

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: County of San Diego – Health and Human Services Agency Date Completed: 11/26/08

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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.

San Diego County Child Welfare Services and Probation Department Continuity of Operations Plans (COOPs) are attached for your reference.

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CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced

Process Description:	<ul style="list-style-type: none"> • Daily updated placement information maintained in Child Welfare Services Case Management System. Weekly data list of location of all children in out of home placement provided to CWS management. • Daily updated placement information maintained in Probation Case Management System (PCMS). Placement rosters printed daily from PCMS at each facility.
Essential Function:	2. Communication process with child care providers
Process Description:	<ul style="list-style-type: none"> • Weekly data list, including phone numbers, is provided to CWS management. SW's are assigned to contact care providers. • Deputy Probation Officers are assigned to contact care providers.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<ul style="list-style-type: none"> • Site Emergency Response Plans completed and in place for all Agency sites. • Practice drills at each site ongoing.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<ul style="list-style-type: none"> • Site Emergency Response Plans completed and in place for all Agency sites. • Practice drills at each site ongoing.
Essential Function:	5. Identification of shelters
Process Description:	<ul style="list-style-type: none"> • Alternate shelter sites identified and MOAs established.
Essential Function:	6. Parental notification procedures
Process Description:	<ul style="list-style-type: none"> • SW, DPO or designated alternate will notify parents, via phone. CWS Hotline is designated contact point for the public in the event of an emergency for CWS. Juvenile Hall is designated contact point for the public in the event of an emergency for Probation.
Essential Function:	7. Alternative processes for providing continued services

Process Description:	<ul style="list-style-type: none"> COOP activation by the Director of Emergency Services (CAO, Director of OES, or their designee), who will notify departments through their respective Group offices to ensure implementation of individual departments' COOP. Public communication will be carried out by the Joint Information Center located in the Emergency Operation Center. The COOP identifies all alternative processes for providing continued services. (COOPS for CWS and Probation are attached)
Essential Function:	7. Staff assignment process
Process Description:	<ul style="list-style-type: none"> Implementation of plans, procedures, and schedules to continue essential functions, personnel, records, and equipment identified in County of San Diego COOP.
Essential Function:	8. Workload planning
Process Description:	<ul style="list-style-type: none"> CWS Operations Assistant Deputy Director and Probation Director to coordinate COOP and emergency plans, delegate tasks to staff. Communicate information from administration.
Essential Function:	9. Alternative locations for operations
Process Description:	<ul style="list-style-type: none"> All Agency sites have identified alternate locations. This information is located in our Agency COOP.
Essential Function:	10. Orientation and ongoing training
Process Description:	<ul style="list-style-type: none"> Agency has regularly scheduled evacuation/disaster drills, including relocation drills. All Agency staff receives ongoing training on these procedures.
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:	<ul style="list-style-type: none"> Agency will triage and respond to most immediate/highest priority situations. Plan in place to coordinate with law enforcement.

Essential Function:	2. Implementation process for providing new services
Process Description:	<ul style="list-style-type: none"> Agency will triage and respond to most immediate/highest priority situations. Plan in place to coordinate with law enforcement. Director implements plan to collapse non-essential functions.
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:	<ul style="list-style-type: none"> Emergency call in number and procedures in place and published to all staff.
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	<ul style="list-style-type: none"> Phone trees established and in place.
Essential Function:	3. Communication structure – contracted services
Process Description:	<ul style="list-style-type: none"> Phone trees established and in place.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<ul style="list-style-type: none"> Identified essential staff are to report to closest county facility when normal communication channels are not available. Alternate communication plans developed and in place.
Essential Function:	5. Communication frequency
Process Description:	<ul style="list-style-type: none"> Staff are directed to contact their immediate supervisor every 4 hours.
Essential Function:	6. Communication with media
Process Description:	<ul style="list-style-type: none"> Coordinated via County Emergency Operations Center

Essential Function:	7. Communication with volunteers
Process Description:	<ul style="list-style-type: none"> Coordinated via County Emergency Operations Center
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	<ul style="list-style-type: none"> Child Abuse Hotline toll-free number is already designated.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<ul style="list-style-type: none"> The County's network has two IT Data Centers that are located in Plano, TX and Tulsa, OK. Therefore, if an event takes place here in San Diego County, then the Data Centers will not be affected by that event. The IT Contract also includes restoration of applications that may fail on an individual basis. The PCMS database is housed in the County's two IT Data Centers. The CWS/CMS Database is backed up nightly and is housed in Sacramento, and also will not be affected by a disaster in San Diego.
Essential Function:	2. Use of off-site back-up system
Process Description:	<ul style="list-style-type: none"> The County's network has two IT Data Centers that are located in Plano, TX and Tulsa, OK. Therefore, if an event takes place here in San Diego County, then the Data Centers will not be affected by that event. The IT Contract also includes restoration of applications that may fail on an individual basis. The PCMS database is housed in the County's two IT Data Centers. The CWS/CMS Database is backed up nightly and is housed in Sacramento, and also will not be affected by a disaster in San Diego.
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:	<ul style="list-style-type: none"> Agency ICPC office maintains list of all children placed in San Diego. ICPC

	coordinator has process in place to contact other State agencies regarding the status of their children that may be impacted.
Essential Function:	2. Mental health providers
Process Description:	<ul style="list-style-type: none"> Coordinated via County Emergency Operations Center
Essential Function:	3. Courts
Process Description:	<ul style="list-style-type: none"> Coordinated via County Emergency Operations Center
Essential Function:	4. Federal partners
Process Description:	<ul style="list-style-type: none"> Coordinated via County Emergency Operations Center
Essential Function:	5. CDSS
Process Description:	<ul style="list-style-type: none"> Coordinated via County Emergency Operations Center
Essential Function:	6. Tribes
Process Description:	<ul style="list-style-type: none"> Coordinated via County Emergency Operations Center
Essential Function:	7. Volunteers
Process Description:	<ul style="list-style-type: none"> Coordinated via County Emergency Operations Center