

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

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This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans regarding children and non-minor dependents. Children and non-minor dependents in the probation system must also be included in the plan. County plans must be amended annually to include Child Welfare Services (CWS) Disaster Response Plans.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law [PL] 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under section 6(a)-(16) and Welfare and Institutions Code Section 16500.1(c)(1). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

CWS Response Criteria A:	Identify, locate, and continue availability of services for CWS children, Probation children, non-minor dependents, including non-minor dependents residing in foster care (FC), out-of-county placements, children placed in or out of California through the Interstate Compact on the Placement of Children (ICPC), out-of-state non-minor dependents under county care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of CWS children, Probation children, non-minor

	<p>dependents, including those in probation residing in FC, out-of-county placements, ICPC children, and out-of-state non-minor dependents who may be displaced.</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Identification and Location of Children In the event of a disaster or emergency, Children and Family Services (CFS) will identify and locate the whereabouts of all children, described below:</p> <p>CFS Children CFS will verify the whereabouts of all children under the care and supervision of the CFS Department, including:</p> <ul style="list-style-type: none"> • Medically fragile, • Out-of-home placements, • Out-of-county placements, either minor or non-minor dependents (NMDs) residing in Foster Care (FC), • Out-of-state non-minor dependents (who may have been displaced), • Unaccompanied minors, • Interstate Compact on the Placement of Children (ICPC), all minors and NMDs placed in San Bernardino County (SBCo), in the affected areas via SafeMeasures and Geographic Information System (GIS) mapping data. <p>Probation Youth/NMDs</p> <ul style="list-style-type: none"> • Youth/NMDs under the supervision of the Probation Department who: <ul style="list-style-type: none"> - Meet the AFDC-FC eligibility and assistance standards requirements per Eligibility and Assistance Standards (EAS) Sections 45-201, 45-202 or 45-300, or - Are placed in a Group Home per Welfare and Institutions (W&I) Code 601, 602 or 727. - Are determined to be reasonable candidates for Title-IV E FC, if they are: <ul style="list-style-type: none"> ○ Youth on probation, or the ○ Children of adult probationers who are at imminent risk of removal from their homes. • NMDs in out-of-home placement under the supervision of the Probation Department who: <ul style="list-style-type: none"> - Meet requirements for FC per EAS Eligibility Sections 45-210, 202 203 and 300, or - Currently residing in FC and agree to continue FC placement and services, or - Are placed in an approved Supervised Independent Living Placement (SILP) or Transitional Housing Placement Program (THPP)-FC per W&I Code 11400 (w). <p>SafeMeasures SafeMeasures, is an analytic service that takes raw data from the Child Welfare Services/Case Management System (CWS/CMS) and turns it into useful, actionable information. CFS utilizes SafeMeasures data in conjunction with GIS data to map disaster or emergency areas and produce reports, which contain contact information for caregivers of CFS foster children/NMD located in the affected area(s).</p>

EMPREP

As a backup measure CFS produces a weekly Disaster Preparedness Report (EMPREP), which contains contact information from CWS/CMS for all foster children, and NMDs placed in SBCo including those placed through the ICPC. The EMPREP report:

- Provides the child/NMD's name, placement home name, address, telephone and cell phone numbers and email address.
- Is updated weekly and saved to secured flash drives and password protected secure share drives accessible by Child and Adult Abuse Hotline (CAAHL) staff and designated management and supervisory staff.

Identification and Location Process

After the emergency or disaster occurs or it is safe to take action, CFS will:

- Identify caregiver(s) and child/NMDs in the evacuation area(s) utilizing SafeMeasures and GIS information. The EMPREP report will be utilized as a backup source for contact information in the event the SafeMeasures system is unavailable.
- Contact caregiver(s) to verify the whereabouts and status of the child/NMD.
- When unable to reach caregiver(s), make onsite inspections to ascertain the status and needs of the child/youth located in affected areas utilizing police, sheriff, or fire personnel, as needed.
- Request assistance from public safety agencies to identify the closest evacuation shelter(s) to the disaster area(s).

Reporting Child/NMD Status

Once the child/NMD has been located and the status verified, the Social Worker (SW) shall:

- Report the following to management or supervisory staff:
 - All serious injuries or death(s) IMMEDIATELY.
 - The status and location of all children/NMDs; and
 - Any unusual situations or difficulties encountered in locating the children/NMDs.
- Enter all required information in the CWS/CMS case record or paper files if system is down.
- When required, refer to contracted translation service provider list for assistance in the communication process.
- Advise the parent(s) of the child/NMD's status.

For Probation:

(All contacts, efforts and information received shall be documented in Caseload Explorer (CE).

Youth in Detention:

In the event of a disaster or emergency the Probation Department will determine the whereabouts of all in-

custody youth assigned to each of the Juvenile Detention and Assessment Centers (JDAC's), including Gateway. The Department maintains a live database of all youth. The database, CE is backed up daily.

In the event of a disaster requiring the evacuation of all living/housing units, an Alpha Roster is printed from CE at the start of each shift (three times daily). The list contains the names and housing units of each youth in custody, a total population count, and all prescribed medications. Once printed, copies of the roster are distributed to each unit, placed on the Watch Commander's clipboard, and maintained in the Central Control Evacuation Bag.

CE contains the names of each youth, their assigned JDAC, home address, phone number, parent or guardian's name and the assigned Probation Officer's (PO's) name and telephone number. Each JDAC also maintains records of any youth released on a Court approved furlough (the youth is required to provide an address and contact information prior to his/her release). The report is maintained at the County of San Bernardino's Information Services Department (ISD) and is available through both hard wire network connections and secure Virtual Network access. The system is backed up daily.

In the event of a dual status case, where CFS and Probation are providing services to the youth, the lead agency (as determined via the WIC 241.1 Committee) will ensure the youth's safety and status. As the lead agency, Probation will maintain all case information regarding the youth in CE and will ensure the youth's safety and status during and after an event.

Probation Placement Youth/NMD:

POs are to:

- Attempt to contact caregivers by telephone to determine the safety status of youth in their care and any damage sustained to the home or facility.
- Attempt to contact each facility and NMD.
- Confirm Disaster plan for each out of home placement and current address of each youth.
- Attempt to conduct a home visit if unable to reach caregiver by telephone.
- Report status of each youth/NMD contacted to Supervising Probation Officer (SPO).
- Continue to contact youth/NMD and homes by telephone or in person until the status of all youth/NMD is ascertained.
- Continue to update the SPO with current status reports of youth/NMD on caseload.
- Confer with SPO, as necessary, on circumstances and status of youth/NMD and the group homes.
- Report to SPO any serious injuries or deaths to youth/NMD.
- Report to their SPO any unusual situation or circumstances encountered as a result of emergency.
- Communicate with CFS regarding the status of all dual supervision youth.

<p>Essential Function:</p>	<p>2. Communication process with child care providers:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> CAAHL Communication with Caregivers In the event of a disaster, communication with caregivers is critical in determining the status of both the child/NMD and the caregiver. CAAHL staff will:</p> <ul style="list-style-type: none"> • Utilize the SafeMeasures and a Geographic Information System (GIS) system and tools to locate children/NMDs and make contacts with all caregivers in the area(s) affected by a disaster or emergency as determined by the satellite GIS mapping tool and other sources including but not limited to: the weather service, forestry service, fire department and the county emergency notification system. • Access the EMPREP report via flash drive or shared drive when the SafeMeasures/GIS system cannot be accessed. • CAAHL supervisor’s County-issued cell phones will be used to connect with 211 – who will respond to hotline calls. <p>Staff Communication With Caregivers CFS staff in each CFS district office in the evacuation area(s) shall:</p> <ul style="list-style-type: none"> • Identify caregivers and children/NMDs utilizing SafeMeasures and GIS information. The EMPREP report will be utilized as a backup source for contact information in the event the SafeMeasures system is unavailable. • Contact caregivers to verify the whereabouts and safety status of children/NMDs, under their jurisdiction. • When unable to reach caregivers, make onsite visit utilizing police, sheriff, or fire personnel, when needed, for safety. • If caregiver(s) and family are not at home, <ul style="list-style-type: none"> – Contact Human Services (HS) Department Operations Center (DOC), OES or local fire station to obtain the closest evacuation shelter(s) in the disaster area, or – Visit the shelter to search for caregivers and children/NMDs, and confirm their status. • If required, utilize contracted translation services provider list for to assist in the communication process. <p>Caregiver Communication Requirements Caregivers are instructed to:</p> <ul style="list-style-type: none"> • Contact the assigned CFS office as soon as possible to report the household’s status and whereabouts in the aftermath of a disaster or emergency. • Call CAAHL at (800) 827- 8724 to provide status information when unable to contact CFS. (CAAHL will then relay the information to CFS staff.) <p>Out-Of-State Placements</p>

If a minor is placed out of state and the SW is unable to conduct a home visit, the ICPC Supervisor/Probation Department (PRD) Manager and/or the Deputy Director (DD) should contact the:

- ICPC office assigned to the child to complete the face-to-face interview, or
- Local police department assigned to the child to request a well-child check.

Care of Unaccompanied Minors

An ACL is pending that will address and define unaccompanied minors. CFS SWs shall take care when supervising unaccompanied minors who do not have an open case or open referral and are not under County or State jurisdiction.

Currently, the following recommendations should be followed:

- Open and continue to update child's case in CWS/CMS.
- If CWS/CMS system is down, maintain records in paper files.

Medical Services

The CFS Special Health Care Unit (SHCU) staff will coordinate with health care facilities to arrange transportation of any Medically Fragile foster children/NMD's in the evacuation area(s).

Continued Communication and Support

CFS will work closely with the following SBCo departments/agencies to ensure continued communication and support in locating and identifying children/NMDs in unsafe or potentially dangerous situations, as well as evacuees located in emergency shelters, including the:

- HS DOC,
- San Bernardino County:
 - Sheriff's Department or local police departments,
 - Fire Department,
 - Fire Department's Office of Emergency Services (OES), and the
 - Emergency Operations Center (EOC).

Emergency Communications Support

CFS can access the following emergency communications support systems, community partners and other contract providers, as available, during an emergency:

- Telephone Emergency Notification System (TENS) system that allows agencies to make automated telephone calls to vulnerable clients and caretakers,
- Government Emergency Telecommunications Services (GETS) that offers governmental and emergency preparedness agencies personnel priority access/processing for landline long distance phone calls, and
- Wireless Priority Service (WPS) that provides governmental and emergency preparedness agencies with priority access/processing on regional cellular networks.

Caregiver Communication Review

	<p>A review of all communication tools and methods will be conducted on an annual basis.</p> <p><u>For Probation:</u> (All contacts, efforts and information received shall be documented in CE).</p> <p>Youth In Detention: In the event of a disaster or emergency, the JDACs will maintain regular communication with Administration regarding the status of all youth assigned to each facility or released on furlough. Any youth released on furlough will provide emergency contact information prior to being released.</p> <p>Probation Placement Youth/NMD: The Placement Unit maintains a handbook with contact information for all caregivers/facilities. The book lists the name, telephone number and address of each program. The Placement Unit also maintains a Facility Information binder with a copy of each program’s current evacuation plan.</p> <ul style="list-style-type: none"> • The names of youth in foster care are maintained in CE by facility. • PO’s will contact caregivers/facilities for updates on the status of youth/NMD in their care. • PO’s will continue to update SPO of new information regarding youth and or facilities. • Caregivers are required to notify the assigned PO, Placement Monitor, Probation Officer III (POIII) and SPO’s of any special circumstances, changes in placement or modifications to the established evacuation plan. • Caregivers will be provided any changes in emergency contact information for probation.
<p>Essential Function:</p>	<p>3. Identification of evacuation procedures – <u>Event known in advance:</u></p>
<p>Process Description:</p>	<p><u>For CFS:</u> Evacuation Procedures – Event Known In the event of a disaster or emergency known in advance, CFS will:</p> <ul style="list-style-type: none"> • Coordinate with SBCo departments and public safety agencies, such as HS DOC, OES and the American Red Cross to determine: <ul style="list-style-type: none"> – Areas that will most likely be affected by the event, and – Estimated damages that could occur. • Create a plan that may include: <ul style="list-style-type: none"> – Reassigning staff from unaffected areas, – Outlining actions and time frames for residents, staff and others to follow. – Sharing plan with all participants, HS, CWS and other interested parties. <p>Staff Responsibilities After the event occurs or it is safe to take action, CFS will:</p>

- Identify caregivers and children/NMDs in the evacuation area(s) utilizing SafeMeasures and GIS information. The EMPREP report will be utilized as a backup source for contact information in the event the SafeMeasures system is unavailable.
- Contact caregivers to verify the whereabouts and status of the children/NMDs.
- When unable to reach caregivers, make onsite inspections to ascertain the status and needs of the children/NMDs located in affected areas utilizing police, sheriff, or fire personnel, as needed.
- Work with public safety agencies to identify the closest evacuation shelter(s) to the disaster area(s), to locate caregivers and children/NMDs, and confirm their status.
- Advise caregiver(s) of evacuation center location and discuss plan to move everyone safely.
- The CFS Special Health Care Unit (SHCU) staff will coordinate with public safety agencies and health care facilities to arrange for the appropriate transportation of any Medically Fragile foster children/NMDs in the evacuation area(s).
- Facilitate evacuations with public safety agencies, first responder and safety personnel, etc. and/or
- Work with the Probation Department to coordinate efforts on behalf of their minor children and NMDs.
- Report success of children/NMDs evacuation(s) to supervision.
- Advise the parent(s) of the child/NMD's status.

Medical Services

The CFS SHCU staff will coordinate with health care facilities to arrange transportation of any Medically Fragile foster children/NMD's in the evacuation area(s).

Evacuation Procedures Review

A review of the evacuation procedures will be conducted on an annual basis.

For Probation:

(All contacts, efforts and information received shall be documented in CE)

Youth In Detention:

In the event of a known disaster, emergency protocols require an immediate facility assessment and determination as to hold, evacuate or a partial release of youth in detention.

Medically fragile youth will be prioritized in the event of a disaster, to ensure appropriate medical attention is provided as well as to determine if relocation has been or may be necessary. Each JDAC is staffed with licensed nurses within the Medical Unit and will coordinate with health care facilities for transportation needs.

If the telephone lines are out, Probation Corrections Officers will make inspections of all units to ascertain the needs of the youth located at affected sites.

	<p>Probation Placement Youth/NMD:</p> <ul style="list-style-type: none"> Youth placed in foster care placements will either remain at the placement, or be brought back to the JDAC if necessary. Youth who are returned to the JDAC will be maintained (in-custody) pending release to a parent/guardian or return to the placement when safe to do so. Each facility will follow their program’s Emergency Disaster Plan (updated annually). The Probation Officers will contact the facility/NMD, as able, at their earliest opportunity, to ascertain his/her status.
<p>Essential Function:</p>	<p>4. Identification of evacuation procedures, <u>Event not known</u> in advance:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Evacuation Procedures – Event Not Known After the event has subsided or it is safe to take action, but before teams are dispatched into a damaged area, HS representative or designee stationed at the County EOC or at the HS DOC will:</p> <ul style="list-style-type: none"> Determine which regions or offices within the department will provide mutual aid, and Advise the CFS Director, his/her designee, and/or the CFS Department Emergency Coordinator (DEC) of the plan. <p>Staff Responsibilities</p> <ul style="list-style-type: none"> Identify caregivers and children/NMDs location(s) in the evacuation area(s) utilizing SafeMeasures and GIS information. The EMPREP report will be utilized as a backup source for contact information in the event the SafeMeasures system is unavailable. Work with public safety agencies to identify the SHOC/shelter closest to the children/NMDs location, which may be under voluntary or mandatory evacuation orders. Begin contacting caregivers to verify their whereabouts and safety of the children/NMDs. Discuss plan to safely evacuate family to the nearest shelter. When unable to reach caregivers, make onsite inspections to ascertain the status and needs of the children/NMDs located in affected areas utilizing police, sheriff, or fire personnel, as needed. Once contact is made, notify caregiver(s) of evacuation center location and discuss plan to move everyone safely. The CFS SHCU staff will coordinate with public safety agencies and health care facilities to arrange for the appropriate transportation of any Medically Fragile foster children/NMDs in the evacuation area(s). Facilitate evacuations with public safety agencies, first responder and safety personnel, etc. and/or Work with the Probation Department to coordinate efforts on behalf of their minor children and NMDs. Report success of children/NMDs evacuation(s) to supervision. Notify the parent(s) of the child/NMD’s status.

	<p><u>For Probation:</u> (All contacts, efforts and information received shall be documented in CE)</p> <p>Youth In Detention: As the youth are considered “in-custody”, evacuation will be made only when necessary and after appropriate levels of security are in place. In the event a JDAC is rendered unusable, the first evacuation will be made to the nearest secure juvenile facility or control point within the local area.</p> <p>The type and scope of the emergency situation that has occurred will dictate the type of response that can be made. As much as possible, the Department will continue regular operations and all job functions shall be covered. In the event staff are not able to report to work or must report to alternate work locations, other critical job functions will be maintained as much as possible.</p> <p>Probation will work with CFS to coordinate efforts on behalf of all dual jurisdiction youth.</p> <p>Probation Placement Youth/NMD:</p> <ul style="list-style-type: none"> • Youth placed in foster care placements will either remain at the placement, or be returned to the JDAC if necessary. The youth will be maintained, in-custody, pending release to a parent/guardian or return to the placement when safe to do so. • Each facility will follow their program’s Emergency Disaster Plan (which is updated annually). • The POs will contact the facility/NMD, as able, at their earliest opportunity, to ascertain his/her status.
<p>Essential Function:</p>	<p>5. Identification of shelters:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Shelter Operations Compound (SHOC) Concept During an emergency or disaster, the American Red Cross can establish and co-manage with SBCo, in conjunction with county departments and public/private agencies a Shelter Operations Compound (SHOC) emergency shelter. The SHOC concept:</p> <ul style="list-style-type: none"> • Combines shelter, Local Assistance Center (LAC) and comprehensive support services to shelter residents and other evacuees. • Can accommodate 3,000 shelter residents providing beds, food services, clothing, showers, laundry service, and a variety of CFS, Department of Aging and Adult Services (DAAS), cash aid, General Relief (GR), CalFresh (CF), Disaster CalFresh (D-CF), Medi-Cal (MC) benefits, animal/pet sheltering, and other services for evacuees and residents through the SHOC/shelter and LAC. <p>Identifying SHOC/Shelters When a SHOC or shelter is initiated, the HS Emergency Services Unit (HSESU) and/or HS DOC</p>

communicates and collaborates with the EOC, and the SBCo Fire Department’s OES personnel to ensure CFS and all HS departments have access to timely emergency shelter information.

SHOC/Shelters Support
 CFS has agreed to assist the American Red Cross (ARC) and other departments and public/private agencies at emergency shelter locations such as the Shelter Operations Compound (SHOC) by providing:

- Staff assigned as Shelter Coordinators to assist the HS Unit Leader in the SHOC Operations section with shelter operations activities, such as registration and unit management.
- SWs and other staff to assist residents and evacuees in the:
 - SHOC Access and Functional Needs section with emergency services activities, such as verifying the locations of evacuees, providing assistance to children/NMDs and coordinating the process of re-unify them with their caregivers.
 - LAC with support and benefit/services referrals.

For Probation:
 (All contacts, efforts and information received shall be documented in CE)

Youth In Detention:
 The first choice for shelter will be the closest operational JDAC within the county. Should these locations be unavailable, agreements are in place to evacuate youth to detention centers located in adjacent counties. The following is the list of JDACs in San Bernardino County.

San Bernardino City and surrounding cities	High Desert
Central Valley Juvenile Detention and Assessment Center 900 E. Gilbert Street San Bernardino, CA 92415 Phone 909-383-1769	High Desert Juvenile Detention and Assessment Center 21101 Dale Evans Parkway Apple Valley, CA 92307 Phone 760-961-6701

A mutual agreement has been established with Southern California Chief Probation Officers (San Bernardino, Riverside, San Diego, Santa Barbara, Orange, Imperial and Ventura Counties). It is agreed if a non-affected area has the ability, they will assist with housing probation youth (as long as the sending/affected county provides appropriate staffing).

Probation Placement Youth/NMD:
 The Placement Unit maintains a handbook with contact information for all caregivers/facilities. The book lists the name, telephone number and address of each program. The Placement Unit also maintains a Facility Information binder with a copy of each program’s evacuation plan and or temporary relocation sites.

	<ul style="list-style-type: none"> • Each facility/NMD will follow their program’s Emergency Disaster Plan (updated annually). • The Probation Officers will contact the facility/NMD, as able, at their earliest opportunity, to ascertain is/her status.
<p>Essential Function:</p>	<p>6. Parental notification procedures:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Parental Notification Procedures CFS utilizes the SafeMeasures and GIS data to locate and contact foster children/NMDs who are placed in out-of-home care in areas affected by disasters or emergencies.</p> <ul style="list-style-type: none"> • Once caregivers are contacted and the location and status of foster children/NMDs within the disaster area(s) have been verified, the SW will: <ul style="list-style-type: none"> - Contact the parent(s) and provide the status of their child, or - Coordinate with the Probation Department in contacting the parents of children/NMDs that receive a safety check in the same manner as children/NMDs in out-of-home care through CFS. - Utilize contracted provider list for translation services to assist in the communication process, when required. • If CFS is unable to contact caregivers, the SW will: <ul style="list-style-type: none"> - Perform an onsite inspection to ascertain the needs of the children/NMDs located at the site, and - Make contact with the parent at the earliest possible time. <p><u>For Probation:</u> (All contacts, efforts and information received shall be documented in CE)</p> <p>Youth In Detention: CE database lists all in-custody youth within SBCo. In the event of a disaster requiring the evacuation of all living/housing units, an Alpha Roster is printed from CE three times each day (at the start of each shift). The list contains the names and housing units of each youth in custody, a total population count, and all prescribed medications. It is printed at the start of each shift and placed on the Watch Commander’s clipboard. Central Control maintains a copy of each shift roster in the facility Evacuation Bag. In addition to the Watch Commander and Central Control, each unit is also given an Alpha Roster of all youth on their unit (at the start of each shift).</p> <p>Upon evacuation from the unit, staff can take the youth’s hard copy files with them. Hard copy files contain contact numbers for family/relatives, located inside on forms completed during intake. This information is also backed up in CE main servers located at the County ISD each day.</p> <p>Probation will coordinate with CFS in contacting the parents of in-custody dual supervision youth.</p>

	<p>If the telephone lines are out, POs will attempt to make contact with the parent at the earliest possible time.</p> <p>Probation Placement Youth/NMD: In the event of a known disaster event, Probation will identify all youth/NMDs known to be in the disaster area. Each region will be responsible for contacting and verifying the location of all youth/NMDs within the disaster area and coordinate with first responders in the event of evacuation. As youth are located, parents will be contacted via phone and informed of the status of their youth.</p> <p>Probation will coordinate with CFS in contacting the parents of dual supervision youth.</p> <p>If the telephone lines are out, POs will attempt to make contact with the parent at the earliest possible time.</p>
<p>Essential Function:</p>	<p>7. Alternative processes for providing continued services:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Providing Continuing Services CFS can utilize alternative processes for providing continued services based on current needs and circumstances specific to the child.</p> <ul style="list-style-type: none"> • The Regional Manager (RM) shall enact and oversee the staffing structure identified in the CFS DEOP. • Normal staffing structures will continue or resume in each of the regional offices once the disaster has been stabilized. • A list of children/NMDs who have been located will be maintained in each region affected by the disaster for the duration of the disaster and until business operations resume normalcy. • CAAHL staff will field most incoming calls. • RMs shall assign staff to accept calls and respond to walk-ins in each office. • Each report shall be triaged for response time. • Reports requiring a 10-day response can wait as the disaster area is secured. • Once an area is secured reports will be responded to in accordance with established policies. <p>Disaster Services Disaster services for FC children/NMDs may be met in the following ways:</p> <ul style="list-style-type: none"> • MC benefits may be needed within 12 hours. If MC verification is unavailable and the medical provider will not see the patient without proof, CFS staff may need to contact another county for current Medi-Cal Eligibility Data System (MEDS) eligibility. • At the SHOC/shelter or LAC, <ul style="list-style-type: none"> - On-going CalFresh households, reporting lost food due to the event, may request replacement benefits. - D-CF applications can be completed to request a one-month certification of benefits, approved and

processed within 24 hours.

- If a Federal Disaster is declared, the Shelter Care Supervision (SCS) located at shelter facilities shall ensure that all children/NMD's needs are met until a placement and/or parent has been located.
- As needed, CFS staff shall utilize the contracted provider lists for assistance with needed services.

Continued Services Review

A review of the alternate processes for continued services will be conducted on an annual basis.

For Probation:

(All contacts, efforts and information received shall be documented in CE).

Youth In Detention:

The JDAC Superintendent, with support from the DOC, shall enact and oversee the staffing structure identified in the County Emergency Operations Plan (EOP). Normal staffing structures will continue or resume in each of the regional offices once the disaster has been stabilized. A list of youth located will be maintained for the duration of the disaster until business operations resume normalcy.

Once the youth and staff have moved to a secure location, and if the facility space and security permits, attempts can be made to give the youth a sense of normalcy by providing free time, counseling groups and/or other activities to ensure the safety and security of staff and youth by keeping the youth occupied in a constructive manner.

Once youth and staff are settled, Mental Health and Medical teams can begin the process of providing counseling and medical screenings, as needed.

For FC services, MC cards may be needed within 12 hours, and may require that staff contact another county for MEDS transactions to provide current eligibility for a client and is covered in the Memorandum Of Understanding (MOU) between all the participating counties in California Welfare Directors Association (CWDA).

Probation Placement Youth/NMD:

Youth/NMDs requiring removal from a placement due to a disaster will be moved to either a JDAC or a safe location, as applicable and as necessary, pursuant to each facility's Emergency Disaster Plan.

Once the youth/NMDs and staff have moved to a secure and/or alternate safe location, and if the facility space and security permits, attempts can be made to give the youth a sense of normalcy by providing free time, counseling groups and/or other activities. Such efforts should improve the safety and security of staff and youth by keeping the youth occupied in a constructive manner.

	<p>Once youth and staff are settled in, Health and Medical teams can begin the process of providing counseling and medical screenings, as needed.</p>												
<p>Essential Function:</p>	<p>8. Staff assignment process:</p>												
<p>Process Description:</p>	<p><u>For CFS:</u> Staff Assignments The table below is a guide for CFS staff to follow in the event of an emergency. At CFS discretion, a different protocol may be assigned depending upon the disaster. Unless otherwise instructed, CFS will follow the table below:</p> <table border="1" data-bbox="537 532 1963 777"> <thead> <tr> <th data-bbox="537 532 1205 570">Location of Disaster</th> <th data-bbox="1205 532 1963 570">Sources of Responding CFS Staff</th> </tr> </thead> <tbody> <tr> <td data-bbox="537 570 1205 607">East Valley Communities</td> <td data-bbox="1205 570 1963 607">Rancho Cucamonga and Desert</td> </tr> <tr> <td data-bbox="537 607 1205 644">West Valley Communities</td> <td data-bbox="1205 607 1963 644">San Bernardino and Desert</td> </tr> <tr> <td data-bbox="537 644 1205 682">Morongo Basin</td> <td data-bbox="1205 644 1963 682">San Bernardino/Rancho and Victorville/Barstow</td> </tr> <tr> <td data-bbox="537 682 1205 719">Victorville/Barstow</td> <td data-bbox="1205 682 1963 719">San Bernardino/Rancho, Joshua Tree/Yucca Valley</td> </tr> <tr> <td data-bbox="537 719 1205 777">Mountains</td> <td data-bbox="1205 719 1963 777">San Bernardino, Rancho Cucamonga, or the Desert, whichever location is closest</td> </tr> </tbody> </table> <p>Staff in Unaffected Areas Responsibilities Each CFS staff member in the unaffected areas will:</p> <ul data-bbox="537 889 1583 1024" style="list-style-type: none"> • Provide relief and reinforcement, as needed, to the affected areas. • Work under the direction of the regional DD in the disaster area. • Continue to work under his/her assigned supervisor. • Perform regular case management assignments on his/her existing caseload. <p>CAAHL Manager/Supervisor Responsibilities CAAHL manager/supervisor will:</p> <ul data-bbox="537 1133 1633 1198" style="list-style-type: none"> • Coordinate incoming referral assignments from CAAHL with regional supervisors. • Be utilized to assist with investigations and provision of services when on-call. <p>Supervisor Responsibilities CFS Supervisory staff will:</p> <ul data-bbox="537 1307 1944 1440" style="list-style-type: none"> • Provide backup to line staff. • Report to their Regional DD or designee, at least once a day, or not more frequently, depending upon the status of the situation. • Make sure that staffs working in the disaster areas are debriefed at the end of the shift. 	Location of Disaster	Sources of Responding CFS Staff	East Valley Communities	Rancho Cucamonga and Desert	West Valley Communities	San Bernardino and Desert	Morongo Basin	San Bernardino/Rancho and Victorville/Barstow	Victorville/Barstow	San Bernardino/Rancho, Joshua Tree/Yucca Valley	Mountains	San Bernardino, Rancho Cucamonga, or the Desert, whichever location is closest
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Mountains	San Bernardino, Rancho Cucamonga, or the Desert, whichever location is closest												

	<ul style="list-style-type: none"> • Monitor serious cases. <p>SW Responsibilities CFS SW staff will:</p> <ul style="list-style-type: none"> • Staff County SHOC/shelter or LAC, as requested. • Provide on-going case management for their current caseloads. • Respond to new cases on a prioritized basis, as per current policy, with the aid of SWs from areas not affected, and/or out of county. <p>Support Staff Responsibilities CFS support staff will assist with many job functions such as:</p> <ul style="list-style-type: none"> • Provide hotline coverage. • Make phone calls to caregivers to verify location/status of children/NMDs. • Perform home visits to interview caregivers and verify location and status of children/NMDs in the event that phone lines are inoperable. • Research Emergency Placements. • Locate appropriate foster home and Non-Related Extended Family Member (NREFM) placements. • Coordinate background checks for available emergency placements. <p><u>For Probation:</u> Staff in the affected area will report via their chain of command until relieved. They will report to the DOC upon return to duty as directed.</p> <p>Staff in the un-affected areas will provide relief and reinforcement, as needed, to the affected areas. They will report to the DOC for assignment on an as directed basis. In addition, they will coordinate with their assigned supervisor regarding on-going caseload coverage.</p>
<p>Essential Function:</p>	<p>9. Workload planning:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Workload Planning Depending upon the emergency or disaster, CFS will activate the CFS Disaster Management Team to gather information and develop a recovery process in order to mitigate child safety and parental issues, by utilizing the CFS DEOP and CFS EOP disaster plans.</p> <p>Disaster Team CFS Disaster Management Team, consisting of:</p> <ul style="list-style-type: none"> • Deputy Director (DD) of System Resources Division (SRD) as the DEC,

- Fiscal Officer, and
- Program Development Division (PDD) Program Specialist II.

Supervisory Responsibilities

- Provide backup to line staff, or
- Coverage at the designated SHOC/shelter, LAC or HS DOC.
- Make sure that staff members working in the disaster area are debriefed at the end of the each shift.
- Monitor extremely serious cases.
- Report to regional DDs or designees, at least once a day, or more frequently depending upon the status of the situation.

CFS SW Responsibilities

- Provide coverage at the designated SHOC/shelter and/or LAC.
- Assist with on-going case management for current caseloads.
- Respond to new cases on a prioritized basis, as per current policy, with the aid of SWs from areas not affected, and/or out-of-county.

Support Staff Responsibilities

- Assist with varied assignments, including, but not limited to:
 - Support the completion of caregiver contracts by verifying location and status of children/NMDs.
 - Perform in-person verifications of children/NMDs status in the event that other lines of contact are not available.
 - Provide hotline coverage.
 - Locate appropriate FC and NREFM placements to be used for emergency situations.
 - Coordinate background checks for emergency placements.

CFS/CAAHL Operations

- CAAHL is located with the CFS Operations Center in San Bernardino.
- In the event of an emergency or power outage, CFS has established procedures to relocate CAAHL to an alternate site with generator and Wi-Fi connectivity.

Workload Planning Review

A review of workload planning elements will be coordinated by the DEC on an annual basis.

For Probation:

In the County plan, the Probation DOC will be activated immediately.

	<p>Supervisory Staff will:</p> <ul style="list-style-type: none"> • Provide backup to line staff. • Check in with the DOC at least once during each operational period, or more frequently, depending upon the status of the situation. • Make sure that staffs working in the disaster area are debriefed at the end of the shift. • Monitor extremely serious cases. • Delegate assignments, as needed. • Update the DOC, as appropriate. <p>Support staff can:</p> <ul style="list-style-type: none"> • Assist with many varied job functions. • Staff JDAC's to assure proper coverage at each location. • Conduct in-person verification and location of youth's parent(s) in the event that phone lines are down. • Emergency intakes – assist with processing new arrivals at the JDACs. • Coordinating background checks for available emergency placements. 												
<p>Essential Function:</p>	<p>10. Alternative locations for operations:</p>												
<p>Process Description:</p>	<p><u>For CFS:</u> Alternative Locations CFS safety staff is expected to perform initial building assessment(s) to determine building safety and viability of resources. If required, arrangements will be made to move staff to an alternate building location.</p> <p>In the event an operational region is no longer able to continue normal business operations:</p> <ul style="list-style-type: none"> • Management from the unaffected service regions will coordinate operations for displaced personnel in conjunction with management at the damaged site(s). • Staff in the affected areas will: <ul style="list-style-type: none"> - Make sure that their own families are safe and provided for, and then - Report to an alternate regional office according to the matrix below: <table border="1" data-bbox="562 1128 1963 1421"> <thead> <tr> <th>Service Region</th> <th>Primary</th> <th>Secondary</th> <th>Tertiary</th> </tr> </thead> <tbody> <tr> <td> WESTERN Fontana Office 17621 Foothill Boulevard Fontana, CA 92335 Rancho Cucamonga Office 9518 E. Ninth Street Rancho Cucamonga, CA 91730 </td> <td>Central</td> <td>Eastern</td> <td>North</td> </tr> <tr> <td>CENTRAL</td> <td>Eastern</td> <td>North</td> <td>Western</td> </tr> </tbody> </table>	Service Region	Primary	Secondary	Tertiary	WESTERN Fontana Office 17621 Foothill Boulevard Fontana, CA 92335 Rancho Cucamonga Office 9518 E. Ninth Street Rancho Cucamonga, CA 91730	Central	Eastern	North	CENTRAL	Eastern	North	Western
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	<p>San Bernardino Central Office 1094 S. E Street San Bernardino, CA 92415-0084</p>			
<p>EASTERN San Bernardino Gifford Street Office 1504 S. Gifford Avenue San Bernardino, CA 92415-0021 Yucca Valley Office 56311 Pima Trail Yucca Valley, CA 92284</p>	<p>North</p>	<p>Western</p>	<p>Central</p>	
<p>NORTH DESERT Barstow Office 1900 East Main Street Barstow, CA 92311 Needles Office 1090 E. Broadway Street Needles, CA 92363 Victorville Office 15020 Palmdale Road Victorville, CA 92392</p>	<p>Western</p>	<p>Central</p>	<p>Eastern</p>	
<p>SYSTEM RESOURCES Placement & System Resource Division Office 412 W. Hospitality Lane San Bernardino, CA 92415-0913 Children’s Assessment Center 700 E. Gilbert San Bernardino, CA 92415 CFS Court Support Services, Automation, Outcomes & Accountability 860 East Gilbert Street San Bernardino, CA 92415 Child and Adult Abuse Hotline CAAHL Center (800) 827-8724</p>	<p>Eastern</p>	<p>North</p>	<p>Western</p>	
<p>PLACEMENT RESOURCES Placement & System Resources Office 412 W. Hospitality Lane San Bernardino, CA 92415-0913</p>	<p>Eastern</p>	<p>North</p>	<p>Western</p>	

For Probation:

(All contacts, efforts and information received shall be documented in CE.)

Youth in Detention:

In the event an operational region is no longer able to continue normal business operations, staff in the affected areas will make sure their families are provided for, and will report to an alternate regional office according to the matrix below.

San Bernardino City and Surrounding Cities	High Desert
Central Valley Juvenile Detention and Assessment Center 900 E. Gilbert Street San Bernardino, CA 92415 909-383-1769	High Desert Juvenile Detention and Assessment Center 21101 Dale Evans Parkway Apple Valley, CA 92307 760-961-6701

Administration will coordinate operations for displaced personnel in conjunction with all Department Managers through the DOC.

For Probation Community Corrections:

The Department Chief, Assistant Chief, Deputy Chief or designee shall determine alternate or temporary work locations in the event the primary location is deemed unsafe. The alternate location would depend upon the extent of damages resulting from the event countywide. Potential alternate locations are listed below.

In the event an operational region is no longer able to continue normal business operations, staff in the affected areas will make sure their families are provided for, and will report to an alternate regional office as determined by Administration.

Administration will coordinate operations for displaced personnel in conjunction with all Department Managers through the DOC.

San Bernardino City and surrounding cities	Rancho Cucamonga and surrounding cities	High Desert
Central Adult Community Corrections 401 North Arrowhead Avenue San Bernardino, CA 92415-0006	Adult Community Corrections Bureau West Valley/Fontana Probation 17830 Arrow Boulevard Fontana, CA 92335	Victorville Community Corrections 15505 Civic Drive Victorville, CA 92392
Central Juvenile Community Corrections 150 West Fifth Street	Training Division 9478 Etiwanda Avenue Rancho Cucamonga, CA 91739	Barstow Community Corrections 301 East Mountain View Avenue Barstow, CA 92311

	San Bernardino, CA 92415-0460		
	Youth Justice Center Community Corrections 900 East Gilbert Street, BLDG 31 San Bernardino, CA 92415		Morongo Basin Community Corrections 6527 White Feather Road Joshua Tree, CA 92252
	Central Adult Day Reporting and Reentry Support Center 104 W. 4th Street San Bernardino, CA 92415		
	Regional Youth Educational Facility/Gateway at Regional 740 East Gilbert Street San Bernardino, CA 92415		
Essential Function:	11. Orientation and ongoing training:		
Process Description:	<p><u>For CFS:</u> Staff Orientation The CFS orientation component ensures that staff know:</p> <ul style="list-style-type: none"> • How, where and when to report to work, and • Work assignment focus and time frames. <p>Staff Training Levels There are two levels of staff training:</p> <ul style="list-style-type: none"> • Level One is designed to support staff members in preparing their: <ul style="list-style-type: none"> - Own homes and families by developing and practicing family disaster plans and assembling and maintaining supplies including food, water and other emergency supplies at home, as well as - Collecting/storing personal supplies in vehicle(s) and work stations in case the roads are impassable or returning home is not possible. • Level Two offers various disaster preparedness/emergency training to CFS’s regional Safety Coordinators and alternates, and the CFS Emergency Disaster Team and other interested staff, including but not limited to: <ul style="list-style-type: none"> - Community Emergency Response Team (CERT), - Ham Radio licensing and practice, - Cardiopulmonary resuscitation (CPR)/First Aid - Fire extinguisher training, etc. 		

Safety Coordinator Responsibilities

Regional office Safety Coordinators and backups are responsible for:

- Conducting and documenting emergency preparedness drills.
- Displaying proper evacuation methods.
- Regularly insuring that the building alarm company tests all fire alarms.
- Inspecting fire extinguishers to ensure they are fully charged, in operable condition and readily accessible to trained staff.
- Checking content of first aid kits.
- Verifying the location of building evacuation route postings. Arranging training for staff.
- Reporting to HSESU if emergency cabinet has been opened and contents have been removed or used.
- Securing an alternate service site when the building is not habitable.
- Recognizing the signs of stress and burnout.

Office Safety Committee Responsibilities

Regional office Safety Committee responsibilities include:

- Maintaining an up-to-date comprehensive list of all individuals that are trained in CPR, First Aid, fire suppression equipment, utilities shut-off, damage assessment, HAM Radio, CERT, etc.
- Evaluating the basic risk assessment of damaged buildings, department resources, etc.
- Determining damage, and
- Reporting to Human Services Facilities Unit for facility needs, including:
 - Securing an alternate service site when the building is not habitable.
 - Supervising equipment needs, i.e. annually checks equipment to make sure that flashlights and batteries are available to all staff in case of evacuation when power has failed.
 - Working with first responders.
 - Performing debriefing techniques.
 - Assisting at a SHOC/shelter.
 - Filling out Federal Emergency Management Agency (FEMA) forms for clients, and/or
 - Filing FEMA reimbursement forms for Time and Travel.

Training Resources

Each CFS staff member shall participate in an initial orientation and regular ongoing emergency preparedness practice exercises, plan testing and training as referenced in the following manuals:

- **CFS Department Emergency Operations Plan (DEOP)** – Mandated by SBCo covering all aspects of emergency management, identifying specific elements related to CFS mission, goals and objectives, and the CFS essential functions.
- **CFS Emergency Operations Procedures (EOP)** – outlining important aspects of the CFS' emergency

plan as provided in the CFS DEOP, the OES Emergency Action Plan, and the OES Emergency Family Disaster Guide.

- **CFS Emergency Action Plan (EAP)** – required by Risk Management to ensure building and staff/visitor safety in each CFS office location.

Note: A team of CFS disaster preparedness staff is responsible for reviewing, testing and updating the three plans described above:

- On a regular basis (at least once every three years),
- As regulations and new procedures are developed,
- When required by OES, or
- After emergencies and disasters occur.

Additional Training Requirements

All staff must receive:

Confidentiality training per Welfare and Institutions (W&I) Code 10850, which is referenced in the current Probation and HS MOU (2013) pages 14 and 15,

- Protection of Individual Identifiable Health Information and Health Insurance Portability Act (HIPAA) per County Policy Manual 14-03, and
- Privacy and Security of Personally Identifiable Information (PII) per HS Policy and Standard Practice (HSPSP) 15-1.

CFS Training Policy Review

A review of all training tools and methods will be conducted on an annual basis.

For Probation:

All Department staff will receive an initial training on National Incident Management Systems (NIMS):

1. Supervising personnel will receive a more comprehensive training as follows:

- EOP
- Department Emergency Evacuation Manual
- Incident Action Plan (IAP)
- DOC
- Command Staff/Roles and Responsibilities
- Probation's Plan and Implementation
- Transfer of Incident Commander
- Continuity of Operations

2. Line staff will learn a basic knowledge as follows:

- NIMS
- Standard Emergency Management System (SEMS)

- Incident Command System (ICS)
 - Plan and Implementation
3. Additional comprehensive training is as follows:
- CPR/First Aid
 - Bloodborne Pathogens/Infections Disease
 - Search and Rescue
 - Handy-Talkie
 - Medical Triangle
 - Fire Safety

The following actions have taken place or are in the process of implementation to prepare the Probation Department for an emergency:

- Specific action plans were developed for each JDAC.
- Probation Staff have been trained in NIMS and SEMS.
- A DOC was developed.
- Develop near and long term staffing plan for internal and external demands.

The following actions will take place at the beginning of an incident or event to respond to the emergency:

- Establish DOC or Incident Command Post at incident site.
- Begin rescue and recovery of staff and youth, if needed.
- Develop sheltering requirements.
- Determine available staffing and develop staffing plans.
- Determine disposition of youth and release/retain as necessary.
- The Detention Corrections Bureau will work with the DOC when activated.

Mutual Aid throughout Southern California to establish the following:

- Verify accountability of staff and youth.
- Work with Community Corrections Bureau to provide safety of the exterior of each JDAC.
- Establish continued shelter for youth in custody.
- Food and water for youth.
- Work with Community Corrections Bureau on releasing low to moderate risk youth to parents.
- Providing relief for staff on duty.
- Develop a system to continue court process.
- Develop an Incident Action Plan (IAP) for long-term recovery.

The Community Corrections Bureau will work with the DOC to establish the following:

	<ul style="list-style-type: none"> • Develop and implement IAP. • Assess staffing needs and gather time tracking from staff. • Determine the extent of damage to Probation Department Buildings, equipment, records and vehicles. • Depending on extent of damage set up alternative work sites for ongoing services. • Work with Detention Corrections Bureau on releasing low to moderate risk youth to parent(s)/guardian(s) and provide supervision of probation youth. • Work with Detention Corrections Bureau to provide security and assistance where needed. • Provide relief for staff on duty. • File claims for reimbursement for cost recovery for staff time and/or damaged buildings and equipment. • Continue court process.
CWS Disaster Response Criteria B:	Respond, as appropriate, to new CWS cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. Investigation process:
Process Description:	<p><u>For CFS:</u> Investigative Process During and after a disaster, CFS may receive increased reports of child injuries, neglect and abandonment occurring in the areas adversely affected by the event. Reports can be received through the hot line and walk in locations.</p> <p>Hotline Referrals</p> <ul style="list-style-type: none"> • Intake Specialists at the CAAHL will provide assistance to the hotline calls under the guidance and supervision of an SSP or higher. As required, additional SWs may be assigned to support the system. <p>Walk-in District Offices and SHOC/Shelter Referrals</p> <ul style="list-style-type: none"> • Each CFS district office has a paper-based process developed to accommodate power outages, and handle walk-in reports of child maltreatment. • The SHOC/shelters are also set up to accept and process referrals manually. <p>Investigative Responsibilities In the event that the case-carrying SW is not available, coverage shall be provided by another SW or Supervisor, with the first option being a SW from the unit the case is in. Duties include, but are not limited to:</p> <ul style="list-style-type: none"> • Receiving and assisting referrals. • Implementing referral investigations and risk assessments. • Investigating Immediate Response (IR) referrals. • Performing face-to-face contacts.

	<ul style="list-style-type: none"> • Initiating referrals to services. • Filing petitions, search warrants and other court report writing, as required, and according to the court’s order or timelines. <p>Supervision of Children If removal of child(ren) is necessary, all policies and procedures will be followed, including assessment of relatives and if necessary, identification of a licensed foster home.</p> <ul style="list-style-type: none"> • If children are in the office-awaiting placement, adequate staff will be mobilized to supervise the care of the children. • A separate secure area is maintained in the SHOC to supervise and protect the children.
<p>Essential Function:</p>	<p>2. Determine circumstances surrounding the child’s potential entrance:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Circumstance Assessment CFS Intake Specialists use the circumstances surrounding the child’s potential entrance to assess:</p> <ul style="list-style-type: none"> • Whether the child abuse report is appropriate for a response, and • The urgency of response required. • If needed, the supervisor authorized to screen incoming referrals may create and submit an amended determination with a different response type. <p>Documentation A child welfare investigation process for unaccompanied minors and families with ongoing referral investigations in areas adversely affected by disaster will require the SW to document:</p> <ul style="list-style-type: none"> • Potential and/or current risks to the child(ren). • Any special medical/psychological needs for the child. • Circumstances that initiated the referral (unaccompanied child vs. allegation abuse/neglect). • Verification of parents/relatives identification and right to legal custody. • The means assessment of the identified parents/relatives indicates sufficient resources to care for the child. • The issuance of voluntary services to the child/parents resolves the issue of removing the child from parents’ custody under court dependency. • That the specialized placement meets the required needs of the child (i.e. medically fragile).
<p>Essential Function:</p>	<p>3. Implementation process for providing new services:</p>
<p>Process Description:</p>	<p><u>For CFS:</u></p>

	<p>New Services New services may be limited as a result of the disaster and distance of the resources from the child’s placement. CFS SW will:</p> <ul style="list-style-type: none"> • Consider the following questions based on the event and area: <ul style="list-style-type: none"> – What services are available in the disaster area, such as: medical care, counseling, housing, transportation, food, clothing, etc.? – Is the parent eligible for specialized programs offered by the disaster groups? – Will there be visitation restrictions within the disaster area? – What is the proper attire for visitors, required identification, court order requirements permitting visitations, etc.? – Can all requirements be met for the parent? – Can the child be accommodated in a relative placement according to statute and CFS policy and procedures? • Document efforts made to provide the parents with these services. <p>Ongoing Services Newly suspected child abuse referrals will continue to be generated during a disaster. SWs will:</p> <ul style="list-style-type: none"> • Follow current CFS policies and procedures to determine safety and risk. • Continue to provide needed services to the public. • Access countywide service information for service referrals through the non-public website and 2-1-1 phone system.
<p>Essential Function:</p>	<p>4. Services emphasizing reunification due to disaster:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Reunification Services Reunification services will be provided for children removed during a disaster, due to a disaster.</p> <ul style="list-style-type: none"> • By law, reasonable reunification services, individualized to the parent(s) circumstances, will be offered or provided to the parents. The parent in a disaster has the same Court-ordered reunification timelines as any other parent. • Current CFS policies and procedures will be followed when providing reunification services and timelines to the parent. • CFS will determine whether services will be short term and voluntary or if Court ordered Family Reunification or Family Maintenance services best meet the needs of the child once the parents are located. <p>Reunification Objectives The parent is informed of the objectives of a complete reunification plan and all the activities determined necessary to help the parent successfully reunify.</p>

	<ul style="list-style-type: none"> • It should be made clear to the parent that the complete plan cannot be accomplished during the disaster because of limited services available and limited parent/child contact. • Those aspects that cannot be completed during disaster should not be included in the original plan submitted to court. <p>Reunification Plan</p> <p>The following services may be provided to parent(s) or caregivers during a disaster include:</p> <ul style="list-style-type: none"> • Referrals to the American Red Cross, FEMA and other state and federal agencies. • Locations of disaster living arrangements provided by the American Red Cross or other agencies. • Assistance with moving families from temporary housing back to their own homes. • Referrals for mental health/counseling services provided by DBH. • Contact information to call/write to the child. • Transportation assistance (gas voucher, bus passes, other agencies that can provide transportation) that can provide visitations with the child. • Special outreach in order to support parent(s) applying for state and federal disaster assistance. • Support with visitation within the disaster area, if any restrictions are identified.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – Child welfare personnel:
Process Description:	<p><u>For CFS:</u> Disaster Management Team</p> <p>Depending on the nature and extent of the disaster, CFS will activate the CFS Disaster Management Team consisting of:</p> <ul style="list-style-type: none"> • CFS SRD DD, • CFS Fiscal Officer, and • Program Development Division (PDD) Program Specialist II. <p>Supervisory Responsibilities</p> <ul style="list-style-type: none"> • Provide backup to line staff. • Report to their Regional DD or designee, at least once a day if not more frequently depending upon the status of the situation. • Check with staff for updates on caseload. • Make decisions for staff rotations or extended shifts and hours. • Make sure that staff working in disaster area(s) is debriefed at the end of the shift. • Monitor extremely serious cases.

	<p>SW Responsibilities</p> <ul style="list-style-type: none"> • Perform coverage at designated SHOC/shelter or LAC. • Provide on-going case management for their current caseloads. • Assist with new cases on a prioritized basis, as per current policy, with the aid of SWs from areas not affected, and/or out-of-county. • Verify identity of unaccompanied child, NMD, or out of state NMD who may be displaced. • Locate appropriate placement until parent/relative is located. • Verify identity of parent/relative and right of legal custody. <p>Support Staff Responsibilities</p> <p>Support staff may assist with many varied job functions, such as:</p> <ul style="list-style-type: none"> • Make phone calls to verify location of unaccompanied child/NMD. • Provide CAAHL coverage. • Assist with in person verification of child/youth location(s), in the event that phone lines are inoperable. • Locate emergency placements in appropriate foster home and relative/NREFM placements. • Coordinating background checks for available emergency placements. <p>CFS and CAAHL Operations</p> <p>CFS and CAAHL Operations Center is located at 412 W. Hospitality Lane, San Bernardino, CA 92415. In the event of an emergency or power outage:</p> <ul style="list-style-type: none"> • CFS will continue to operate. • CAAHL staff will: <ul style="list-style-type: none"> – Follow established procedures to relocate CAAHL to an alternate site with generator and Wi-Fi connection, if needed. – Compile a central list of identified unaccompanied children/NMDs and their location. – Assist SW staff with assessing, verifying and identifying parents who contact CAAHL regarding an unaccompanied child/NMD.
<p>Essential Function:</p>	<p>2. Address language barriers to communicate quickly and effectively:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Bilingual Services</p> <p>Minimum staffing requirements were established within CFS to perform all mandatory functions by identified bilingual and bicultural staff. To provide needed bilingual services, CFS shall:</p> <ul style="list-style-type: none"> • Assign all available bilingual/bicultural trained staff to carry out the following mandatory functions: <ul style="list-style-type: none"> – Respond to IR referrals. – Provide placements for at-risk children.

	<ul style="list-style-type: none"> - Make contacts with caregivers. - Complete reports to the County as mandated by law and regulation. - Send notifications to attorneys, as required. - Complete changes of placement. - Communication with parents. - Provide public information in coordination with the Public Information Office (PIO). • Utilize contracted provider list for translation services, as needed. <p>Bilingual Services Review A review of available bilingual services and training needs will be conducted on an annual basis. Any plan changes or additional training requirements will be updated at that time.</p>
<p>Essential Function:</p>	<p>3. Determine likelihood of reunification and steps toward reunification:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Reunification CFS will identify and assess parents/legal guardians of unaccompanied children/NMDs to determine if:</p> <ul style="list-style-type: none"> • Services are needed for the child and parent/legal guardians. If so, <ul style="list-style-type: none"> - Return child/NMD to parent/legal guardian’s custody with referrals to services and close case. - Return child to parent/legal guardian’s custody and require additional services via a voluntary Family Maintenance case. • Note: Services available to parent/legal guardians are described in Criteria B # 3 of this plan. • Parent/legal guardian requires services ordered through Juvenile Court and child to remain in an out-of-home care or place in the home of the parent/legal guardian under Court Family Maintenance.
<p>Essential Function:</p>	<p>4. Assess and make a determination within 30 days:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> 30-Day Determination During the first 30 days of emergency response of an identified unaccompanied child/NMD, CFS will perform the following tasks:</p> <ul style="list-style-type: none"> • Identify the child/NMD and gather information (address, parents/guardians names, relative contact information, medical needs, etc.): <ul style="list-style-type: none"> - Verify child/NMD is a resident of California, or is a runaway from another state. - Compile a central list by CAAHL staff of identified unaccompanied children/NMDs, and their location. • Coordinate with law enforcement and/or school districts to gather additional information regarding child/NMD or parents. • Locate suitable placement and care for the child/NMD, ensuring:

	<ul style="list-style-type: none"> - Placement can meet the child/NMD’s needs (medical, physical, etc.). - Staff who has access to the child/NMD has completed a background check. - Siblings are placed together, if at all possible. - Coordination with Inland Regional Center (IRC) for placements for children with developmental disabilities. • Inquiry whether there are standing Court orders (i.e. children to be returned to parents or legal guardian once they are located and identity is confirmed). • Arrange with National Center for Missing and Exploited Children (NCMEC) to enter the child’s information and photo (if available) into the Unaccompanied Minor Registry (UMR). • Conduct local and expanded search for the parent or legal guardian. <ul style="list-style-type: none"> - Coordinate local and state agencies (hospitals, coroner, law enforcement, ARC, etc. • Verify identity and custody orders of a located parent or legal guardians prior to releasing child/NMD, if: <ul style="list-style-type: none"> - Located parent has legal right to custody of the child; child may be released. - Identified parent is non-custodial, but custody of the child is documented to be solely with other parent or legal guardian, child should not be released to that person. • Assess parent for any issues that may prevent him/her from having the means to care for the child (homeless, disaster-related, or mental and behavioral health issues). • If releasing child to parent/legal guardian, arrange and coordinate to transport the child. • Make a final determination of when the child/NMD shall: <ul style="list-style-type: none"> - Return to the parent/legal guardian and case is closed. - Return to the parent/legal guardian and case remains open on a voluntary basis in order to provide services, or - Remain in an out-of-home placement; a petition shall be filed in order to open a court dependency case.
<p>CWS Disaster Response Criteria D:</p>	<p>Remain in communication with caseworkers and other essential CWS personnel who are dispatched because of a disaster:</p>
<p>Essential Function:</p>	<p>1. Communication Structure – Staff:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Staff Communication Responsibilities In the event of a catastrophic condition, staff has been instructed to:</p> <ul style="list-style-type: none"> • Call the assigned contact number(s) for information on the condition of their work location and how/when/where to report to work, • Contact the CAAHL Center to report status and to receive instructions for reporting to work when other contact methods have failed, or • Access the SBCo email system: webmail.sbcounty.gov via Microsoft Outlook from external computers to email supervision/management.

As part of disaster preparedness, CFS will improve the following disaster communication activities:

- Locating and storing client disaster listings,
- Organizing response, and providing
- Periodic communication training.

The following matrix defines key responsibilities of lead staff within CFS during non-emergencies:

Staff	Description
Department Emergency Coordinator (DEC)	Plays a key role in these preparations. His/her duties include: <ul style="list-style-type: none"> • Establishing disaster-related policy and procedure, • Defining disaster-related training standards for all staff, • Establishing MOUs with allied departments and organizations, and • Providing ongoing evaluation of Department readiness.
Deputy Director (DD)	The Regional DDs responsibilities include: <ul style="list-style-type: none"> • Coordinate the writing and updating of Department-wide emergency policy and procedure through PDD, • Ensure Department policy adheres to statute and regulation, • Ensure operations are aligned with the CFS DEOP, • Develop in-service training materials for staff and volunteers, • Develop an emergency orientation packet to be given to all employees at induction, and • Compile records of in-service disaster training for all staff and assist Deputy Directors in establishing and training disaster response teams for each office.

The onset of an emergency shifts the key roles of staff in order to respond effectively. The following matrix details the primary responsibilities at each level of HS CFS:

Staff	Description
Human Services (HS)	The Assistant Executive Officer (AEO) for HS: <ul style="list-style-type: none"> • Is responsible for overseeing emergency operations for all HS departments during times of emergencies including CFS. • May be physically present at the EOC for the duration of defined emergencies. • Will provide general direction to the various HS departments.
CFS SRD Deputy Director (DD)	The CFS SRD DD (or Eastern Regional DD acting as back up if CFS SRD DD is unavailable): <ul style="list-style-type: none"> • Serves as the DEC. • Maintains ongoing communication with the HS DOC and/or EOC. • Accepts disaster-related assignments from the AEO for Human Services. • Provides general direction and coordination to the CFS management team during

	<p>the disaster.</p> <ul style="list-style-type: none"> • Communicates feedback to the HS DOC on conditions in the regional offices. • Acts as primary liaison between the department and collaborating agencies such as the American Red Cross and the Social Services Groups.
Regional Deputy Directors	<p>The Regional DDs (or delegate):</p> <ul style="list-style-type: none"> • Coordinates and supports the staff. • Reports to the DEC. • Receives and assigns tasks from the Director. • Ensures all casework standards, required documentation procedures and audit trails are followed during/after an emergency. • Maintains on-going operation for their region.
Social Workers and Support staff	<ul style="list-style-type: none"> • CFS staff: • Performs relief activities in all affected community. • Ensures safety and well-being of families/children under CFS jurisdiction.

Note: The CFS SRD DD in his/her role as DEC plays a key leadership role for CFS. The SRD DD is specifically assigned to maintain communication with the HS DOC and/or EOC during a disaster with a constant flow of information-updating clients' status.

1. Communication is vital in the event of an emergency or disaster. If phone lines/cell phones are working staff should check in with their immediate supervisor(s) if there is any question about their ability to get to work.
2. Staff will be informed of alternative locations to report to work following the procedure outlined in the department emergency operations plan as necessary.
3. The CFS disaster response activities will be handled regionally by social workers based in local offices. A local DD or his/her designee will supervise activities of the SWs.
4. If the Director or his/her designee is unable to respond to an emergency, the Assistant Director (AD) will take on the Director's responsibility during the emergency response and remain in that position until the Director arrives on site. In the event that the Director and AD are unavailable, then the DD of Eastern Region will take on direct during the emergency response. If the DD of the Eastern Region is not able to respond then and follow the order of secession as defined below.

Succession by Position as related to the COG/COOP programs and administration

The following is the line of succession for Disaster Emergency Response:

1. Director
2. AD
3. DD of Placement Resources Division
4. DD of Central Region
5. DD of Western Region

	<p>6. DD of North Desert Region 7. DD of Eastern Region (unless responding as the DEC back up)</p> <p>Note: DD of Operational Regions will still maintain the authority to respond to localized disasters within their assigned area.</p>
<p>Essential Function:</p>	<p>2. Communication structure – CWS personnel (phone tree):</p>
<p>Process Description:</p>	<p><u>For CFS:</u> <u>Phone Tree</u></p> <p>The disaster plan deals with the issue of succession for operational purposes by identifying one or more alternates for all key decision makers in the disaster response organization. This organizational structure is outlined in the previous pages.</p> <p>To ensure continuity of the CFS administrative and executive functions and for coordination with the County EOC, during the emergency and recovery phase, the following positions or their successor classification, are the line of succession:</p> <ol style="list-style-type: none"> 1. Director 2. AD 3. DD of Eastern Region 4. DD of Placement Resources Division 5. DD of Central Region 6. DD of Western Region 7. DD of North Desert Region <p>DDs of Operational Regions have the authority to respond to localize disasters within their assigned areas. A confidential list of home, cell and office telephone numbers of DDs, Child Welfare Services Managers (CWSMs) and all line staff are maintained by each CFS location. Home, and cell phone lists are maintained in a secure electronic file and in hard copy. Both the electronic and hard copies are updated annually and as new staff are hired. A copy of the list is available upon request and will be sent via email as a separate document.</p> <p>CFS has an emergency planning team, which reviews and updates the Emergency Plan. The plans are reviewed for consistency, and to assure that each plan follows the mandates of federal, state and local ordinances.</p>
<p>Essential Function:</p>	<p>3. Communication structure – contracted services:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> <u>Contracted Services</u></p>

	<p>Communication is specified in the CFS DEOP will be adhered to when communicating with the providers of contracted services.</p> <p>Emergency Communication Support The following emergency communications support systems are available for CFS use during an emergency:</p> <ul style="list-style-type: none"> • Telephone Emergency Notification System (TENS) system that allows agencies to make automated telephone calls to vulnerable clients and caretakers, • Government Emergency Telecommunications Services (GETS) that offers governmental and emergency preparedness agencies personnel priority access/processing for landline long distance phone calls, and • Wireless Priority Service (WPS) that provides governmental and emergency preparedness agencies with priority access/processing on regional cellular networks. <p>These communication support systems and other contract providers will be utilized, as available.</p>
<p>Essential Function:</p>	<p>4. Communication process when all normal channels are unavailable:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Alternate Communication Channels When all communications are down and structural damage caused by a disaster is such that a facility is no longer habitable, staff has been instructed to report to the DD at a predesignated alternate site. Essential communications include but are not limited to:</p> <ul style="list-style-type: none"> • Land lines. • Cell phones/texting. • Push-to-Talk phones. • Satellite phones. • HAM radios. • Social media, Internet and email. • 2-1-1. • WebEOC is the SBCo WEB Emergency Operations Center’s internet-based communications center that coordinates with the SBCo Fire OES. • “Runners” on pre-established schedule, between the EOC, HS DOC, HS departments and CFS regional offices on pre-approved schedule. • Community partner/foster parent can contact CFS at regional sites on pre-approved schedule, and • Community message board. <p>The following matrix displays the sequence of locations per region.</p>

	Service Region	Primary	Secondary	Tertiary
	Western Region	Central	Eastern	North
	Central Region	Eastern	North	Western
	Eastern Region	North	Western	Central
	North Desert Region	Western	Central	Eastern
	System Resources	Eastern	North	Western
	Placement Resources	Eastern	North	Western
Essential Function:	5. Communication frequency:			
Process Description:	<p><u>For CFS:</u> Frequency The frequency of communication specified in the CFS DEOP will be adhered to when communicating with staff on the line during a disaster. At a minimum, staff will contact and check in at least once a shift.</p>			
Essential Function:	6. Communication with media:			
Process Description:	<p><u>For CFS:</u> Media Communication Rules The PIO is the official spokesperson for the county.</p> <ul style="list-style-type: none"> • The County PIO and/or the HS Communications Officer will handle all requests for information from the media about CFS services. • Depending on the inquiry, the PIO may consult with the CFS Director or designee prior to providing answers. • More detailed or program-specific information will be referred directly to the Director. • Staff is instructed not to discuss department activities with individuals working in the media, but shall refer questions to the CFS Director or his/her designee or to the PIO or the HS Communications Officer. 			
Essential Function:	7. Communication with volunteers:			
Process Description:	<p><u>For CFS:</u> Volunteers The CFS DEC submits requests for volunteer assistance to the EOC through the HS DOC. Once communication with volunteer services is established, it shall be maintained by the DEC through HS DOC or EOC, unless redirected by the HS DOC for expediency.</p>			
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD):			

<p>Process Description:</p>	<p><u>For CFS:</u> Telecommunication Device for the Deaf (TDD) During an emergency, if telephone service is not interrupted, clients and the public can contact CFS through 800-827-8724 outside the county and 1-900-384-9233 within the county twenty-four (24) hours a day, seven (7) days a week. The communication line has Text Telephone Device (TTY) capability established.</p> <p>To ensure coverage, a reciprocal agreement with an outlying county has been established through an MOU in existence through CWDA Southern Counties, which include San Diego, Imperial, Riverside, and Los Angeles.</p>
<p>Essential Function:</p>	<p>Additional communication information:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Communication Structure The CFS DEC will coordinate, control and authorize, through the HS DOC, all information necessary to be shared with other agencies.</p> <p>The following contact information is maintained and provided to the Director, AD, DDs, and regional CWSMs:</p> <ul style="list-style-type: none"> • CWS staff phone numbers are maintained at each district office. • California ICPC contact list. • National ICPC contact list. • Group Home Provider and Foster Family Agency (FFA) lists. • California Department of Social Services (CDSS) contact list. • SBCo HS departments contact numbers. • CWS critical staff contact numbers are maintained by CWS at the CRFS DOC or through the HS DOC.
<p>CWS Disaster Response Criteria E:</p>	<p>Preserve essential program records:</p>
<p>Essential Function:</p>	<p>1. Record preservation process:</p>
<p>Process Description:</p>	<p><u>For CFS:</u> Record Preservation Process All normal and confidential records will continue to be maintained regardless of situation. When new records are generated during a disaster and power is available, the normal CWS/CMS electronic archival process will continue in the preservation of vital information. If power is not available, new records will be created manually and maintained in “hard copy” format. All “hard copy” information will be stored in a locked and secure area to preserve the confidentiality of case information.</p> <p>To protect CFS records and use information systems that can be accessed during an emergency, the following</p>

	<p>actions are taken:</p> <ul style="list-style-type: none"> • Case records and paper files are stored in locked filing cabinets to better protect them from smoke or water damage. • ITSD routinely backs up the servers nightly. • Contact information and other placement information are kept up-to-date in <i>CWS/CMS</i> and in the case file. Since the <i>CWS/CMS</i> information has off-site backup, critical information will be maintained in the event of a local disaster, however it may be temporarily inaccessible due to power outages.
Essential Function:	2. Use of off-site back-up system:
Process Description:	<p><u>For CFS:</u> Server Back-Up ITSD backs up all servers except for <i>CMS/CWS</i> servers, which are backed up by the State of California.</p> <ul style="list-style-type: none"> • This includes any server with the prefix of HSS*** (hssserver025 for example) • File/print servers are protected in four ways: <ul style="list-style-type: none"> - Local snapshots are taken three (3) times a day, allowing for immediate restoration of any accidentally deleted files within one to three (1-3) days. - Full backups to a disk library at the Gilbert Data Center in San Bernardino, CA. allowing for fast recovery of two to three (2-3) weeks of data (depending on size of server) are done daily, incrementally, and weekly. - Offsite long-term storage is completed on tape every three months at the ITSD's location. - C-IV systems have local tape backups on a five (5) week schedule.
CWS Disaster Response Criteria F:	Coordinate services and share information with other states and counties; include a description of the process utilized by the county to ensure that information regarding children placed pursuant to the ICPC occurs with both the sending state and CDSS:
Essential Function	1. ICPC reporting process must include a process that disseminates information to both the sending state and CDSS:
Process Description:	<p><u>For CFS:</u> ICPC Report On a weekly basis, CFS runs a data report on all SBCo dependents in out-of-home placement, medically fragile children in out-of-home placement and children placed in SBCo through the ICPC. The report:</p> <ul style="list-style-type: none"> • Contains the child's name, and • Provides placement contact information including: the name, address, and phone number so that, in the event of a disaster, calls or visits can be made to ensure the safety of our children, as well as determine if relocation has been or may be necessary.

	<ul style="list-style-type: none"> • Is maintained in the CFS – Regional offices and a departmental share drive accessible by the Deputy Director (DD) and his/her designees. <p>On-going Process for Placement CFS ICPC process will generate an access report utilized to identify ICPC courtesy supervisions of children in SBCo.</p> <ul style="list-style-type: none"> • This report contains the child’s name, age and placement information. • The ICPC Coordinator will notify the state of origin’s ICPC Administrator on the status of the ICPC supervised children. <p>Suspension of Placement Services In the event that the Governor of California declares a particular area to be an emergency disaster, the affected County ICPC coordinator or designee will notify counterparts in other states of the crisis situation involving children placed in California through the ICPC program to suspend placements.</p> <p>Location of ICPC Children Identifying information and location of children can be accessed in the automated <i>CWS/CMS</i>. The SBCo ICPC requires caregivers to provide emergency contact information for both in state and out of state contacts.</p> <ul style="list-style-type: none"> • Caregiver must specify where they will go and how they can be contacted if they must evacuate or become homeless following a disaster. • Emergency plans submitted by caregivers will be maintained and reviewed at the time of the annual reassessment and/or monthly visits.
Essential Function:	2. Mental health providers:
Process Description:	<p><u>For CFS:</u> Mental Health Providers CFS DEC will coordinate mental health services from DBH and other contracted agencies through the HS DOC. Mental Health services are coordinated at the EOC and defined in the CFS DEOP.</p>
Essential Function:	3. Courts
Process Description:	<p><u>For CFS:</u> Courts During a disaster:</p> <ul style="list-style-type: none"> • The court will identify an on-call judicial officer. • Urgent processes such as detention petitions, noticing, court reports, etc. will continue providing the juvenile court is in operation. • CFS staff shall provide the court with the Application for Juvenile Court Petitions (J 132). • All Ex Parte for emergency services, such as medical attention, shall also be processed.

	<ul style="list-style-type: none"> • CFS staff will provide notification of changes of placement or status, as soon as possible.
Essential Function:	4. Federal partners
Process Description:	<p><u>For CFS:</u> Federal Partners</p> <p>The CFS DEC will coordinate, control and authorize all information necessary to be coordinated with Federal partners, as well as other agencies, to the EOC through the HS DOC.</p>
Essential Function:	5. CDSS
Process Description:	<p><u>For CFS:</u> CDSS</p> <p>The CFS DEC will coordinate, control and authorize all information necessary to be shared with other agencies, including requests for assistance, to the EOC through the HS DOC. The EOC manages all disaster requests.</p> <p>CDSS will be notified of changes in placement or status as soon as possible.</p>
Essential Function:	6. Tribes
Process Description:	<p><u>For CFS:</u> Tribes</p> <p>The CFS DEC will coordinate, control and authorize to the EOC through the HS DOC, all information necessary to be shared with Tribes. In addition, CFS identified an Indian Child Welfare Act (ICWA) Liaison at each regional office who will also communicate with tribes, as needed.</p>
Essential Function:	7. Volunteers
Process Description:	<p><u>For CFS:</u> Volunteers</p> <p>The CFS DEC will coordinate, control and authorize requests for assistance as well as all information necessary to be shared with volunteer agencies to the EOC through the HS DOC. The EOC manages all disaster requests.</p>