

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

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This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans. 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:	1. Identification and location process of children who may be displaced
Process Description:	<ul style="list-style-type: none"> <li>A weekly updated file of children placed Out of Home will be kept in a binder. The file will also include children living in the home of parents for whom the court has Jurisdiction. The file will “flag” children who are medically fragile and/or with special needs.</li> </ul>

	<ul style="list-style-type: none"> <li>• A list of all Social Workers, Supervisors and Agency Management will be kept by Staff at all times.</li> <li>• Social Workers in the office are to be assigned the task of following up on clients. Social Workers will attempt direct contact via phone if telephones are operational with each client to assess safety, household situation and the need for emergency assistance referral.</li> <li>• If a Social Worker is unable to contact client by phone, the Social Worker living near the area if client's location will make an attempt to make an "in person" with client.</li> <li>• Social Workers who live in or near Merced/Stanslaus County will be assigned the task of following up on clients who live in that area.</li> <li>• Social Workers who live in Monterey/Santa Cruz Counties will be assigned the task of following up on clients who live in that area.</li> <li>• If a Social Worker is unable to make direct contact with the client, or the client's relatives, or the placement foster parents, the Social Worker will then contact the police or fire department to request a welfare check on the client. Social Worker must provide appropriate client information (name, address, phone, etc.) and report this action back to the office as soon as possible.</li> <li>• PROBATION: A list of Juvenile Wards placed out of home will be forwarded to the San Benito County Communications every month in the event that entrance to the main Probation Department is denied as a result of disaster</li> </ul>
Essential Function:	2. Communication process with child care providers
Process Description:	<ul style="list-style-type: none"> <li>• Social Worker closest to the client's placement and/or home will be assigned the task of contacting the foster care providers to assess safety, household situation and emergency assistance referral.</li> </ul>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<ul style="list-style-type: none"> <li>• The Agency will follow the County Emergency Operations Plan, which is published on the county website. A hardcopy is also available on site.</li> </ul>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<ul style="list-style-type: none"> <li>• The Agency will follow the County Emergency Operations Plan.</li> </ul>

Essential Function:	5. Identification of shelters
Process Description:	<ul style="list-style-type: none"> <li>Evacuation shelters are developed by our logistics division of the County Emergency Operations Plan at the time of the emergency. We will follow directives from County Emergency Operations Services (OES). The County OES does have a listing of possible shelter sites.</li> <li>Child Welfare Supervisor will assess the shelter ability to meet the needs of the client.</li> </ul>
Essential Function:	6. Parental notification procedures
Process Description:	<ul style="list-style-type: none"> <li>Social Worker/Probation Officer will be assigned the task of notifying the parent of the child 's status with information regarding the contact and assessment of child well-being</li> <li>Notification will be done by telephone contact; If telephone is inoperable, an attempted in person contact will be made by Social Worker/Probation Officer.</li> <li>Social Worker/Probation Officer will work with local Communications Center (911) and police department to notify parents of their child(ren) status.</li> </ul>
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p><u>Emergency/Immediate Response</u></p> <ul style="list-style-type: none"> <li>Social Services-CPS Division will continue to maintain a screener to receive and assess reports of child abuse and determine action</li> <li>A Social Worker will be available to respond and investigate 10-day and/or Immediate Response Referrals to investigate allegations</li> <li>On-Call Social Worker will be available for after hours and weekend response for reports of child abuse. On-Call Social Worker will work with local Communications Dispatch to ensure Social Worker availability 24/7.</li> </ul> <p><u>Family Maintenance Services</u></p> <ul style="list-style-type: none"> <li>Social Worker will contact parent and child to assess safety and need of emergency referral to services</li> <li>Family Maintenance Cases for which County has Jurisdiction will be contacted by Social Worker to assess safety and need of emergency referrals</li> </ul>

	<p><u>Family Reunification Services</u></p> <ul style="list-style-type: none"> <li>• Social Worker will contact parent and child to assess safety and need of emergency referral to services.</li> <li>• Social Worker will contact parent and child to develop alternative plan that will promote the reunification process between child and parent.</li> <li>• Social Worker will accommodate parent and child, depending on nature of disaster, to facilitate visitation and case plan objectives.</li> </ul> <p><u>Permanency Planning Services</u></p> <ul style="list-style-type: none"> <li>• Social Worker will contact parent and child to assess safety and need of emergency referral to services</li> <li>• Social Worker will contact client and caregiver and gather information to assess the functioning of the placement home as it pertains to meeting the child's basic and special care needs.</li> </ul>
Essential Function:	8. Staff assignment process
Process Description:	<ul style="list-style-type: none"> <li>• Social Workers/Probation Officers will ensure their families are safe and then report to work</li> <li>• Social Workers/Probation Officers will be working in shifts</li> <li>• Social Worker/Probation Officers who cannot come to work will call Supervisor and determination will be made if Social Worker can work in the area he/she lives in, for example, Social Workers/Probation Officers who live in or near Merced/Stanslaus County will be assigned the task of following up on clients who are placed in that area</li> <li>• Social Workers/Probation Officers who live in Monterey/Santa Cruz Counties will be assigned the task of following up on clients who live in that area</li> <li>• Social Worker/Probation Officers who live in San Benito County will be assigned the task of following up on clients who live in that area</li> </ul>
Essential Function:	9. Workload planning
Process Description:	<ul style="list-style-type: none"> <li>• Child Welfare Social Worker and Probation Supervisors will be responsible to assign Social Workers/Probation Officers the task of contacting all clients to assess safety and need of emergency referral</li> <li>• Child Welfare Social Worker and Probation Supervisors will be responsible to distribute workload accordingly to assure all program functions are continued as much as the disaster</li> </ul>

	allows.
Essential Function:	10. Alternative locations for operations
Process Description:	<ul style="list-style-type: none"> <li>Will follow County Emergency Operations Plan for alternative sites that include the local Senior Center.</li> </ul>
Essential Function:	11. Orientation and ongoing training
Process Description:	<ul style="list-style-type: none"> <li>Managers will Introduce Staff to the Emergency Operations Plan and train essential functions on assigned roles and responsibilities</li> <li>Managers will identify Staff who can be cross trained to carry out necessary activities and tasks required to carry out essential functions of Child Welfare Services</li> </ul>
<b>CWS Disaster Response Criteria B:</b>	<b>Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:</b>
Essential Function:	1. New child welfare investigation process
Process Description:	<ul style="list-style-type: none"> <li>A Social Worker will be assigned the task of being available to receive and assess reports of child abuse</li> <li>CPS Supervisor will be responsible to assign referral and assure a timely investigation is completed as per Division 31 Regulations</li> <li>Social Worker will investigate assigned referral, locate child and assess safety, health and well-being while investigating allegations</li> <li>Social Worker will report to Supervisor upon completion of investigation</li> <li>An On-Call Social Worker will be available during office non-operating hours and work with local Communications Dispatch to assure timely response</li> <li>CPS Supervisor will keep log of referrals and ensure documentation is kept on each referral should CWS/CMS not be operational</li> </ul>
Essential Function:	2. Implementation process for providing new services

Process Description:	<ul style="list-style-type: none"> <li>• CPS and Family Resource Center (FRC) Supervisors and Managers will work together to assure services for clients</li> <li>• A Social Worker will be responsible to assure referrals are made to available services, granted they are operational</li> <li>• Should services not be operational, efforts will be made to accommodate services through the Family Resource Center</li> <li>• CPS supervisor will work with contracted Psychologists to assure access to counseling and crisis intervention services are available</li> <li>• CPS Manager will work with Behavioral Health to assure access to counseling, substance abuse and psychotropic medications services</li> </ul>
<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:	<ul style="list-style-type: none"> <li>• Upon Emergency Operations activation by the Agency Director, the phone tree will be also immediately activated. A message will be left for the person that is not available, and the next person on the list will be called until everyone has been notified</li> </ul>
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	<ul style="list-style-type: none"> <li>• Instructions will be listed on phone tree listing for call down of phone tree. A message will be left for the person that is not available and the next person on the list will be called until everyone has been notified.</li> </ul>
Essential Function:	3. Communication structure – contracted services
Process Description:	<ul style="list-style-type: none"> <li>• A phone tree list will have all of our contracted service providers, i.e. psychologist, counselors, local child care center</li> <li>• Social Worker will contact contracted services providers to assess availability and develop plan for clients to access service</li> </ul>
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<ul style="list-style-type: none"> <li>• Will work with our 911 and Emergency Services Branch</li> </ul>

	<ul style="list-style-type: none"> <li>• Will utilize KMPG 1520-AM Radio Station for updates and sharing of information</li> </ul>
Essential Function:	5. Communication frequency
Process Description:	<ul style="list-style-type: none"> <li>• Communication frequency will be determined by County Emergency Operations Center and 911.</li> </ul>
Essential Function:	6. Communication with media
Process Description:	<ul style="list-style-type: none"> <li>• Will follow the County's Office of Emergency Service Procedures</li> </ul>
Essential Function:	7. Communication with volunteers
Process Description:	<ul style="list-style-type: none"> <li>• Will follow the County's Operations Emergency Services procedures for volunteers</li> </ul>
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	<ul style="list-style-type: none"> <li>• Program Manager will coordinate with appropriate Agencies to establish a toll-free number.</li> <li>• San Benito County Health and Human Services Agency currently has an operational TTY system at main agency and the Health Department</li> </ul>
<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>	<ul style="list-style-type: none"> <li>• Records will be preserved and maintained at the San Benito County Health and Human Services Agency –Social Services Department</li> <li>• New records will be preserved by Social Work Supervisor in hard copy format in the event that CMS/CWS is not operational</li> </ul>
<b>Essential Function:</b>	2. Use of off-site back-up system

<b>Process Description:</b>	<ul style="list-style-type: none"> <li>• Hardcopy records are kept in file cabinets of all child welfare cases in addition to the created file in CMS/CWS statewide system</li> </ul>
<b>CWS Disaster Response Criteria E:</b>	<b>Coordinate services and share information with other states:</b>
Essential Function:	1. Interstate Compact on the Placement of Children reporting process
Process Description:	<ul style="list-style-type: none"> <li>• A list of all ICPC's in process will be kept by the CPS supervisor</li> <li>• A Social Worker will be assigned the task of assuring all ICPC packets are completed and processed accordingly</li> <li>• A Social Worker will review ICPC cases and service coordination will be made with other states to assure children are contacted and assessed for safety and need of emergency referrals</li> </ul>
Essential Function:	2. Mental health providers
Process Description:	<ul style="list-style-type: none"> <li>• CWS Program Manager will coordinate services with County Behavioral Health Department to ensure services are in place and are accessible for the clients</li> <li>• Mental Health providers contracted with Agency will be utilized for mental health services for the clients</li> </ul>
Essential Function:	3. Courts
Process Description:	<ul style="list-style-type: none"> <li>• Court hearings will be coordinated between County Counsel and Juvenile Court to assure continuation of hearings as required by Division 31 Regulations and Welfare and Institutions Codes</li> </ul>
Essential Function:	4. Federal partners
Process Description:	<ul style="list-style-type: none"> <li>• San Benito County will collaborate with the appropriate Federal Partners for the continuation of services, sharing of information and disaster planning to ensure minimal</li> </ul>

	<b>interruption of services for all individuals</b>
Essential Function:	5. CDSS
Process Description:	<ul style="list-style-type: none"> <li>• CWS Deputy Director will maintain regular contact with San Benito County Children Services Liaison for purposes of collaboration and sharing of information related to policy and/or regulation changes related to the provision of Child Welfare Services</li> </ul>
Essential Function:	6. Tribes
Process Description:	<ul style="list-style-type: none"> <li>• CWS Supervisor will continue to review and assure ICWA regulations are followed for children in foster care</li> <li>• A Legal Clerk will be assigned the task of inquiring and coordinating services with Bureau of Indian Affairs for new clients to determine if Tribal affiliation exists</li> </ul>
Essential Function:	7. Volunteers
Process Description:	<ul style="list-style-type: none"> <li>• Will follow the County's Operations Emergency Services procedures for volunteers</li> </ul>