

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: County of San Bernardino Department of Children's Services Date Completed: 11/24/08

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This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

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

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	In case of a disaster or an evacuation, the Department of Children's Services (DCS) needs to know the whereabouts of our Foster Children and, if they have been relocated, and the new placement location. On a weekly basis, DCS runs a data report on all San Bernardino County dependents in out-of-home placement, medically fragile children in out-of-home placement and all children placed in San Bernardino County through the ICPC. This report indicates the child's name, Placement Home name, address, and phone number so that, in the event

	<p>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. This weekly report is maintained in the DCS – Regional offices and accessible by the Deputy Director and his/her designees.</p> <p>The report has been used in two fires and one flood to locate potential victims for the first responders and for staff to call and make safety checks to determine the health and welfare status of children and families.</p> <p>For Probation: In case of a disaster or an evacuation, the Probation Department needs to know the whereabouts our in custody wards in each of our Juvenile Detention and Assessment Centers (JDAC's) or treatment facility. The department maintains a live database of all wards. The data base is Caseload Explorer (CE)The database is backed up daily.</p> <p>This database indicates the ward's name, assigned JDAC, home address, phone number, parent or guardians name and the assigned Probation Officer. Each location also maintains records of which unit each wards is assigned to and location of any wards on furlough. The report is maintained at the County of San Bernardino's Information Services Department and is available both through hard wire network connections and secure Virtual Network access. The system is backed up daily.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	<p>In the event of a local disaster, as determined by executive management, it will be necessary to locate and ensure the safety and well being of San Bernardino County dependent children as well as children placed in San Bernardino County through ICPC.</p> <p>If phone lines are working, staff will make and respond to calls to and from other foster family agencies to inquire about the location of our and their dependent children.</p> <p>The Regions will coordinate and assign staff to verify the safety and location of all children placed in out-of-home placements.</p> <p>All Interstate Compact for the Placement of Children (ICPC) placements in San Bernardino County will be checked for the child's safety. As practicably as possible, the ICPC coordinator for the state that placed the child will be notified of the child's safety and status.</p> <p>For Probation: All wards are in the physical custody of the JDAC's or treatment facility. Any ward on furlough provides emergency contact information prior to being released.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	In the event of a known disaster event, DCS will identify all children known to be in the disaster area utilizing a

	<p>list generated from DCS-Disaster Preparedness report on CD known as EMPREP. This DCS – Disaster Preparedness report is distributed to administration weekly. Each region will be responsible to contact and verify the location of all the children in the disaster area.</p> <p>Medically fragile foster children will be prioritized in the event of a disaster, to insure that calls or visits can be made to check the well-being and safety of these children as well as to determine if relocation has been or may be necessary. Staff within the Special Health Care Unit, will coordinate with health care facilities to coordinate for transportation needs.</p> <p>If the telephone lines are out, social workers will make on site inspections, if safe and possible, to ascertain the needs of the children located at those sites.</p> <p>For Probation: In the event of a known disaster event, emergency protocols require an immediate facility assessment and determination as to hold, evacuate or partial release of wards.</p> <p>Medically fragile foster children will be prioritized in the event of a disaster, to insure that 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 to coordinate for transportation needs.</p> <p>If the telephone lines are out, Probation Corrections Officers will make inspections of all units, if safe and possible, to ascertain the needs of the children located at affected sites.</p> <p>The San Bernardino County Operation Area, Emergency Operations Plan (EOP) is attached.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>In the event of not known disaster event, DCS will identify all children known to be in the disaster area utilizing a list generated from DCS-Disaster Preparedness report, which is distributed on compact discs (CD) known as EMPREP. This DCS – Disaster Preparedness report is distributed to administration weekly. Each region will be responsible to contact and verify the location of all the children in the disaster area.</p> <p>If phone lines are working staff will make and respond to calls to and from other CWS agencies to inquire about the location of our and their dependent children.</p> <p>When a disaster occurs after work hours:</p> <ul style="list-style-type: none"> • Employees will report to work as designated by Department management, <ul style="list-style-type: none"> — If the employee is unable to report to their assigned workstation the employee will <u>report to the office located closest to their home and wait for dispatch.</u>

- If the assigned work location is not functioning, employee will report in the following manner:
- DCS will work with the County Sheriff and Fire Departments to assist them in their efforts to locate the most frail children or foster families in need.
 - Before teams are dispatched into a damaged area, the Human Services (HS) representative (or designee) stationed at the County Emergency Operation Center will determine which regions or offices within the department will provide mutual aid and so instruct the DCS Director or his/her designee to that affect.

The table below should be used as a guide for the Department Emergency Coordinator when responding to an emergency. At his/her discretion a different protocol may be more appropriate in responding to a disaster. DCS however unless otherwise instructed, will follow the table below:

Location of Disaster	Sources of Responding Social Workers
East Valley Communities	Rancho Cucamonga & Desert
West Valley Communities	San Bernardino & Desert
Morongo Basin	San Bernardino/Rancho & Victorville/Barstow
Victorville/Barstow	San Bernardino/Rancho Joshua Tree/Yucca Valley
Mountains	San Bernardino Rancho Cucamonga, or the Desert whichever location is closest

If the telephone lines are out and the location meets minimum safety standards, social workers will make on site inspections, to ascertain the needs of the children placed at these sites.

The type and scope of the emergency situation that has occurred will dictate the type of response that can realistically be undertaken. As much as possible, business will continue with regular operations maintained and all job functions covered. In the event that staff are not able to report to work or must report to alternative work locations, other critical job functions will be maintained as much as possible, while deferred functions are suspended until normal operations have been restored.

Overall, office operations in the event of a disaster are covered in the San Bernardino County Disaster Plan, and DCS will coordinate with the Probation Department to coordinate efforts on behalf of their minor children.

For Probation:

As the wards 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>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, business will continue regular operations and all job functions shall be covered. In the event that staff are not able to report to work or must report to alternative work locations, other critical job functions will be maintained as much as possible.</p> <p>Overall, office operations in the event of a disaster are covered in the San Bernardino County Disaster Plan, and Probation will coordinate with the Department of Children Services to coordinate efforts on behalf of the wards.</p>														
<p>Essential Function:</p>	<p>5. Identification of shelters</p>														
<p>Process Description:</p>	<p>Contact with the American Red Cross and the County of San Bernardino Office of Emergency Services will determine the location of shelters in the affected areas within 24 hours or less of the disaster. The local Red Cross Telephone Numbers are as follows:</p> <table border="1" data-bbox="514 565 1969 933"> <thead> <tr> <th data-bbox="514 565 934 657">San Bernardino City & surrounding cities</th> <th data-bbox="940 565 1360 657">Victorville & surrounding communities</th> <th data-bbox="1367 565 1619 657">Morongo Basin & surround communities</th> <th data-bbox="1625 565 1969 657">Ontario & surrounding communities</th> </tr> </thead> <tbody> <tr> <td data-bbox="514 662 934 933"> American Red Cross Inland Empire Chapter 202 W. Rialto Ave. San Bernardino, CA 92408 larcinlandempire@verizon.net Phone: 909-888-1481 FAX: 909-888-6321 WEB: http://www.arcinlandempire.org </td> <td data-bbox="940 662 1360 933"> Victorville 16248 Desert Knoll Drive Victorville, CA 92395 Phone: (760) 245-6511 Fax: (760) 245-3180 General E-Mail: contact@highdesertredcross.org </td> <td data-bbox="1367 662 1619 933"> 6416 Halle Road, Joshua Tree, CA </td> <td data-bbox="1625 662 1969 933"> 209 East I Street 1 block south of Euclid Avenue Ontario, CA Phone: (909) 986-6651 </td> </tr> </tbody> </table> <p>For Probation: 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 wards to detention centers located in adjacent counties. The following is the list of JDAC's in San Bernardino County.</p> <table border="1" data-bbox="514 1104 1969 1344"> <thead> <tr> <th data-bbox="514 1104 934 1166">San Bernardino City & surrounding cities</th> <th data-bbox="940 1104 1360 1166">High Desert</th> <th data-bbox="1367 1104 1969 1166">Rancho Cucamonga and surrounding cities</th> </tr> </thead> <tbody> <tr> <td data-bbox="514 1170 934 1344"> Central Valley Juvenile Detention and Assessment Canter 900 E. Gilbert San Bernardino, CA 92415 Phone 909-383-1769 </td> <td data-bbox="940 1170 1360 1344"> High Desert Juvenile Detention and Assessment Canter 21101 Dale Evans Parkway Apple Valley, CA 92307 Phone 760-961-6701 </td> <td data-bbox="1367 1170 1969 1344"> West Valley Juvenile Detention and Assessment Canter 9478 Etiwanda Ave. Rancho Cucamonga, CA 91739 Phone 909-463-7682 </td> </tr> </tbody> </table>	San Bernardino City & surrounding cities	Victorville & surrounding communities	Morongo Basin & surround communities	Ontario & surrounding communities	American Red Cross Inland Empire Chapter 202 W. Rialto Ave. San Bernardino, CA 92408 larcinlandempire@verizon.net Phone: 909-888-1481 FAX: 909-888-6321 WEB: http://www.arcinlandempire.org	Victorville 16248 Desert Knoll Drive Victorville, CA 92395 Phone: (760) 245-6511 Fax: (760) 245-3180 General E-Mail: contact@highdesertredcross.org	6416 Halle Road, Joshua Tree, CA	209 East I Street 1 block south of Euclid Avenue Ontario, CA Phone: (909) 986-6651	San Bernardino City & surrounding cities	High Desert	Rancho Cucamonga and surrounding cities	Central Valley Juvenile Detention and Assessment Canter 900 E. Gilbert San Bernardino, CA 92415 Phone 909-383-1769	High Desert Juvenile Detention and Assessment Canter 21101 Dale Evans Parkway Apple Valley, CA 92307 Phone 760-961-6701	West Valley Juvenile Detention and Assessment Canter 9478 Etiwanda Ave. Rancho Cucamonga, CA 91739 Phone 909-463-7682
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<p>Essential Function:</p>	<p>6. Parental notification procedures</p>														
<p>Process Description:</p>	<p>The DCS-Disaster Preparedness report, which is on Compact Disk (CD), lists all children in out-of-home care within San Bernardino County. In the event of a known disaster event, DCS will identify all children known to be</p>														

	<p>in the disaster area. Each region will be responsible to contact and verify the location of all the children within the disaster area and coordinate with first responders in the event of evacuation. After the children are found, parents will be contacted via phone and informed of the status of their child.</p> <p>DCS will coordinate with the Probation Department in contacting the parents of children that receive a safety check and contact them in the same manner as children in out-of-home care through DCS.</p> <p>If the telephone lines are out, social workers will make on site inspections, if safe and possible, to ascertain the needs of the children located at those sites and will attempt to make contact with the parent at the earliest possible time.</p> <p>For Probation: Caseload Explorer (CE) database lists all in custody wards within San Bernardino County. In the event of a known disaster event, Probation will identify all children known to be in the disaster area. Each region will be responsible to contact and verify the location of all the children within the disaster area and coordinate with first responders in the event of evacuation. After the children are found, parents will be contacted via phone and informed of the status of their child.</p> <p>In the event of a disaster requiring the evacuation of all living/housing units, an Alpha Roster is printed up from CE (Caseload Explorer) usually at the start of each shift and given to the Watch Commander. Each Unit is also given a Alpha Roster of the minors on their unit at the start of shift. Upon evacuation from the unit, staff can take with them the minor’s hard copy files, which have 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 Information Services Department each day. However, minors hard files are not kept in filing cabinets on the units but their back files are stored in a secure location.</p> <p>Probation will coordinate with the DCS in contacting the parents of children that receive a safety check and contact them in the same manner as children in out-of-home care through DCS.</p> <p>If the telephone lines are out, Probation Officers will attempt to make contact with the parent at the earliest possible time.</p>
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>The regional manager shall enact and oversee the staffing structure identified in the County Emergency Operations Plan. Normal staffing structures will continue or resume in each of the regional offices once the disaster has been stabilized. A list of children located will be maintained for the duration of the disaster and until business operations resume normalcy.</p> <p>While the Child and Adult Abuse Hotline (CAAHL) will field most calls, regional managers shall identify staff to accept calls and respond to walk-ins in each office. Each report shall be triaged for response time. Reports</p>

	<p>requiring a 10-day response could wait as the disaster area is secured, then responded to in accordance with normal policies.</p> <p>For foster care services, Medi-Cal 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).</p> <p>Cash Aide payments to caregivers capability will be available within 4 hours as will AFDC eligibility determinations in operational areas.</p> <p>For Probation: The JDAC Superintendent, with support from the Department Operations Center, shall enact and oversee the staffing structure identified in the County Emergency Operations Plan. Normal staffing structures will continue or resume in each of the regional offices once the disaster has been stabilized. A list of children located will be maintained for the duration of the disaster and until business operations resume normalcy.</p> <p>Once a new, secure location has been identified and the minors and staff moved to that location pending possible relocation to other JDAC's in the region, and based upon the available facilities and security of the location, attempts can be made to give the wards a sense of normalcy by giving them free time, groups on what happened and ensuring the safety and security of staff and minors by keeping the wards occupied in a constructive manner.</p> <p>Mental Health and Medical teams , once a secure location has been located and the wards and staff are settled in can then begin their process of providing counseling and medical screenings.</p> <p>For foster care services, Medi-Cal 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).</p>
Essential Function:	8. Staff assignment process
Process Description:	<p>Staff in the un-affected areas will provide relief and reinforcement as needed to the affected areas and work under the direction of the Regional Deputy Director for the disaster area as well as continuing to provide day-to-day case management for their on-going case loads under their regular supervisors.</p> <p>For Probation: Staff in the un-affected areas will provide relief and reinforcement as needed to the affected areas and work under the direction of the Department Operations Center for the disaster area as well as continuing to provide</p>

	day-to-day case management for their on-going case loads under their regular supervisors.
Essential Function:	9. Workload planning
Process Description:	<p>In the County plan, DCS will be operational within 12 hours of the event.</p> <p>Supervisory Staff will:</p> <ul style="list-style-type: none"> • Provide backup to line staff, • Report to their Regional Deputy Director or designee, at least once a day if not more frequently depending upon the status of the situation, • Make sure that staff working in the disaster area are debriefed at the end of the shift, and • Monitor extremely serious cases. <p>Social Work staff will:</p> <ul style="list-style-type: none"> • Man the Disaster Assistance Centers, • Provide on-going case management for their current case loads, and • Respond to new cases on a prioritized basis as per current policy with the aid of Social Workers from areas not affected, and out-of-county. <p>Support staff can assist with many varied job functions such as but not limited to:</p> <ul style="list-style-type: none"> • Assist with phone calls to verify location of foster children and hotline coverage, • Assist with in person verification and location of foster children in the event that phone lines are inoperable, • Emergency Placements–assist in locating appropriate foster home and relative/ non-related extended family member (NREFM) placements, and • Assist in coordinating background checks for available emergency placements. <p>For Probation: In the County plan, Probation’ Department Operations Center will be activated immediately:</p> <p>Supervisory Staff will:</p> <ul style="list-style-type: none"> • Provide backup to line staff, • Report to the Department Operations Center at least once during each operational period if not more frequently depending upon the status of the situation,

	<ul style="list-style-type: none"> • Make sure that staff working in the disaster area are debriefed at the end of the shift, and • Monitor extremely serious cases. <p>Support staff can assist with many varied job functions such as but not limited to:</p> <ul style="list-style-type: none"> • Assist with staffing JDAC's to assure proper coverage at each location, • Assist with in person verification and location of wards parents in the event that phone lines are inoperable, • Emergency Intakes – assist with process new arrivals at the JDAC's • Assist in coordinating background checks for available emergency placements. 																																		
Essential Function:	10. Alternative locations for operations																																		
Process Description:	<p>In the event an operational region is no longer able to continue normal business operations, staff in the affected areas will make sure that their families are provided for and will report to an alternate regional office according to the matrix below:</p> <table border="1" data-bbox="737 760 1726 987"> <thead> <tr> <th>Service Region</th> <th>Primary</th> <th>Secondary</th> <th>Tertiary</th> </tr> </thead> <tbody> <tr> <td>Western Region</td> <td>Central</td> <td>Eastern</td> <td>North</td> </tr> <tr> <td>Central Region</td> <td>Eastern</td> <td>North</td> <td>Western</td> </tr> <tr> <td>Eastern Region</td> <td>North</td> <td>Western</td> <td>Central</td> </tr> <tr> <td>North Desert Region</td> <td>Western</td> <td>Central</td> <td>Eastern</td> </tr> <tr> <td>System Resources</td> <td>Eastern</td> <td>North</td> <td>Western</td> </tr> <tr> <td>Placement Resources</td> <td>Eastern</td> <td>North</td> <td>Western</td> </tr> </tbody> </table> <p>Management from the regularly assigned service regional will coordinate operations for displaced personnel in conjunction with management in the alternate site.</p> <p>For Probation:</p> <p>In the event an operational region is no longer able to continue normal business operations, staff in the affected areas will make sure that their families are provided for and will report to an alternate regional office according to the matrix below:</p> <table border="1" data-bbox="514 1230 1957 1497"> <thead> <tr> <th>San Bernardino City & surrounding cities</th> <th>High Desert</th> <th>Rancho Cucamonga and surrounding cities</th> </tr> </thead> <tbody> <tr> <td>Central Valley Juvenile Detention and Assessment Canter 900 E. Gilbert San Bernardino, CA 92415 Phone 909-383-1769</td> <td>High Desert Juvenile Detention and Assessment Canter 21101 Dale Evans Parkway Apple Valley, CA 92307 Phone 760-961-6701</td> <td>West Valley Juvenile Detention and Assessment Canter 9478 Etiwanda Ave. Rancho Cucamonga, CA 91739 Phone 909-463-7682</td> </tr> </tbody> </table>	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	San Bernardino City & surrounding cities	High Desert	Rancho Cucamonga and surrounding cities	Central Valley Juvenile Detention and Assessment Canter 900 E. Gilbert San Bernardino, CA 92415 Phone 909-383-1769	High Desert Juvenile Detention and Assessment Canter 21101 Dale Evans Parkway Apple Valley, CA 92307 Phone 760-961-6701	West Valley Juvenile Detention and Assessment Canter 9478 Etiwanda Ave. Rancho Cucamonga, CA 91739 Phone 909-463-7682
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	Management from the regularly assigned offices will coordinate operations for displaced personnel in conjunction with management in the alternate site.
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>The success of an Emergency Preparedness Action plan is its training component. The training component assures that staff know when to respond, and are prepared to do so within a 12 to 24 hour period.</p> <p>The model best suited for this type of response is the teamed approach, which requires an investment in training staff on two levels:</p> <ul style="list-style-type: none"> • The first level requires staff members prepare their families making sure that water, food and other essentials are available, and • The second level, requires staff to respond within 12 to 24 hours of the disaster to pre-designated location or immediately if the disaster occurs during normal work hours. <p>Each new staff member will be referred to current policy on emergency preparedness and regular on-going training. In addition regional office staff are responsible for:</p> <ul style="list-style-type: none"> • Conducting annual drills and documenting them at least yearly • Displaying proper evacuation methods • Checking fire alarms • Checking fire extinguishers • Shutting off gas, water, electricity • Knowing where the facility plans are located • Arranging training for staff • Making sure floor plans are available, up to date and posted. • Checking first aid kits making sure that they are filled • Checking emergency equipment in cabinets • Having an up to date comprehensive list of all individuals that are trained in CPR, First Aid, Fire Suppression Equipment, Utilities Shut-off, Damage Assessment, etc. and that it is up to date, and • Securing an alternate service site when the building is not habitable. • Basic assessing of risk in damaged buildings • Determining damage and when to call Facilities Management for evaluation of the facility • Assessing equipment needs, i.e. annually checks equipment to make sure that flash lights and batteries are available to all staff in case of evacuation when power has failed • Assisting with drills • First Aid training

- CPR training
- Proper equipment training
- Working with first responders
- Debriefing techniques
- Working at a Disaster Center
- Filling out FEMA forms for clients
- Filling out FEMA forms for Time and Travel for reimbursement
- Knowing the signs of stress and timeout

For Probation:

The success of an Emergency Preparedness Action plan is its training component. The training component assures that staff know when to respond, and are prepared to do so within a 12 to 24 hour period.

The model best suited for this type of response is the teamed approach, which requires an investment in training staff on two levels:

- The first level requires staff members prepare their families making sure that water, food and other essentials are available, and
- The second level, requires staff to respond within 12 to 24 hours of the disaster to pre-designated location or immediately if the disaster occurs during normal work hours.

Each new staff member will be referred to current policy on emergency preparedness and regular on-going training. In addition regional office staff are responsible for:

- Conducting annual drills and documenting them at least yearly
- Displaying proper evacuation methods
- Checking fire alarms
- Checking fire extinguishers
- Shutting off gas, water, electricity
- Knowing where the facility plans are located
- Arranging training for staff
- Making sure floor plans are available, up to date and posted.
- Checking first aid kits making sure that they are filled
- Checking emergency equipment in cabinets
- Having an up to date comprehensive list of all individuals that are trained in CPR, First Aid, Fire Suppression Equipment, Utilities Shut-off, Damage Assessment, etc. and that it is up to date, and
- Securing an alternate service site when the building is not habitable.
- Basic assessing of risk-in damaged buildings

	<ul style="list-style-type: none"> • Determining damage and when to call Facilities Management for evaluation of the facility • Assessing equipment is needs, i.e. annually checks equipment to make sure that flash lights and batteries are available to all staff in case of evacuation when power has failed • Assisting with drills • First Aid training • CPR training • Proper equipment training • Working with first responders • Debriefing techniques • Working at a Disaster Center •Filling out FEMA forms for clients •Filling out FEMA forms for Time and Travel for reimbursement •Knowing the signs of stress and timeout
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. New child welfare investigation process
Process Description:	<p>For non-affected disaster areas operations will continue as per existing policy and procedures-</p> <p>The functioning of the Child and Adult Abuse Hotline is described in the County Emergency Operations Plan as to how the phone lines are to be switched over in the event of an emergency. The plan also covers alternate site and manual adaptations as appropriate.</p> <p>Alternate social workers may be assigned to handle hotline calls. If a social worker is not available, intake specialists may be able to cover this function with close guidance from a social worker, supervisor, or manager. Additionally, each office has a paper-based process to accommodate power outages and walk-in reports of child maltreatment.</p> <p>In the event that the case carrying social worker is not available, coverage shall be provided by another Social Worker or Supervisor with the first option being a social worker in the unit the case is in. Duties may include but not be limited to;</p> <ul style="list-style-type: none"> • Referral investigations, • Face to face contacts • Court report writing, and • Referrals to services.

Essential Function:	2. Implementation process for providing new services
Process Description:	<p>For non-affected disaster areas, operations will continue as per existing policy and procedures. The functioning of the Child and Adult Abuse Hotline is described in the County Emergency Operation Plan as to how the phone lines are to be switched over in the event of an emergency. The plan also covers alternate site and manual adaptations as appropriate.</p> <p>A social worker will be assigned to handle hotline calls. If a social worker is not available, intake specialists may be able to cover this function with close guidance from a social worker, supervisor, or manager. Additionally, each office has a paper-based process to accommodate walk-in reports of child maltreatment.</p> <p>In the event that the case carrying social worker is not available, coverage shall be provided by another Social Worker or Supervisor with the first option being a social worker in the unit the case is in. Duties may include but not be limited to;</p> <ul style="list-style-type: none"> • Referral investigations, • Face to face contacts • Court report writing, and • Referrals to services.
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	<p>In the event of a disaster, either occurring locally or nationally, communication is a key element of any disaster plan. Communication with emergency management personnel, the media, other counties and states, and our partners is vital.</p> <p>The following information will be updated and maintained in a binder labeled DCS – DISASTER PREPAREDNESS, which will be given to the assistant director, deputies, and regional managers. The lists will be updated quarterly on a CD:</p> <ul style="list-style-type: none"> • Child Welfare Staff phone numbers, • California ICPC Contact List, • National ICPC Contact List, and • Group Home Provider and Foster Family Agency Lists

During non-emergency periods, the Department of Children Services (DCS) will make an ongoing effort to prepare and train for disaster response. Key activities in this regard are:

- Distributing and storing client disaster listings,
- Organizing response, and
- Drilling as well as on-going training will occur at least annually or more frequently as the need arises.

The following matrix defines key responsibilities of lead staff within DCS during non-emergencies.

Staff	Description
Director as the Emergency Coordinator	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 MOU s with allied departments and organizations, and • Providing ongoing evaluation of Department readiness.
Deputy Director	The Regional Deputy Directors responsibilities include: <ul style="list-style-type: none"> • Coordinate the writing and updating of Department-wide emergency policy and procedure through the Program Development Division, • Assure Department policy adheres to statute and regulation, • Assure operational coordination of Department procedures with the San Bernardino County Emergency Management Plan, • 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 Human Services-Department of Children’s Services (DCS).

Staff	Description
Human Services System AAO	The County Emergency Management Plan (EMP) calls for the Assistant Administrative Officer, Human Services System, and (AAO) to act as the Director of Emergency Operations for all Departments in the group. This includes DCS. The AAO, Human Services System, is identified in the EMP Standard Table of Organization and will be physically present at the EOC for the duration of defined emergencies. He/she will provide general direction and overall coordination to the various Department Emergency Coordinators within the Social Services Group. The Director of DCS serves as this Department's Emergency Coordinator. Two alternates must be

	identified for the Department Emergency Coordinator.
Director of DCS	<p>The Department Director (or delegate) will:</p> <ul style="list-style-type: none"> • Maintain, ongoing communication with the EOC, • Accept disaster-related assignments from the AAO, Human Services, • Provide general direction and coordination to the DCS management team during the disaster, • Communicate feedback to the EOC on conditions in the regional offices and • Act as primary liaison between the Department and collaborating agencies such as Red Cross, and other Social Services Groups.
Deputy directors	<p>The role of the Deputy Director (or delegate) is to:</p> <ul style="list-style-type: none"> • Coordinate and support the staff, • Report to the Department Emergency Coordinator, • Receive and assign tasks from the Director • Assure all relevant casework standards are observed, • Assure all audit trail and fiscal documentation procedures are maintained by all staff during the emergency • Maintain on-going operation for their region • Two alternates must be designated for each Region Deputy Director
Social Workers & Support staff	<ul style="list-style-type: none"> • The Departments' staff will carry out relief activities in each community • Ensure the safety and well-being of families and children under DCS jurisdiction

Note: The Director of DCS in his/her role as Department Emergency Coordinator plays a key leadership role for the Department. The Director of DCS is specifically assigned to have a representative or be at the Emergency Operations Center (EOC) during a disaster with a constant flow of information updating the client’s status from staff in the field reported to the Director at the EOC on an hourly basis at the onset of a disaster.

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 if there is any question about their ability to get to work.

Staff will be informed of alternative locations to report to work following the procedure outlined in San Bernardino County Disaster Preparedness as necessary.

The Department of Children’s Services (DCS) disaster response activities will be implemented at the regional level by social workers, which are based in each local office. Activities of the social workers will be supervised by a local Deputy or in his/her absence a designee. This regionalized operational structure is used due to the nature of services DCS is mandated to provide, and the far-flung geography of the County.

If the Director or his or her designee is unable to respond to the emergency then the Deputy Director of Systems Resources will take on the Director’s responsibility with regard to COG/COOP during the emergency response

	<p>only and remain in that position exercising all authorities until the Director arrives on site or it is ascertained that this person can no longer perform the duties as assigned.</p> <p>In which case the HS Administrator or his/her designee will appoint an acting Director or authorize the emergency response assigned Deputy to act in his/her stead. If the Deputy Director for Systems Resources is not able to respond then the Deputy Director of the Eastern Region will act in his/her stead and follow the order of secession as defined on the prior page.</p> <p>It is likely centralized command and control of activities during an emergency will not be possible. However, the Deputy Director or his/her alternate will establish the chain of command through the Director or his/her designee and the County EOC. It is essential the staff maintain this chain of command for the duration of all emergencies to assure coordination of the staff with countywide emergency operations.</p> <p>All emergency activities in the regions and at the Department Administrative office are under the direction of the Director or his/her successor classification, and at office, activities will be under direction of the Deputy Director or his or her designee.</p> <p>Succession by Position as related to the COG/COOP programs and administration The following is the line of succession for the COG/COOP:</p> <ol style="list-style-type: none"> 1. Director, 2. Deputy Director of Systems Resources, 3. Deputy Director of Eastern Region, 4. Deputy Director of Central Region, 5. Deputy Director of Western Region, and 6. Deputy Director of North Desert Region. <p>Note: Deputy Directors of Operational Regions will still maintain the authority to respond to localized disasters within their assigned area.</p> <hr/> <p>Disaster management team The following individuals staff the disaster management team:</p> <ul style="list-style-type: none"> • Deputy Director of Placement Resources • Assistant to the Director • Fiscal Officer • Senior Program Specialist II from Program Development Division/DCS
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	<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 assure continuity of the Department's Administrative and executive functions and for coordination of the</p>

	<p>Department with the County EOC, during the emergency and recovery phase, the following positions or their successor classification are the line of succession:</p> <ul style="list-style-type: none"> • Director, Assistant to the Director, Emergency Coordinator • Deputy Director, Central Region • Deputy Director, Eastern Region • Deputy Director, Western Region • Deputy Director, North Desert Region • Deputy Director, System Resources • Deputy Director, Placement <p>Home, and cell phone lists are maintained in a secure file in the computer and in hard copy both of which are updated as staff is hired and annually for on-going staff. A copy of the list is available upon request and will be sent via e-mail as a separate document.</p> <p>The Department of Children’s Services 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>
Essential Function:	3. Communication structure – contracted services
Process Description:	Communication is specified in the County of San Bernardino Emergency Operating Plan and will be adhered to when communicating with the providers of contracted services.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p>The field offices are located in the following regional offices:</p> <ul style="list-style-type: none"> • Barstow-North Desert Region • Needles-North Desert Region • Rancho Cucamonga – Western Region • Rialto-Western Region • San Bernardino –Eastern & Central • Victorville-North Desert Region • Yucca Valley-Eastern Region <p>A roster of the person in charge for each office along with key office phone numbers for emergency use are available upon request.</p>

	<p>When all communications are down, and when structural damage caused by a disaster is such that a facility is no longer habitable staff have been instructed to go to an alternate site and report in to the Deputy Director. Additionally, staff is expected to map routes from their homes to the closest DCS office and report within 12 hours of a disaster occurring.</p> <p>Essential communications include by may not be limited to:</p> <ul style="list-style-type: none"> • Land Lines, • Cell phones, • Satellite phones, • Ham radio, • “Runners” on pre-established schedule, between the Emergency Operations Center, Department Operations Center and regional offices at regional sites on pre-approved schedule, and/or • Community partner and Foster parent contact at regional sites on pre-approved schedule. <p>The following matrix displays the sequence of locations per region:</p> <table border="1" data-bbox="737 667 1726 911"> <thead> <tr> <th>Service Region</th> <th>Primary</th> <th>Secondary</th> <th>Tertiary</th> </tr> </thead> <tbody> <tr> <td>Western Region</td> <td>Central</td> <td>Eastern</td> <td>North</td> </tr> <tr> <td>Central Region</td> <td>Eastern</td> <td>North</td> <td>Western</td> </tr> <tr> <td>Eastern Region</td> <td>North</td> <td>Western</td> <td>Central</td> </tr> <tr> <td>North Desert Region</td> <td>Western</td> <td>Central</td> <td>Eastern</td> </tr> <tr> <td>System Resources</td> <td>Eastern</td> <td>North</td> <td>Western</td> </tr> <tr> <td>Placement Resources</td> <td>Eastern</td> <td>North</td> <td>Western</td> </tr> </tbody> </table>	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
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Placement Resources	Eastern	North	Western																										
Essential Function:	5. Communication frequency																												
Process Description:	The frequency of communication is specified in the County of San Bernardino Emergency Operating Plan and will be adhered to when communicating with staff on the line during a disaster.																												
Essential Function:	6. Communication with media																												
Process Description:	<p>The media will be alerted via the San Bernardino County Public Information Officer (PIO) to inform clients of emergency services and ways to get in touch with DCS.</p> <p>Staff are not to discuss activities with individuals working in the media and staff has been ask to directed them to the DCS Director or the PIO.</p>																												
Essential Function:	7. Communication with volunteers																												
Process Description:	Communication is specified in the County of San Bernardino Emergency Operating Plan and will be adhered to when communicating with the providers of volunteers.																												

Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	<p>During an emergency and if telephone service is not interrupted, clients and the public can reach DCS through 1-800-827-8724 outside the county and within the county 1-900-384-9233 twenty-four (24) hours a day, seven (7) days a week. 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 LA.</p> <p>If there is a life threatening emergency call “911”, or contact the number established by the EOC.</p>
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<p>To protect our records and use information systems that can be accessed during an emergency it is important to do the following:</p> <ul style="list-style-type: none"> • Store case records and paper files in filing cabinets to better protect them from smoke or water damage, • County of San Bernardino Information Technology & Support Division routinely backs up the servers nightly, <p>Ensure that contact information and other placement information are kept up to date in CWS/CMS and in the case file. Since the CWS/CMS 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.</p>
Essential Function:	2. Use of off-site back-up system
Process Description:	<p>ITSD backs up all servers except for CMS/CWS servers, which are backed up by the State of California.</p> <p>This would include any server with a name of HSS*** (hssserver025 for example)</p> <p>File/print servers are protected in three ways:</p> <ul style="list-style-type: none"> • Local snapshots are taken 3 times a day, allowing for immediate restoration of any accidentally deleted files within 1-3 days. • Full backups to a disk library at the Gilbert data center, allowing fast recovery of 2-3 weeks of data (depending on size of server) are done daily, incrementally, and weekly. • Offsite long-term storage on tape at the San Bernardino Hardt street office, for disaster recovery is done every three months.

	<ul style="list-style-type: none"> • C-IV systems have local tape backups on a 5-week schedule.
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process
Process Description:	<p>In case of a disaster or an evacuation, DCS needs to know where our Foster Children may be or where they may have been relocated. On a weekly basis, DCS runs a data report on all San Bernardino County dependents in out-of-home placement, medically fragile children in out-of-home placement and all children placed in San Bernardino County through the ICPC.</p> <p>This report indicates the child's name, Placement Home 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. This weekly report is maintained in the DCS – Regional offices and accessible by the Deputy Director and his/her designees.</p>
Essential Function:	2. Mental health providers
Process Description:	Is coordinated at the EOC and defined in the County of San Bernardino Emergency Operating Plan.
Essential Function:	3. Courts
Process Description:	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. ER workers shall provide the court with the Application for Juvenile Court Petitions (J 132). All Ex Partes for emergency services, such as medical attention, shall also be processed.
Essential Function:	4. Federal partners
Process Description:	Is coordinated at the EOC and defined in the County of San Bernardino Emergency Operating Plan.
Essential Function:	5. CDSS
Process Description:	Is coordinated at the EOC and defined in the County of San Bernardino Emergency Operating Plan.
Essential Function:	6. Tribes
Process Description:	Is coordinated at the EOC and defined in the County of San Bernardino Emergency Operating Plan.

Essential Function:	7. Volunteers
Process Description:	Is coordinated at the EOC and defined in the County of San Bernardino Emergency Operating Plan.