

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: City and County of San Francisco

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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 Disaster 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, 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 dependents, including those in probation residing in foster care, out-of-county placements, ICPC children, and out-of-state non-minor dependents who may be displaced.
Process Description:	<p>During a major emergency, the Human Services Agency (HSA) and Juvenile Probation Department will conduct safety and wellness checks and provide continuing services for their respective populations. Both agencies currently coordinate case planning for dual system youth as needed and may continue to do so when possible during a disaster. Otherwise, each agency will communicate as necessary about placement and payment information.</p> <p><i>GIS coordinated response.</i> The San Francisco HSA will use geographic information systems (GIS) to prepare to serve CWS youth, including children placed in out-of-county and ICPC placements, non-minor dependents placed locally as well as out-of-state and Probation youth.</p> <p>Before the disaster, the Department will map the residences of the agency’s foster children and Probation youth throughout the nine Bay Area Counties. To the degree possible, staff will be pre-assigned responsibilities for specific children based upon the staff residence and the residence of those children in foster care in their general area. This will enable the agency to reduce the need for travel and enhance safety for staff.</p> <p>The agency staff will use the following resources to deploy staff to check on the youth: If there is internet access, the agency will use the reports within SafeMeasures to locate the agency’s foster children. If SafeMeasures is not available, then social workers will be assigned children from the printed rosters sorted by zip code. These rosters are also provided on portable digital drives that are provided to the Program Directors monthly. A copy will also be held in the Department Operations Center (DOC) bin. Upon contact, the HSA social worker will assess the safety and wellbeing of the child, and if necessary direct the family to disaster relief resources or change the placement if the current provider cannot give adequate care. These rosters and associated databases also include information on children from out-of-state jurisdictions placed in San Francisco under the ICPC.</p> <p><i>Prioritized response.</i> Twenty-four hour response will be prioritized to pre-identified medically fragile children. Children in county licensed foster homes and relative/non-related extended family member homes will have the next highest priority. HSA will contact all other foster children as quickly as possible.</p>
Essential Function:	2. Communication process with foster youth care providers
Process Description:	All City and County employees are designated by both State and City law as Disaster Service

	<p>Workers (DSW). Following a disaster, HSA/DSW workers will first attempt to call and/or text foster youth care providers to inquire about the health and safety of children in their care. If telecommunications are not available, workers will conduct home visits in order of response prioritization. This will be coordinated through the agency disaster DOC in collaboration with the county Emergency Operations Center (EOC).</p> <p>Families relocating or evacuating to other areas are required to call the hotline as soon as possible to update their contact information including addresses and phone numbers. If the families cannot reach the hotline, they should contact their social workers directly through texts or voicemails. If none of those methods of communication work, the families should email their social workers.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>HSA will coordinate response for evacuations as per instructions from the SF Department of Emergency Management and the county EOC.</p> <p>HSA recommends its foster families residing in San Francisco, Marin, and San Mateo Counties subscribe to AlertSF. AlertSF is a text-based notification system for San Francisco’s residents and visitors. AlertSF sends watches and warnings for tsunamis, flooding and tornados and citywide post-disaster information to registered wireless devices and email accounts. Registrants can also sign up to receive English-language automated information feeds and/or alerts targeted to specific areas of San Francisco.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	HSA has given care providers with laminated disaster preparedness information. In addition, emergency kits have been provided to licensed providers to aid them in preparing their homes in advance of a disaster. The agency periodically sends out reminders and tips to care providers through the use of its monthly K.I.D.S. newsletter.
Essential Function:	5. Identification of shelters
Process Description:	<p>HSA is responsible for the citywide mass care and shelter function. As such, the Agency has worked with the local American Red Cross office to identify over 80 potential shelter sites within San Francisco. This is in addition to a shelter system developed by local faith based networks.</p> <p>Unlike other counties, San Francisco does not normally operate a child welfare shelter. Instead, HSA has a Child Protection Center (CPC), located at the Edgewood Center for Children and Families, for</p>

	<p>children entering the CWS due to abuse, neglect, abandonment or exploitation. Under normal circumstances, CPC provides safety and health assessments and temporary care for children (for a maximum of 23 hours) while an appropriate placement is found.</p> <p>During a major emergency, CPC will process the intake of unaccompanied minors and provide emotional support, nourishment, medical assessment, and crisis intervention/mental health assessment as needed until the children are reunified or other placements are secured. If the influx of unaccompanied minors exceeds the capacity of CPC’s facilities, the children may be temporarily sheltered at a nearby facility. Three other locations will be identified, based upon resources available at the time.</p> <p>For disasters occurring during school hours, children at school will be sheltered in place until their parents are able to pick them up. Otherwise, first responders – including police, fire, and medical workers – are currently instructed to take unaccompanied minors to CPC. The DOC will be in regular communication with CPC following an event.</p> <p>HSA/DSW workers may be deployed to shelters for 12-hour shifts to manage and monitor shelters and process the initial intake and registration of unaccompanied minors, including follow-up action to reunite unaccompanied minors with their parents/guardians or to provide appropriate temporary placement.</p> <p>HSA and the Bay Area Chapter of the American Red Cross have a memorandum of understanding and court order to share data to identify foster children entering American Red Cross disaster shelters. HSA will provide the American Red Cross a list of our client names and their birthdates. The American Red Cross will then search their Disaster Victim Inquiry System and notify HSA about client matches. Once HSA identifies all CWS children staying at shelters, the Agency will contact them to verify their status and connect the family to available resources as necessary.</p>
Essential Function:	6. Parental notification procedures
Process Description:	Following a disaster, HSA will make reasonable efforts to contact the biological parents of the Agency’s foster children and provide information about the status of their children as it becomes available. However, the immediate priority will be to secure the location and safety of children in care.
Essential Function:	7. Alternative processes for providing continued services

Process Description:	<p>Immediately after a disaster, HSA will dedicate available resources as needed to continue all State and Federal mandated services. To help ensure continued delivery of benefits following a disaster, HSA plans to encourage foster families to receive payments by direct deposit. This will help prevent delays in check processing due to interrupted mail service, families evacuating their homes, or destruction of HSA infrastructure.</p> <p>HSA will shift staff responsibilities as necessary to help maintain continuity of core services for the Agency’s existing foster children and new referrals. Non-urgent functions such as adoption services may be temporarily suspended as necessary.</p>
Essential Function:	8. Staff assignment process
Process Description:	<p>When the Mayor or the designated next-in-command declares an emergency, all public employees are obligated to serve as DSWs and may be assigned to perform activities outside of their normal duties that promote the protection of public health and safety or the preservation of lives and property. HSA staff responsibilities will change as reasonable and necessary to help fulfill the Agency’s City, State, and Federally mandated response roles. As per City policy, HSA staff will not be expected to perform disaster response duties that are unsafe or that they do not know how to perform.</p> <p>As previously noted, some HSA staff will have pre-designated disaster response duties, such as staffing a shelter or conducting health and wellness checks on medically fragile foster children. The nature of HSA’s response will depend on the location and scale of the disaster, time of day, and availability of staff. The agency will dedicate available staff and resources to disaster response as appropriate given the scale and type of event.</p> <p>For a disaster that occurs during business hours, all staff are expected to immediately report to their supervisor or the available next higher ranking manager. Some HSA staff members may be released from duty to check on their families. Before dismissal, however, these workers will be given maps, client rosters, and an assignment to check on foster families that live close to them to ensure the safety and well-being of the foster children. Workers will be expected to report back to duty as instructed prior to dismissal. Given that the local bridges and mass transit systems may be inoperative, workers that reside outside the disaster area may be requested to remain on duty and help the Agency to implement its immediate disaster response.</p> <p>For a disaster that occurs during non-business hours, HSA managers and supervisors will activate the phone trees as discussed in Section 12 of this document. HSA workers with pre-determined</p>

	<p>immediate response roles will be expected to automatically check on their assigned foster children within a specified time frame and report back to their supervisors by phone through the Agency's emergency website (http://www.sfhsaemergency.org/) and radio instructions. Unless otherwise instructed, HSA workers without pre-assigned response roles will be expected to report to work at their regularly scheduled work time or as instructed according to the countywide disaster response plan.</p>
Essential Function:	9. Workload planning
Process Description:	<p>Immediately following a disaster, Family & Children's Services (FCS) highest priority will be to ensure the safety and well-being of the Agency's current foster children – especially the medically at-risk – and unaccompanied minors. Otherwise, HSA will assign available staff as necessary to fulfill the agency's disaster response functions and maintain continuity of services to existing and new clients. The FCS division has a completed pandemic plan that identifies which core functions must be maintained at depleted staffing levels during an emergency and which functions can be temporarily suspended.</p>
Essential Function:	10. Alternative locations for operations
Process Description:	<p>FCS operations are conducted at multiple sites. In addition to the Agency's administrative headquarters at 170 Otis Street, these include 1650 Mission Street, 2681 28th Avenue, 3801 3rd Street, 3120 Mission Street, and 1640 Mission (DOC location). 1650 Mission and 1235 Mission Streets are the designated back-up headquarter sites. Following a disaster, HSA employees will be expected to report to their normal worksite or designated staging area unless instructed otherwise. If a facility is inaccessible, the Agency's DOC will instruct those workers about an alternative location to report to, dismiss them, or direct those with the ability to do so to telecommute.</p> <p>Through an MOU with a partner agency, Seneca Family of Agencies, an alternate location is available to employees who reside in the East Bay. The address for the Oakland Seneca office is 6925 Chabot Rd, Oakland, CA.</p> <p>Some workers may be assigned to temporary offices in San Mateo, Santa Clara, Contra Costa and Alameda counties to: 1) assist with disaster response for foster children placed out-of-county, or 2) perform regular work or other disaster response duties if the City is inaccessible.</p>
Essential Function:	11. Orientation and ongoing training

Process Description:	<p>A disaster training module has been incorporated into the training provided to all new HSA employees. Additional disaster worker training and response protocols (including protocols specific to child welfare workers) are currently under development and will be rolled out to staff upon completion. HSA staff also participates in periodic citywide disaster response exercises.</p> <p>As citywide DSWs, all HSA employees are expected to:</p> <ol style="list-style-type: none"> 1. Complete the DSW Training curriculum; 2. Complete FEMA independent study courses including IS-700 Introduction to National Incident Management System (NIMS) and IS-100 Introduction to Incident Command System (ICS); 3. Select staff are required to complete ICS-200, ICS-300, ICS 400, IS-700, and IS-800. 4. DSWs may also attend optional Functional Response Training, with courses in Neighborhood Emergency Response Teams (NERT), stress management and shelter management.
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:	New child welfare investigations will be conducted in accordance with State and Federal law. However, under extreme circumstances, HSA may seek permission from the court to extend some State and Federal mandated deadlines. Protective Services Workers (PSW) will be assigned to field hotline calls and conduct child abuse investigations.
Essential Function:	2. Determine circumstances surrounding the child’s potential entrance
Process Description:	Should the CPC be damaged or become non-operational, HSA will utilize the county-designated emergency shelters to temporarily shelter children who are awaiting placement.
Essential Function:	3. Implementation process for providing new services
Process Description:	HSA disaster planning efforts are focused on maintaining continuity of existing services in the aftermath of a disaster. HSA is currently planning implementation protocols for the following new services to be offered in the aftermath of a disaster: health and safety checks on pre-designated vulnerable clients, inspections of Agency facilities, disaster food stamps, and provision of mass

	care and shelter for San Francisco residents impacted by a disaster.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	We will continue ongoing reunification services utilizing staff who respond as emergency workers. Reunification services will be established as soon as possible. HSA will contact other counties outside the disaster area in order to establish out-of-county services as necessary.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	<p>Per the citywide disaster plan, staff will be notified about how to report through local radio and dedicated phone lines. Designated FCS leadership will assign reporting staff to emergency and ongoing functions, including:</p> <ul style="list-style-type: none"> • Providing emergency shelter and provisions to unaccompanied minors, and reconnecting them to family members; • Conducting ongoing investigations of abuse and neglect for new and existing cases; • Contacting and assessing the safety of children and youth in foster care at the time of the disaster.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	FCS will utilize language capabilities of HSA staff as a primary method of communicating in a disaster. In addition, FCS maintains a contract with a language line service when needed.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	Depending on the size of the disaster and the number of potentially displaced/unaccompanied minors or non-minor dependents, HSA will designate the CPC or an alternative shelter site as the entry point. Utilizing the citywide designated radio transmissions and telephone lines, parents would be directed to contact the designated shelter. HSA will maintain a registry onsite at the shelter with the names and locations of all unaccompanied minors. Existing agency policy for release of children to parents would be utilized, including verifying parent, guardian or designated caregiver identity.

Essential Description:	4. Assess and make a determination within 30 days
Process Description:	San Francisco expects that the vast majority of unaccompanied minors would be released to a parent, guardian or designated caregiver within 30 days of the disaster. If no parent, guardian or designated caregiver is identified within 30 days, FCS will file a dependency petition in the Juvenile Court to assume temporary custody of the child while ongoing efforts to locate caregivers continue. Staff will also assess the situation of non-minor dependents, and work with them to identify safe housing and supports.
CWS Disaster Response Criteria D:	Remain in communication with caseworkers and other essential CWS personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	If a disaster occurs during business hours, workers should report to their supervisor or senior manager for instructions. For disasters occurring during non-business hours, HSA managers and supervisors will activate the phone tree and contact staff to check on their status and provide work instructions. HSA staff will also make reasonable efforts to contact their supervisor or other appropriate managers. Managers and supervisors are prompted regularly to update the emergency contact numbers for staff to ensure the phone tree is current.
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	If a disaster occurs during business hours, workers should report to their supervisor or senior manager for instructions. For disasters occurring during non-business hours, HSA managers and supervisors will activate the phone tree and contact staff to check on their status and provide work instructions. HSA staff will also make reasonable efforts to contact their supervisor or other appropriate managers. Managers and supervisors are prompted regularly to update the emergency contact numbers for staff to ensure the phone tree is current.
Essential Function:	3. Communication structure – contracted services
Process Description:	Protocols for communicating with specific types of contractors (e.g., residential treatment centers, group homes, respite care providers, regional center homes) will be added into formal contracts, to

	be shared with all of the providers who care for children in the foster care system. The contracts will specify the contractors' obligations to the children in their care during a disaster and will instruct them on how to communicate with child welfare staff during an emergency.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	An agency website is available in the event of disaster: http://www.sfhsaemergency.org/ . The site will provide key information for staff, contractors, and clients, and enable each party to send messages to agency staff by program and function. Staff may also call HSA's emergency numbers in Sacramento and out-of-state to receive reporting instructions. If normal communications are down or attempts are unsuccessful, workers should listen to the designated radio stations (KNBR 680AM, KCBS 740AM, KGO 810AM, KQED 88.5FM, or KALW 91.7FM) for instructions.
Essential Function:	5. Communication frequency
Process Description:	HSA will communicate with staff, clients, and partnering agencies as necessary.
Essential Function:	6. Communication with media
Process Description:	Inquiries from the media about HSA-related activities should be directed to the agency's Public Information Officer (PIO). Otherwise, the media should be directed to call the citywide EOC for information. HSA staff will not speak to the media.
Essential Function:	7. Communication with volunteers
Process Description:	HSA will not directly manage volunteers.
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	HSA's telephone numbers are listed below: General (415) 557-5000 Child Abuse Hotline (800) 856-5553 Teletypewriter(TTY) (415) 355-6756

	In the event of a disaster, HSA will route all child abuse hotline calls to our afterhours hotline provider located out of state.
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	HSA's essential program records are primarily stored in the statewide database, Child Welfare Services Case Management System, otherwise known as CMS. The CMS server maintenance is managed by the State's vendor, IBM Global Services. IBM is contractually bound to the State to provide disaster recovery services in the event of emergencies. The services include, but are not limited to, providing access to San Francisco County data from Sacramento or, if necessary, another County welfare office.
Essential Function:	2. Use of off-site back-up system
Process Description:	As an extra layer of data protection, HSA also periodically backs up San Francisco County caseload extracts from CMS data on secure Agency servers. The data extracts contain essential contact information stored in Excel format. Alternatively, if CMS is not available, SafeMeasures may be used to view client records.
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 California Department of Social Services (CDSS):
Essential Function:	1. ICPC reporting process must include a process that disseminates information to both the sending state and CDSS.
Process Description:	HSA will manage ICPC cases under existing protocols. Safe Measures alerts our staff when youth who are placed in other states are at risk due to disasters. For youth from out of state who are placed here, HSA will contact the home jurisdiction social workers to let them know the youths' status.
Essential Function:	2. Mental health providers

Process Description:	Family and Children’s Services will refer requests for emergency mental health services to the DOC. The DOC will coordinate with the EOC to secure the necessary resources for youth in need of immediate services.
Essential Function:	3. Courts
Process Description:	The county EOC will coordinate services with the courts.
Essential Function:	4. Federal partners
Process Description:	The CDSS will be responsible for coordinating services and sharing information with federal partners.
Essential Function:	5. CDSS
Process Description:	The county EOC will coordinate services with the CDSS.
Essential Function:	6. Tribes
Process Description:	San Francisco County does not have any federally registered tribes. San Francisco staff will check on the well-being of all children who are within tribal jurisdictions and will inform the tribes of their status after a disaster.
Essential Function:	7. Volunteers
Process Description:	HSA will work with the American Red Cross to coordinate volunteers for shelter operations. The San Francisco Department of Human Resources will manage all other volunteers.