



San Francisco Human Services Agency

Family and Children's Services Disaster Response Plan

November 20, 2008

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This plan specifies the disaster response policies and procedures to be implemented after a major emergency has been declared by the San Francisco Human Services Agency Executive Director or designee.

During major emergencies, the Family and Children's Services Program's primary mission objectives are the following:

- Locate and continue services to all foster children in the Agency's care, with prioritized response to the most vulnerable clients, including medically fragile, disabled, and severely emotionally disturbed children.
- Ensure the safety and well-being of unaccompanied minors until they are connected with their parents or other family members.
- Preserve essential client records
- Respond as appropriate to new child welfare referrals
- Support the Agency's city-wide disaster response roles

This plan follows the template provided the California Department of Social Services and meets all of the Federal requirements enumerated in Section 6 (a)(16) of the Child and Family Services Improvement Act of 2006 [Public Law (PL) 109-288].

**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 disaster**

**1. Identification and location process of children who may be displaced**

*GIS coordinated response.* The San Francisco Human Services Agency (HSA) will use geographic information systems (GIS) to help manage its disaster response to foster children. Before and after disasters, the agency will map the residences of the agency's foster children throughout the nine Bay Area Counties and use the information in conjunction with in-coming damage assessments to deploy workers to the most disaster affected areas. HSA staff will use the maps and rosters<sup>1</sup> to locate and check on the agency's foster children. Once contact has been made, the HSA worker will assess the safety and well-being of the child, and if necessary direct the family to disaster relief resources or remove the child from the family's care.

If a GIS specialist is not available and ad hoc maps or spatial analysis is needed, a step-by-step GIS tutorial explaining how to map our clients is available in the Disaster Preparedness folder on the O drive of the Agency's network server.

*Prioritized response to medically fragile children.* Twenty-four hour response will be prioritized to pre-identified medically at-risk children (MARC) and "Baby Moms."<sup>2</sup> HSA will contact all other foster children as quickly as possible.

*Protecting and updating client records.* The data extracts and maps for current foster care cases are automatically updated monthly. The data extracts from the Child Welfare System Case Management System (CMS) contain essential contact information stored in Excel format. The maps are stored in PDF format, thus eliminating the need for specialized GIS software to view the maps. To help ensure the accessibility of the files during emergencies, these electronic files are also backed up on agency servers and the portable hard drives of key executive staff. If critical infrastructure is inaccessible and power is unavailable, disaster managers should use the agency laptop, a portable printer, and a car with a power inverter to access and print the maps and rosters.

*Identifying foster families in shelters.* HSA and the Bay Area Chapter of the American Red Cross are developing a memorandum of understanding and court order to share data so as to identify foster families entering Red Cross disaster shelters. HSA will provide the Red Cross a list of our client names and their birthdates. Red Cross will then search their Disaster Victim Inquiry System and notify HSA about client matches. Once HSA identifies foster children staying at shelters, the Agency will contact them to verify their status and connect the family to available resources as necessary.

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<sup>1</sup> The rosters will be in spreadsheet format and contain essential identifying information about foster children including children's names, addresses, phone numbers, caretaker names, and medically fragility.

<sup>2</sup> Baby moms are a sub-category of MARC's which include children whose severe health condition may rapidly deteriorate within 24 hours and result in death if the necessary medical care is not provided.

*Managing disaster response.* 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.

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. This task should be accomplished within 24 hours. Workers will be expected to report back to duty as instructed prior to dismissal. Given that the 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.

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 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 or through the Agency's emergency website (<http://www.sfhsaemergency.org/>). Unless otherwise instructed, HSA workers without pre-assigned response roles will be expected to report to work at their regularly scheduled work time.

## **2. Communication process with foster care providers**

After a disaster strikes, HSA will contact all of its foster care providers to ensure the safety and well-being of the foster children within their care. Prioritized contact will be given to foster homes with medically at-risk foster children, group homes, and/or those located in the most heavily impacted disaster areas. Workers will first try to establish contact with foster families using phones if possible. If telecommunications are down or if after repeated attempts the family and its designated emergency contact are unreachable, then workers will make home visits to verify the status of the foster children.

In the future, HSA plans to gather information from caregivers about where they will evacuate to in the event of an emergency and contact information for that location. Ideally the state would add this field to the CWS/CMS system to facilitate disaster response efforts. Additionally, foster families evacuating the area will be instructed to notify the Agency as soon as possible and provide information about where the family is evacuating to and how to contact them in the future. Group homes will also be instructed to communicate with the Agency regarding the status of children in their care as soon as possible.

HSA has established an out-of-state Agency website (<http://www.sfhsaemergency.org/>) for use in a disaster and an associated email address. The Agency has plans to provide caregivers with instructions about how and what to communicate with the Agency in case phone systems are overloaded or inoperative. This will help prevent messages on absentee social workers' voicemail systems being unheard and enable the Agency to review messages from families once IT systems resume operations.

### **3. Evacuation procedures**

HSA will defer to the SF Department of Emergency Management and other public safety departments to issue evacuation orders. HSA does not have the authority, expertise, access to information, or infrastructure to execute evacuations.

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 the City.

Families relocating to other areas are required to send an email to the Agency's designated address or call the Hotline as soon as possible to update their contact information including address and phone numbers. If Hotline workers are unavailable, a voicemail system will provide instructions and allow the family to leave messages about how to contact them in the future.

### **4. Shelters**

HSA is responsible for the citywide mass care and shelter function. As such, the Agency has worked with the local Red Cross office to identify over 80 potential shelter sites within the city. This is in addition to a shelter system developed by local faith based networks.

Unlike other counties, San Francisco does not normally operate a child welfare shelter. Instead, HSA has a Child Protection Center (CPC) for children entering the Child Welfare System due to abuse, neglect, or abandonment. Under normal circumstances, the center provides safety and health assessments and temporary care for children (for a maximum of 23 hours) while an appropriate placement is found.

During a major emergency, the 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 the CPC's facilities, the children may be temporarily sheltered at a nearby facility. HSA

is currently developing memoranda of understanding with its contractors to provide these shelters during emergencies.

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 HSA’s Child Protection Center (CPC), which is co-located with the County General Hospital. HSA’s Disaster Operation Center will be in regular communication with the CPC following an event.

HSA workers may be deployed to shelters for 12 hour shifts to 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. As noted above, HSA is also developing a procedure by which foster children entering Red Cross shelters will be identified and reported back to HSA.

## **5. Parental notification**

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.

## **6. Continuity of services**

During or after a disaster, HSA is not absolved from any of its State mandated child abuse referral responsibilities; however, Government Code 8567 does allow the Governor to make, amend, and rescind State regulations. If necessary, HSA may submit a request to the Governor through the county’s Emergency Operations Center to suspend appropriate State mandated child abuse referral responsibilities.

Following a disaster, CWS offices will likely be unable to meet all State and Federal regulations within mandated timeframes, and the courts may be temporarily closed and thus unable to issue orders and waivers needed by local CWS agencies. Furthermore, multiple counties are likely to be affected by the disaster and it would be inefficient for them to independently issue separate waivers. The California Department of Social Services should have a set of waivers and orders – e.g. a standing order to allow CWS to authorize medical treatment for children with no parent or guardian available to authorize treatment, orders temporarily extending legal timeframes for response to referrals, etc. – ready for the Governor to sign immediately after a disaster event.

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. After a disaster event, scheduled benefit payments will automatically continue for two months. To provide incentive for families to contact HSA and provide an update on the status of the foster child(ren) in their care, foster families are expected to contact the Agency within the two-month post-disaster period. If the foster family fails to do so, benefit payments will discontinue.

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-essential functions such as adoption services may be temporarily suspended as necessary.

## **7. Staff assignment process**

All City and County employees are designated by both State and City law as "Disaster Service Workers." When the Mayor or the designated next in command declares an emergency, all public employees are obligated to serve as Disaster Service Workers 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 may 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.

As previously noted, some HSA staff will have pre-designated immediate disaster response duties, such as staffing a shelter or conducting health and wellness checks on medically fragile foster children. These special assignments will supersede assignment to general Disaster Worker assignments.

## **8. Workload planning**

Immediately following a disaster, ensuring the safety and well-being of the Agency's current foster children – especially the medically at-risk – and unaccompanied minors will be the highest priority. 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. HSA's Family and Children's Services 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.

## **9. Alternative locations for operations**

HSA Family and Children's operations are conducted at multiple sites. In addition to the Agency's administrative headquarters at 170 Otis, these include 1650 Mission, 3801 3<sup>rd</sup>, 3120 Mission, 995 Potrero Building 80, 2500 18<sup>th</sup>, and 225 Valencia. 1650 Mission and

1235 Mission are the designated backup 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 Disaster Operations Center will instruct those workers on an alternative location to report to, dismiss them, or direct those with the ability to do so to telecommute.

Some workers may be assigned to a temporary East Bay office in order 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.

## **10. Orientation and on-going training**

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 participate in periodic citywide disaster response exercises and an Agency-wide exercise is being planned for October 2007.

As citywide Disaster Service Workers, all HSA employees are expected to:

1. Review the [Disaster Service Worker 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. Disaster Service Workers may also obtain **optional** Functional Response Training, with courses in neighborhood emergency response teams ([NERT](#)), basic first aid, stress management, CPR, and shelter management.

**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**

## **11. New child welfare investigation process**

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.

## **12. Implementation process for new services**

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: immediate health and

safety checks on pre-designated vulnerable clients, inspections of Agency facilities, and provision of mass care and shelter for San Francisco residents impacted by a disaster.

**CWS Disaster Response Criteria C: Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster**

**13. Communication protocols**

*Staff communication protocols.* As discussed in Section 1, 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. There is also an out-of-state Agency website to be used in the event of disaster, which will also include instructions and communications to staff, contractors and clients. If 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.

*Communicating with the media.* The media should be directed to call the citywide Emergency Operations Center (EOC) for information. HSA staff assigned to shelters may be approached by the media. If answering questions from the media, staff should follow Red Cross media guidelines which are: only give answers concerning the shelter that you are working in; only give answers related to the job you are doing; do not guess, only provide facts; disaster victims cannot be shown on television or interviewed without their consent.

*Volunteers.* HSA will not directly manage volunteers. Other City departments and community networks with which HSA coordinates have responsibility for volunteer management.

*Toll-free number (TTY).* HSA has toll free and telecommunications for the deaf compatible communications infrastructure.

**14. Communication protocols – contracted services**

There is an out-of-state Agency website to be used in the event of disaster, which will include instructions and communications to staff, contractors and clients. Protocols for communicating with specific types of contractors (e.g., meal programs, shelters, foster family agencies) are under development.

**CWS Disaster Response Criteria D: Preserve essential program records**

HSA's essential program records are primarily stored in the statewide database Child Welfare System 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 extensive 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.

As an extra layer of data protection, HSA also backs up San Francisco County caseload extracts from CMS data on Agency servers and portable hard drives of key executive staff, including the Agency's Executive Director, Deputy Director for Family and Children's Services, FCS program managers, and the Director of Information Technology.

There are two key databases with information not available in CMS. Both databases are backed up in the Disaster Preparedness folder on the Agency's O drive. 1) The Medically At-Risk Children (MARC) database is contained in an Excel spreadsheet stored on a social worker's computer at the Child Protection Center. The HSA Deputy Director and two Program Directors also have the file on flash drives. 2) The Baby Moms database is maintained and stored by the Agency's medical consultant at administrative headquarters (170 Otis Street).

**CWS Disaster Response Criteria E: Coordinate services and share information with other states**

The California Department of Social Services will be responsible for coordinating services and sharing information with other states.

MEMORANDUM OF UNDERSTANDING

BETWEEN

THE SAN FRANCISCO HUMAN SERVICES AGENCY

AND

THE AMERICAN NATIONAL RED CROSS

THIS MEMORANDUM OF UNDERSTANDING (MOU) is entered into as of December 3, 2007 (the "Effective Date") by and between The American National Red Cross ("Red Cross"), a nonprofit, charitable corporation chartered by an act of the United States Congress of January 5, 1905, as amended, codified at 36 U.S.C. § 300101 ~ also known as the American Red Cross, having its principal place of business at 2025 E Street, N.W., Washington, D.C., and the Human Services Agency (HSA) for the City of San Francisco, having its principal place of business at 170 Otis Street, San Francisco, California 94103. The Red Cross and HSA are sometimes referred to individually as a "Party" and together as the "Parties."

WHEREAS, the Red Cross is a humanitarian organization that provides, among other things, relief to persons affected by disasters, which includes providing temporary shelters managed by the Red Cross to those displaced from their homes by a disaster; and

WHEREAS, HSA desires to locate foster children, young adult program participants, foster parents, relatives/non-relative caretakers of foster children, and biological parents of foster children displaced by disasters (the "Missing Foster Persons"), and the Red Cross desires to assist HSA by attempting to determine whether any such persons are or have been resident in a Red Cross shelter, subject to the terms and conditions set forth in this MOU.

WHEREAS, Juvenile Court authorized HSA to share confidential information, protected under §827 §10850 of the Welfare & Institutions Code, with the Red Cross for the limited purpose of locating foster children and other identified family members displaced by a disaster. The parties agree that the applicable court order (attached hereto as Exhibit A) controls the sharing of information referenced in this MOU.

NOW, THEREFORE, in consideration of the foregoing, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

1. HSA Data. HSA shall submit certain identifying information concerning the Missing Foster Persons (the "HSA Information") to the Red Cross, or if requested by the Red Cross, to a third party performing some or all of the services described in this MOU on behalf of the Red Cross (the "Third Party"). The Red Cross will compare, or will cause the Third Party to compare the HSA Information to data contained in various Red Cross databases in an effort to determine whether any of the Missing Foster Persons are or have been resident in a Red Cross managed shelter as a result of a disaster. To the extent practicable, the Red Cross will repeat the comparison process on a periodic basis during the term of this MOU. It is acknowledged by HSA that the sole obligation of the Red Cross will be to perform the comparison described above, inform HSA of the names of any matches as a result of such comparison, and if available, provide the location of any Missing Foster Persons believed to be in Red Cross shelters as a result of the comparison process (the "Missing Foster Persons Comparison Information"), and, subject to the limitations set forth below, if requested by HSA, to permit access to the shelters by personnel of HSA in order for HSA to provide to the Missing Foster Persons and their families any necessary services for which HSA is responsible. Any HSA personnel who seek access to a Red Cross shelter pursuant to this MOU shall present identification to the shelter manager that confirms the personnel as being employed by HSA, and will provide reasonable assurance to the Red Cross that such access is sought in furtherance of this MOU. The Red Cross does not warrant that any persons identified by the comparison process are Missing Foster Persons. HSA shall have the sole responsibility for determining whether the children identified by the comparison process are Missing Foster Persons, and if so, for determining the appropriate action that should be taken under applicable law for their welfare.

2. Representation and Warranty by HSA. HSA represents and warrants that the Missing Foster Persons Comparison Information provided by the Red Cross to HSA shall be used by HSA solely for the purposes set forth in this MOU, and will not otherwise use or disclose the information.

3. Representation and Warranty by the Red Cross. The Red Cross represents and warrants that the HSA Information will be used by the Red Cross solely for the purposes set forth in this MOU, and consistent with the applicable court order § sections 827 § 10850 of the Welfare & Institutions Code.

4. Confidentiality. Each Party shall maintain the confidential information of the other Party in confidence and shall refrain from using the same or disclosing any part thereof to any third party, consistent with applicable court and applicable state and federal law. For the purposes of the MOU, the HSA Information shall be considered confidential information of HSA, and the Missing Foster Persons Comparison Information shall be considered confidential information of the Red Cross. In this regard and as applicable, the Parties shall limit dissemination of and access to the confidential information of the other Party only to such of its governors, officers, employees, agents and/or other authorized representatives as are directly concerned with this MOU. However, it is specifically understood and agreed by HSA that the Red Cross may disclose the HSA Information to one or more third parties performing services for the Red Cross in connection with this MOU, to the extent necessary to perform such services. Upon expiration or termination of this MOU for any reason, or upon the earlier request of the disclosing party, the other Party shall, at the option of the disclosing Party, immediately destroy or return to disclosing Party the confidential information of that Party.

Neither Party will permit or generate any publicity, advertising or promotion concerning this MOU, the services or information to be provided hereunder, or any aspect of the Parties' relationship without the prior written consent of the other Party. HSA recognizes that the name, emblem, logo and marks of the Red Cross represent valuable assets and that substantial recognition and goodwill are associated with such assets. HSA will not use the name, emblem, logo, or marks of the Red Cross without its prior written consent.

5. Term. This MOU shall remain in effect November 2, 2017, unless earlier terminated upon either Party providing thirty (30) days prior written notice.

6. Notices. All notices, requests, demands or other communications given or required hereunder will be deemed sufficient if sent by United States mail, postage prepaid, to the following individuals:

On behalf of HSA: Trent Rhorer  
Human Services Agency  
170 Otis Street  
San Francisco, CA 94103

On behalf of the Red Cross: Brennan Banks  
American Red Cross Bay Area Chapter  
85 2nd Street, 8<sup>th</sup> floor  
San Francisco, CA 94105

7. General.

(a) Independent Contractor. The Red Cross is furnishing the Services hereunder as an independent contractor, and nothing herein creates any association, partnership or joint venture between the parties hereto or any employer-employee relationship.

(b) Assignment. This MOU may not be assigned by either Party without the express prior written consent of the other Party.

(c) Entire Agreement. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof, subject to the applicable court order, and supersedes all prior agreements and understandings between the parties (whether written or oral) relating thereto. No modification shall be effective unless made in writing and signed by a duly authorized.

IN WITNESS WHEREOF, each of the Parties hereto has caused this MOU to be signed as of the date first written above.

THE AMERICAN NATIONAL  
RED CROSS

THE HUMAN SERVICES AGENCY  
FOR THE CITY OF SAN FRANCISCO

BY: Harold Brooks, Chief Executive Officer

BY: Trent Rhorer, Executive Director

SIGNATURE: Harold Brooks

SIGNATURE: Trent Rhorer

DATE: 12/17/07

DATE: 12/18/07

**Confidentiality of Information Policy for Missing Persons Reunification**

- I. POLICY:** Employees of the San Francisco Human Services Agency (SF-HSA), the Red Cross, other state agencies, and a third party performing some or all of the services described in the Memorandum of Understanding on behalf of the Red Cross may have temporary access to a variety of confidential records during the course of a disaster for the sole purpose of assisting SF-HSA in locating the individuals the agency serves. These types of records and data must remain strictly confidential.
- II. PURPOSE:** To control access and use of confidential records and information,
- III. PROCEDURE:** In keeping with this policy:
  - 1. Confidential records and information, in either paper or computer form, shall be kept confidential.
  - 2. Confidential records and information may only be provided to persons with a business need to know and must be transmitted in a secure manner.
  - 3. Confidential records and information shall be secured in a manner that prevents viewing or access by non-authorized persons.
  - 4. Data that may be accessed in discharging Project related duties shall remain confidential and shall not be used by the Project Participant for non-Project related uses.

**IV. RESPONSIBILITY:**

Each Project Participant is responsible for the appropriate use of confidential records and information and for maintaining the confidentiality of those records and information,

Each Project Participant is responsible for signing a form acknowledging the applicability of this policy.

**PROJECT PARTICIPANT ACKNOWLEDGMENT**

My signature acknowledges that:

- 1. I have received a copy of this confidentiality policy;
- 2. I have read this policy;
- 3. I understand the content of this policy; and
- 4. I agree to comply with the terms and conditions of this policy.

\_\_\_\_\_  
PROJECT PARTICIPANT'S SIGNATURE

DATE \_\_\_\_\_

\_\_\_\_\_  
PROJECT PARTICIPANT'S PRINTED NAME

**FILED**  
 San Francisco County Superior Court  
 NOV - 2 2007  
 GORDON PARK Lt, Clerk  
 Deputy Clerk

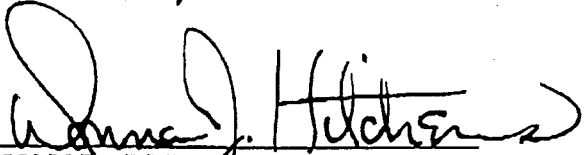
IN THE SUPERIOR COURT OF THE STATE OF CALIFORNIA  
 IN AND FOR THE CITY AND COUNTY OF SAN FRANCISCO  
 UNIFIED FAMILY COURT - JUVENILE DIVISION

THE COURT HERE BY FINDS that the San Francisco Human Services Agency (HSA) has a compelling need to provide confidential information to the American National Red Cross for the limited purpose of locating foster children, foster parents, relative caregivers, biological parents of foster children, and other individuals that HSA serves who have been displaced or who are missing because of a disaster. The Red Cross provides relief to persons affected by disasters, including temporary shelter, and will cross-check its records to determine if it is providing relief to any of the individuals listed above for the sole purpose of assisting HSA in locating these individuals. The information that HSA will share with the Red Cross is protected under state and federal law, including sections 827 and 10850 of the Welfare and Institutions Code. Any and all information generated by HSA for this purpose will only be shared by HSA and used by the Red Cross in the event of a disaster to locate missing individuals and in a manner consistent with this order.

THE COURT HEREBY AUTHORIZES HSA to share confidential client information with the American National Red Cross for the limited purposes set forth above. The Red Cross may share this information with its contractors for the sole purpose of assisting HSA in locating missing individuals consistent with this court order. No client information utilized for the purposes set forth herein shall be published to any other third parties without prior written consent from this Court.

IT IS FURTHER ORDERED that this order shall expire on 11/2/17 subject to written reauthorization from this Court.

DATE: November 2, 2007

  
 HONORABLE DONNA HITCHENS  
 Judge of the Superior Court