone and other means of communication are inoperable, employees should ensure family and home safety, and then report to normal work site, at usual starting time on next working day.

	<ul style="list-style-type: none"> <li>• Employees who have injuries, whose family members have serious injuries requiring their presence, and/or who need to relocate their family due to housing damage, must make every attempt to convey this information to their supervisor or manager. They must make every attempt to do so, so that their status is known to the agency, both for emergency/disaster and usual assignment and payroll purposes.</li> </ul> <p style="text-align: center;"><b>Employee/Family Displaced</b></p> <ul style="list-style-type: none"> <li>• Determine if any employee or their family has been displaced and/or homeless</li> <li>• If employee requires time off, advise employee to take comp time, vacation time/annual leave, or go off payroll</li> <li>• If a employee has not used the twenty (20) hours of sick leave allowed each fiscal year for personal emergencies, the employee may opt to use this time, where applicable. (Refer to the PSR and/or MOU of the employee's bargaining unit)</li> <li>• Release employee(s) to care for situation</li> <li>• Record employee(s) name(s) and destination, if known, on SSA Staff Deployment Chart form</li> </ul> <p><b>Probation</b></p> <p>The assigned deputy probation officer of record will be responsible to checking in with the group home periodically until the program returns to the facility and resumes normal operations. If the assigned deputy probation officer is unavailable, the group home monitor or placement supervisor will be responsible for checking with the program and providing assistance if needed.</p>
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
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 Executive/Management Team – Gallagher, Ray – Leader  E-Mail: <a href="mailto:Ray.Gallagher@ssa.ocgov.com">Ray.Gallagher@ssa.ocgov.com</a>  Work Phone: 714-704-8850</p> <p>CFS Executive/Management Team – Nishimoto, Nathan – Leader  E-Mail: <a href="mailto:Nathan.Nishimoto@ssa.ocgov.com">Nathan.Nishimoto@ssa.ocgov.com</a></p>

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	<p>EEmail: <a href="mailto:Lisa.Tamres@ssa.ocgov.com">Lisa.Tamres@ssa.ocgov.com</a>  Work Phone: 714-704-8745</p> <p>CFS Program/Management Team – Lynda Ross – Member  EEmail: <a href="mailto:Lynda.Ross@ssa.ocgov.com">Lynda.Ross@ssa.ocgov.com</a>  Work Phone: 714-704-8767</p> <p><b>Probation</b></p> <p>The Orange County Probation Department Placement Unit has provided the following contact information to all group home providers utilized by the placement unit:</p> <ol style="list-style-type: none"> <li>1) The minor’s assigned DPO</li> <li>2) The group home monitor: (714) 935-6667</li> <li>3) Placement Unit Officer of the Day: (714) 935-6539</li> <li>4) Administrative Placement Supervisor: (714) 935-7584</li> </ol> <p>If they are not able to make personal contact with either the assigned DPO or group home monitor, they are to call the Placement Unit Officer of the Day, or the Administrative Placement Supervisor to discuss the situation. Group home providers are to leave messages for both the assigned DPO and group home monitor.</p> <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:	3. Communication structure – contracted services
Process Description:	<p style="text-align: center;"><b>CONTRACT SERVICES</b></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). Since it is an Administrative function, Contract Services is a resource of the DOC and is directed by, and reports to the Incident Commander. The numbers listed below</p>

should be called for Contract Services assistance during any phase of an emergency/disaster. If contact is not made through these numbers, the **DOC** should be called at **(714) 668-3800**. If the Alternate Department Operations Center (ADOC) is activated and the Department Operations Center (DOC) is not, the number is (714) 647-2900.

### CONTRACT SERVICES

**VOICE** (714) 541-7785  
(714) 245-6233  
(714) 541-7788

**FAX** (714) 541-7414

#### Duties of contract Services in a Disaster

##### 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, 888 N. Main St., Santa Ana. The Contract Services Unit Manager, Administrative Managers and Unit Secretary will also keep a copy of the Desk Procedures with them when off duty, as well as a roster of all Contract Services Staff home telephone numbers. The Desk Procedures contain the following items:

- List of Contractors: This list includes basic information, including Contractor Name, Basic Contract Description, Contact Telephone Number, Address, SSA Program Contact, etc.
- Contractor Contact/Status Log: The Contract Services Unit Manager or designee uses this log to assign selected staff to call the various contractors. It is also used to record date and time when contact has been made with contractors.

- Contractor Status Report: Staff uses this report form to record contractor status when making calls to contractors.

b. Implementing the Contract Services Disaster Plan Desk Procedures

In the event of a disaster, the Contract Services Unit Manager or designee will assign selected staff to call the various contractors, and list these on the Contractor Contact/Status Log. Staff will then use the List of Contractors to call their assigned contractors to gain an accurate assessment of their status. Staff making the calls will record comments on the Contractor Status Report form. Once staff have made contact with their assigned contractors, and completed the Contractor Status Report form, they will provide a status update to the Contract Services Unit Manager or designee, and update the Contract Services Disaster Plan Desk Procedures as follows: (1) indicate that contact has been made in the Contractor Contact/Status Log, and (2) and place the Contractor Status Report form in the Desk Procedure. If the Contractor Status Report dictates a need for further follow up with the contractor, the Contract Services Unit Manager or designee will discuss follow up procedures with the assigned staff. The Contract Services Unit Manager or designee will provide the unit's status, including any urgent matters, to the SSA Incident Commander, and develop a plan of action.

C. Other Duties:

In addition to the specific departmental duties mentioned above, Contract Services and other Agency staff are also responsible for additional duties as part of the overall SSA Response and Recovery Team. These duties fall under the two teams noted below.

a. Logistics Team

Provides the necessary logistical, clerical, and administrative support at the DOC/BRCC as required. In an emergency they will handle human resources, miscellaneous services, purchasing and purchase orders, communications, copying,

Letters, messages, or other duties as may be assigned or required. This team is part of the DOC/BRCC resources from the Emergency Response through the implementation of the Recovery Plan. All members of this team are resources of the DOC, and will be utilized to assist Programs as required, and/or as directed by the Incident Commander.

	<p>The team is composed of the following members:</p> <ul style="list-style-type: none"> <li>• Operations- Facilities Services Administrative Manager I</li> <li>• Purchasing Administrative Manager I</li> <li>• Selected Purchasing Staff</li> <li>• HR Administrative Manager I</li> <li>• Contract Services Representative</li> <li>• Operations-Financial Services Administrative Manager I</li> <li>• Accounting Services Administrative Manager I</li> </ul> <p>b. Core Business Operations Team (CBOT)</p> <p>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.</p> <p>The team is composed of the following members:</p> <ul style="list-style-type: none"> <li>• Director</li> <li>• Division Director(s)</li> <li>• Deputy Director(s)</li> <li>• Program Administrative Manager II/III</li> <li>• District Administrative Manager II</li> <li>• District Administrative Manager I</li> <li>• Operations- Facilities Services Unit Manager</li> <li>• Contract Services Unit Manager</li> <li>• Accounting Services Unit Manager</li> <li>• Operations-Financial Services Unit Manager</li> <li>• Accounting Operations Team Representative</li> </ul> <p><b>(Probation department would follow internal procedures)</b></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.
	5. Communication frequency
Process Description:	<p>Regular status reports noting conditions of foster facilities and children should be made to the Children and Family Services Division Operations Center (CFSOC) or 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><b>Probation</b></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 this crisis has passed and normal group home operations resume.</p>
Essential Function:	6. Communication with media
Process Description:	<p style="text-align: center;"><b>PUBLIC INFORMATION OFFICER (PIO)</b></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 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.</p>

During an emergency/disaster, the PIO will operate from the DOC. The Public Information Officer is a resource of the DOC and reports to the Incident Commander. 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**. If the ADOC is activated and the DOC is not, the numbers are (714) 647/2908.

Public Information Officer: **(714) 668-3808**/(714) 647-2908 OFFICE (714) 541-7734

Public Information Officer or Designee:

The position of Public Information Officer (PIO), coordinates and disseminates all SSA information to outside agencies and the media. In addition, the PIO shares all SSA approved press releases with the PIO at the County EOC. The PIO is responsible for meeting demands for timely and accurate information, about programs and facilities, in order to better assist SSA clientele and the public.

Public Information Officer responsibilities include:

- Receive briefing on disaster/emergency from Incident Commander (IC) or Assistant Incident Commander (AIC) when assigned
- 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
- Receive briefings from County PIO, EOC, as necessary
- Authenticate sources of information received, verify for accuracy
- Discuss potential media release information with IC or AIC, as necessary -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 IC
- Attend all briefings by IC for updated information, for potential press releases
- Arrange for meetings between media and incident personnel, e.g., Shelter Incident Commander, when directed by IC
- Answer requests from the media for information (approved by IC) on SSA programs, building locations, operations, etc.
- Respond to calls from media personnel

	<ul style="list-style-type: none"> <li>• Post media releases in the DOC and other appropriate locations, for information purposes</li> <li>• Maintain a log of press releases and contacts</li> <li>• Perform normal duties, as necessary and as time and circumstances permit</li> <li>• Maintain a separate log of emergency response and recovery-related activities, what worked, what didn't, unusual events, etc.</li> <li>• Require any PIO staff, assigned, to maintain a log of emergency/disaster activities</li> <li>• Record all time spent on emergency/disaster and recovery-related activities</li> <li>• Instruct PIO staff to record all time spent on emergency/disaster and recovery-related activities</li> </ul> <ul style="list-style-type: none"> <li>• Submit all logs, maintained by PIO and any assigned staff, to the AIC, if assigned, for summary report to IC. Otherwise submit directly to IC</li> <li>• Submit summary report of any assigned PIO staff time spent on disaster to AIC, if assigned, for final analysis of all DOC participants. Otherwise submit directly to IC</li> </ul> <p><b>Probation</b></p> <p>The Orange County Probation Department media liaison (714-569-2000) 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's Home 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><b>(Probation department would follow internal procedures)</b></p>
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	<p>The following numbers are for reporting child abuse, abandoned children and checking on missing kids.</p> <p>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> <p><b>(Probation department would follow internal procedures)</b></p>

<b>CWS Disaster Response Criteria D:</b>	<b>Preserve essential program records:</b>
<b>Essential Function:</b>	1. Record preservation process
<b>Process Description:</b>	<p>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.</p> <p><b>(Probation department would follow internal procedures)</b></p>
<b>Essential Function:</b>	2. Use of off-site back-up system
<b>Process Description:</b>	<p>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 a certain number of records that take effect in the event of a catastrophic event.</p> <p><b>(Probation department would follow internal procedures)</b></p>
<b>CWS Disaster Response Criteria E:</b>	<b>Coordinate services and share information with other states:</b>
<b>Essential Function:</b>	1. Interstate Compact on the Placement of Children reporting process
<b>Process Description:</b>	<p>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.</p> <p><b>(Probation department would follow internal procedures)</b></p>
<b>Essential Function:</b>	2. Mental health providers
<b>Process Description:</b>	Orange County Social Services Agency (SSA) works closely with Orange County Health Care

	<p>Agency (HCA) and the Court Evaluation and Guidance Unit (CEGU).          We have Health Care Agency (HCA) staff located at following sites:          Orangewood Children’s Home          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><b>(Probation department would follow internal procedures)</b></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 a 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><b><u>Senior Social Workers</u></b></p> <ul style="list-style-type: none"> <li>• Perform usual duties per policies and procedures, as time and circumstances permit</li> <li>• Identify children in cases having high priority situations for adjudication</li> <li>• Process intakes requiring detention hearings on a priority basis</li> <li>• Confer with Senior Social Services Supervisor (SSSS) as necessary on cases posing potential court/legal problems</li> <li>• Advise supervisor of unusual circumstances and/or problems encountered as a direct result of the emergency</li> <li>• Respond to requests, as directed, to perform other emergency related activities required of the division, agency or county</li> <li>• Track all time spent specifically on emergency related activities on form Report of Time Spent During Emergencies</li> <li>• Submit Report of Time Spent During Emergencies form(s) to supervisor</li> <li>• Submit information on any unusual emergency situations or occurrences to Supervisor</li> </ul> <p><b>(Probation department would follow internal procedures)</b></p>
Essential Function:	4. Federal partners
Process Description:	<p>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 serves a critical role in coordinating emergency services. Federal partners and information resources include, but are not limited to: The Federal Emergency Management Agency, The Department of Homeland Security, and The Children's Bureau.</p> <p><b>(Probation department would follow internal procedures)</b></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</p>

	<p>needed.  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.  Orange County will keep CDSS apprised of circumstances and events in the event of an disaster/emergency.</p> <p><b>(Probation department would follow internal procedures)</b></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><b>(Probation department would follow internal procedures)</b></p>
Essential Function:	7. Volunteers
Process Description:	<p>Orangewood Children's Home has many volunteers that could assist in the event of a disaster. The Orangewood Children's Home Community Program Specialist (CPS) (714) 935-7687 is responsible for coordinating and contacting volunteer services.</p> <p><b>(Probation department would follow internal procedures)</b></p>