

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Sacramento County CPS

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Name/Title: Walter Wyniarczuk, Program Planner
Person Managing/Overseeing Emergency Plan Implementation

Telephone #: (916) 875-0130

E-mail Address: wyniaw@saccounty.net

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.

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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:	<ol style="list-style-type: none"> 1. Identification and location process of children who may be displaced. 2. Continue to staff the 24 hour hotline.
Process Description:	<ol style="list-style-type: none"> a) During a disaster or emergency, staff will be designated to report to local emergency or disaster shelters to provide services to dependent as well as non-dependent children who may be separated from family. b) Our county shelter, the Children's Receiving Home, will be used to house children. In addition, our Foster Care Placement Unit will be directed locate additional placements for children.

	<ul style="list-style-type: none"> c) During the recovery phase, or post disaster period, staff will be directed to contact all foster care providers to determine if the families and children are ok. d) Social workers will be directed to contact care providers to determine if they may require assistance evacuating. If a care provider reports that they can no longer provide care, the child will be relocated and services continued. e) Identify and assign social workers to staff the 24 hour hotline and endeavor to respond to reports of abuse/neglect and/or children who are separated from their parents and family.
Essential Function:	3. Communication process with child care providers
Process Description:	<ul style="list-style-type: none"> a) Social workers will be directed to contact child providers to determine if they require assistance to evacuate. Social workers will be directed to contact care providers of medically fragile or non-ambulatory children first. Calls to the remaining foster care providers will be made depending on the scope and type of disaster. b) We have designated a telephone line (1-866-410-6164) that foster care providers can call to report their location if they are required to relocate. This telephone number will be made available to all foster care providers. This telephone number (1-866-410-6164) also has a telephone tree attached which will allow us to present different options to callers. c) In addition, we have put in place a process to place a message on the telephones of staff that may be absent. The message will direct persons to call different telephone number rather than leave a message that may not be responded to for some time.
Essential Function:	4. Identification of evacuation procedures – Event known in advance
Process Description:	<ul style="list-style-type: none"> a) Foster care providers are required to have an emergency plan which includes an alternate site in case their home has to be evacuated. The Sacramento County Kinship Unit has agreed to also require that non-related extended family members have an emergency plan in place. b) Our plan directs managers to identify the area(s) that may be affected by a disaster or emergency and then obtain a list of all the foster care providers who reside in the identified zip codes. The list will be obtained from CWS/CMS. Next, social workers will be directed to contact all the care providers in the identified area(s) and warn as well as ask if they may require assistance to evacuate. The names of families who may require assistance evacuating will be forwarded up through the CPS chain of command to law enforcement or the fire department, since our staff is directed to not evacuate families or children. <u>Note:</u> Families caring for medically fragile or non-ambulatory children are a top priority. c) Foster care providers are expected to follow the instructions of authorities during a disaster

	or emergency.
Essential Function:	5. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>a) As noted in 3(a) above, foster care providers are required to have emergency plans.</p> <p>b) As noted in 3(b) above, our managers will identify the areas impacted by the disaster or emergency and then ask for the names of all the families caring for children in the identified zip codes. Families caring for medically fragile and non-ambulatory children will be identified, and these families will be called first to determine if they may require assistance evacuating. The names of the families that require assistance evacuating will be forwarded to the CPS Incident Command Center, which is staffed by our deputy director and our division managers as well as support staff to assist in managing the event. The staff in the incident command center will forward the information to the Department EOC which in turn will forward the information to the County EOC. County EOC will identify the resources responsible for evacuating the identified families. Note: When families are contacted they will also be reminded to listen to the radio and to follow the directions of the authorities. In addition, families will also be directed to call the central telephone number listed above and leave their name, the children’s names, their location, and telephone, if they are required to relocate.</p> <p>c) This process includes record keeping which will allow us to check on well being of families during the recovery phase.</p>
Essential Function:	6. Identification of shelters
Process Description:	<p>a) The Department of Human Assistance (DHA) is responsible for identifying and setting up emergency or disaster shelters in collaboration with the Disaster Services Section of the California Department of Social Services. A contact person has been identified in DHA. Our managers are directed to contact this person to obtain the locations for emergency or disaster shelters. In addition, our managers are directed to contact the county EOC in the event that the DHA cannot be reached. During a repatriation emergency several years ago, which included staffing shelters, CPS worked in tandem with DHA to serve unaccompanied minors.</p> <p>b) As noted above, our emergency shelter, the Children’s Receiving Home, will also be available to provide shelter for unaccompanied minors.</p>
Essential Function:	7. Parental notification procedures

Process Description:	<ul style="list-style-type: none"> a) Depending on the scope of the disaster or emergency, social workers will be directed to contact biological parents to update them about the welfare of their children. b) In the recovery phase or post emergency or disaster, social workers will be directed to contact all biological families and update them on the well-being of their children.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<ul style="list-style-type: none"> a) We will be using the SEMS process to manage our response to an emergency or disaster. Our program managers will evaluate the impact of the disaster or emergency on services, e.g., how many families are impacted, how many social workers are available, will the court be operating at full capacity, etc. The status reports will be forwarded to the CPS Incident Command Center, which will be staffed by our Deputy Director, the division managers, several administration managers, and additional support staff. The status reports will be evaluated and decisions made on how to continue to provide the essential CPS services. b) The ability of our partners to provide services will also be evaluated, for example, if the court is not functioning at full capacity, staff can be reassigned to other duties. c) If a building or site must be evacuated, we have in place a process to transfer all incoming telephone calls to the new location. A message will be placed on all the telephones directing people to call the new number. d) In summary, the SEMS process allows us to evaluate the status of all our services since managers will be forwarding their status reports to the CPS Incident Command Center. Decisions on where or how to provide alternate services are then made based on the overview of the entire division.
Essential Function:	8. Staff assignment process
Process Description:	<ul style="list-style-type: none"> a) As noted in # 7 above, we will be using the SEMS structure to manage an emergency or disaster. This process allows for the funneling of information to one location, the CPS Incident Command Center, which will use the information to make the required decisions, such as requesting, allocating, or shifting resources. b) The CPS Incident Command Center will determine which programs can give up staff in order to staff functions that are identified as more essential. However, as a disaster or emergency evolves, the priorities may change, and the SEMS structure allows for the evaluation and dissemination of information in an orderly and consistent manner and implementing options in an orderly manner.
Essential Function:	9. Workload planning
Process Description:	<ul style="list-style-type: none"> a) As noted in # 7 and # 8 above, we will be using the SEMS structure to manage an

	<p>emergency or disaster. Each program manager will include in her/his status report, which is forwarded to the CPS Incident Command Center, current staffing and staffing needs. The CPS Incident Command Center will review the staffing of the identified essential functions and determine which staff can be re-assigned to provide additional staffing. Again, as a disaster or emergency evolves priorities may change and staff may have to be reassigned accordingly.</p> <p>b) We also have in place a process which would allow staff to work from home by using e-mail. The managers would request, through the CPS Incident Command Center, obtaining e-mail access for staff identified to work from home. Staff would be able to complete some work from homes, such as typing reports. This option could be used if social distancing was necessary due to a pandemic flu.</p>
Essential Function:	10. Alternative locations for operations
Process Description:	<p>a) Our agency has program locations (facilities) throughout Sacramento County. If we had to relocate a program, the CPS Incident Command Center would review the list of alternate locations and make a decision.</p> <p>b) As noted above, we have in place the process for routing all incoming calls to the new location. Since each location has access to CWS/CMS, records would be available.</p>
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>a) Staff that is directly involved in managing a disaster or emergency will receive training on the SEMS system. This is our management staff as well as our supervisors.</p> <p>b) All staff will receive the following information: During a disaster they are to first ensure the safety of their family and then report or be prepared to report to work.</p>
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. New child welfare investigation process
Process Description:	<p>a) Responding to allegations of abuse or neglect will continue during a disaster or emergency depending on the scope of the disaster or emergency. Again, information will be forwarded to the CPS Incident Command Center; and, if necessary, the fire department or the police department would be called to assist in transporting a social worker who would complete the assessment and provide needed services.</p>

	b) The SEMS structure will allow the CPS Incident Command Center to evaluate the overall situation and consult with DHHS EOC and County EOC to determine the feasibility of having a social worker report to the identified location. Central record keeping, the tracking of actions and the completion of actions will also be accomplished within the SEMS structure.
Essential Function:	2. Implementation process for providing new services
Process Description:	<p>a) As noted above, CPS will be using the SEMS structure. Depending on the scope of the disaster, we may have to make the determination that a low risk case will not be sent to Family Maintenance because Family Maintenance staff is being re-assigned to manage new cases that require the Court’s intervention. The CPS Incident Command Center will review program status reports and continue to reprioritize services while focusing on maintaining essential services, which includes providing new services.</p> <p>b) Also, in the recovery phase or post disaster, social workers will be directed to evaluate the need for additional services, such as housing or mental health services. These needs will be addressed working with our partners.</p>
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	<p>a) All staff have cell phones or pagers. Staff is directed to keep pagers and cell phones turned on.</p> <p>b) In addition, the use of field sheets will be reinforced because this allows supervisors and managers to know the location of staff. This is current practice which helps ensure the safety of staff; for example, if a staff member does not return as scheduled, supervisors can determine where staff may be located.</p> <p>c) Also, within our plan, managers are directed to verify the location of all staff and forward a status report to the CPS Incident Command Center. A program specific personnel report, which lists all staff by job classification, can be quickly obtained and assist program managers in verifying the location of all.</p> <p>d) All staff have on file an emergency telephone number, usually their home telephone number as well as the name and telephone number of contact person. This is another resource which can be used to communicate with staff.</p>
Essential Function:	2. Communication structure – child welfare personnel (phone tree)

Process Description:	<ul style="list-style-type: none"> a) A phone tree, which lists all managers, is included in our disaster emergency plan. b) The cell telephone numbers for all staff are centrally located and quickly available. Each program has the telephone numbers for its staff.
Essential Function:	3. Communication structure – contracted services
Process Description:	<ul style="list-style-type: none"> a) Staff within our Contract Unit, located in administration, will remain in contact with contracted services. Also, the manager of the Contract Unit will be part of the CPS Incident Command Center, as will our manager for CPS Fiscal Services.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<ul style="list-style-type: none"> a) If fiber optic telephone service is not available, we will rely exclusively on cell phones, which all of our staff have. b) In addition, all staff has been instructed to report the nearest worksite during a disaster or emergency, if they are unable to call their supervisors.
Essential Function:	5. Communication frequency
Process Description:	<ul style="list-style-type: none"> a) Communication and communication frequency will be coordinated by the CPS Incident Command Center. To ensure that accurate and consistent information is disseminated, the CPS Incident Command Center will coordinate with DHHS EOC and County EOC the release of information. Frequency will be determined by the type of disaster or emergency, the scope, and the need to disseminate information to better manage the disaster or emergency.
Essential Function:	6. Communication with media
Process Description:	<ul style="list-style-type: none"> a) Communication with the media will be coordinated from the CPS Incident Command Center. The CPS Public Information Officer will be located in the CPS Incident Command Center. b) Program managers and staff have been informed that all calls or requests from the media are to be directed to the CPS Incident Command Center.
Essential Function:	7. Communication with volunteers

Process Description:	N/A
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	a) A toll free number will be set up; the number will include a telephone tree that will allow us to present several options to callers. The number will be forwarded to all foster care providers, with instructions to call if they are forced to relocate.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	a) All information is stored in CWS/CMS. The records can be accessed from multiple CPS facilities throughout Sacramento County. We will continue to require and reinforce that all case information is entered into CWS/CMS.
Essential Function:	2. Use of off-site back-up system
Process Description:	b) As noted above, CWS/CMS is the repository for all CWS records. CWS/CMS is establishing a back-up system, which will be used if the primary system becomes disabled.
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process
Process Description:	a) Our plan directs managers to identify all children placed through ICPC. Social workers will be directed to contact the care providers to determine if they require assistance evacuating as well as check on the well being of the children during the recovery phase. A status report will be forward to the Sac County ICPS Coordinator who will contact the ICPC Coordinators for the identified states. b) The Sac County ICPC Coordinator will remain in contact with CDSS and other identified states.

Essential Function:	2. Mental health providers
Process Description:	a) I identify needs and coordinate immediately needed services with the mental division located within the Department of Health and Human Services. CPS is also located within the Dept. of Health and Human Services.
Essential Function:	3. Courts
Process Description:	A) Managers in the court related programs are directed to contact the court and provide update and status reports about the emergency/disaster.
Essential Function:	4. Federal partners
Process Description:	a) We will contact CDSS, which in turn will contact the identified federal partners to relay or obtain information.
Essential Function:	5. CDSS
Process Description:	a) The plan is to contact CDSS during the recovery phase and forward a status report, which will include the number of children displaced, status of ICPC case, etc. b) In addition, we will contact CDSS if we do not have the resources or ability to comply with state and federal mandates and ask for guidance.
Essential Function:	6. Tribes
Process Description:	
Essential Function:	7. Volunteers
Process Description:	N/A