

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

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This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans. 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.

SHASTA COUNTY CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

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:	<p>First step will be to determine the geographic area affected by the disaster. A CFS analyst will then run a CWS/CMS Business Objects report by zip code, which will identify all potentially affected children in the disaster area. This report will be designed in advance and saved in the shared Business Objects drive so that it may be run immediately by any of the 5 CFS analysts. The report will be focused by street within zip code for more localized disaster situations.</p> <p>Probation will obtain similar information from its JALAN system.</p>

	<p>Available onsite supervisors (supervisors from Adoptions, CFS Intake, CFS Ongoing Units, Probation, etc. who are not affected by the disaster or who are able to physically be onsite at a CFS/Probation office) will assign available social workers/probation officers to contact relative caregivers and certified foster homes who have not yet called the Foster Care Licensing Unit, Foster Family Agency or the 24-hour CFS or Juvenile Hall emergency line. All caregivers are to be contacted or heard from within 12 hours.</p>
<p>Essential Function:</p>	<p>2. Communication process with child care providers</p>
<p>Process Description:</p>	<p>Each caregiver (legal foster parent, relative, non-related extended family member, Foster Family Agency, guardian, or other placement) is required to keep a current list of emergency Shasta County telephone numbers, discuss emergency situations with children, and have a plan for the child and family/caregiver to get to a safe place.</p> <p>Each caregiver must also provide Foster Care Licensing / FFA SW / Relative Caregiver Home Study Worker or Probation with a list of telephone numbers and possible locations they plan to go in the event of a disaster. This list will be placed in the approved caregiver’s folder/emergency preparedness folder kept in licensing and the Foster Care Licensing Clerks desk folder. Appointed supervisors will receive a list of all children in placement that includes their current address quarterly, and on-call intake “Beeper” workers will carry a copy in their “beeper kit.”</p> <p>Foster Care Licensing Analysts/Relative Caregiver Approval Worker/Probation Officers will provide each caregiver with a list of telephone numbers for the Shasta County CFS 24-hour emergency number, Juvenile Hall 24-hour number, Department of Social Services, Red Cross and other emergency support agencies. The social worker/probation officer can provide their emergency phone number and contact information to the individual caregivers.</p> <p>In the event of an emergency/disaster, the caregivers are instructed to call Relative Caregiver Approval Worker, Foster Care Licensing, their Foster Family Agency or the 24-hour emergency number if they are displaced or otherwise affected by the disaster and indicate where they are going and an alternate method of contacting them. If contact has not been made with caregivers of identified children within 12 hours, Foster Care Licensing, Relative Caregiver Home Study Worker, FFA social worker probation officer or supervisor will begin contacting the caregiver emergency plan numbers in an attempt to locate the children.</p> <p>Immediately upon contact with a caregiver, an assigned social worker/Licensing Worker or Probation Officer will offer support and crisis intervention, offer appropriate respite services, provide</p>

	referral and information for support and services, and connect them to emergency agencies.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>A disaster plan/emergency response packet (“Emergency Response Plan”) will be distributed to each caregiver upon licensing/certification/approval/probation placement. It will include emergency phone numbers for Social Services, CFS, Probation, Juvenile Hall local law enforcement, emergency shelters, Red Cross, etc. It will also include a form for the caregiver to return to the Relative Caregiver Approval Worker, Licensing worker, FFA certification social worker or probation officer that includes the information referenced in #2 above, including an out-of-area contact. The form will include a section indicating the date the plan was last reviewed with the children in care and last date reviewed jointly with the approval, licensing or certification social worker.</p> <p>The Crystal Creek Boys Camp and the Juvenile Hall have evacuation procedures according to Title 15 of the California Code of Regulations. FFA certification and FC Licensing follow Title 22 CC Regulations.</p> <p>Upon a disaster, the plan will indicate that the caregiver must call the Foster Care Licensing, Foster Family Agency, CFS or Probation 24-hour line as soon as possible, but no later than 12 hours.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>Each caregiver is to maintain an Emergency Response Plan as referenced in #3 above, and call the 24-hour line as soon as possible. Relative Caregiver Approval Worker, Licensing worker, FFA SW and probation officer are to utilize any method required (Emergency Response Plan contact numbers, relatives in Plan, physically drive to the area to find them, etc.) to contact them within 12 hours if they have not reported in.</p> <p>The Crystal Creek Boys Camp and the Juvenile Hall have evacuation procedures according to Title 15 of the California Code of Regulations.</p>
Essential Function:	5. Identification of shelters
Process Description:	Red Cross phone numbers will be included in the Emergency Response Plan distributed to each caregiver. Both caregivers and CFS/Probation staff will be instructed to listen to radio broadcasts

	<p>over the emergency response channels for information on where to proceed if they are displaced/evacuated. Red Cross will be identified as the default first line of information regarding disaster specific shelters (see the attached Statement of Understanding between Shasta County and the American Red Cross Shasta Chapter).</p> <p>Highest authority available (Director/Deputy Director/Program Manager) will leave any additional information with the 24-hour lines that caregivers will call.</p>
Essential Function:	6. Parental notification procedures
Process Description:	The available program manager/supervisor onsite will assign available social worker/Probation staff to make reasonable efforts to contact non-custodial parents of children who are displaced due to the disaster.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>Services during a disaster situation will be provided based on identified priorities including medical, mental health, or other special needs.</p> <p>Identify affected children with emergency medical needs or specials needs based on their case history. Available staff, including Public Health and Mental Health co-located staff, will be assigned geographically to physically go to the location of the child and facilitate services.</p> <p>Available DSS Emergency Operations Incident Command Center (ICC) representative/Director/Deputy Director/Program Manager/Supervisor chain (“Disaster Team”) will assign available staff to specific emergency shelters to coordinate emergency social services. (See attached Shasta County Social Services Emergency Operation Policy/Process for the overall DSS policy.)</p>
Essential Function:	8. Staff assignment process
Process Description:	Disaster Team will assign available staff to begin contacting families and parents, identify special needs and be assigned to specific emergency shelters or remote locations to provide supervision.
Essential Function:	9. Workload planning
Process Description:	Disaster Team will determine critical cases and priorities based on safety, food, shelter, medical

	and special needs. The DSS ICC representative will coordinate with the Red Cross per the attached Statement of Understanding Between Shasta County Social Services and the American Red Cross Shasta Chapter to obtain clearance for the staff that will be assigned at shelters or remote locations.
Essential Function:	10. Alternative locations for operations
Process Description:	Shasta County has many alternative locations where computer systems, email, internet and phones can be used to provide services (Burney CFS, Breslauer Social Services, California Street, Yuba Street, Pioneer Drive, Juvenile Hall, Public Health in Anderson and Shasta Lake City, etc.). Based upon available staff/assignments and affected locations, the Disaster Team will designate the locations staff are to report to for service provisioning. This information will be provided by the Disaster Team to the 24-hour line so that staff may be informed of their assignment when they call.
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>Relative Caregiver Approval Worker, probation officers, licensing workers and FFA social workers will ensure that each caregiver has a current Emergency Response Plan and will review each Plan upon approval, licensing or certification. Emergency Response Plans and other emergency related information will be reviewed/updated at least once per year thereafter and signed/dated by the caregiver and the Relative Caregiver Approval Worker, licensing worker, probation officer or FFA SW reviewing it.</p> <p>The CFS Training Coordinator will provide information on disaster plans to new staff during orientation to their new department. The information used at orientation will be distributed electronically to all staff twice yearly to coincide with fire drills.</p>
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>Disaster Team to work with law enforcement and local emergency response teams to receive referrals on unsupervised minors at shelters or within a disaster area, and to get authorization to enter a physical disaster area to provide services.</p> <p>In the event that the main CFS/Probation offices are affected, the Director/Deputy Director will contact the DSS ICC representative and leave word with the 24-hour emergency lines as to the</p>

	alternate site where we will be performing services, the highest level of contact and the assigned site contact.
Essential Function:	2. Implementation process for providing new services
Process Description:	Disaster Team will cross-report with other agencies to assess service priorities and coordinate to determine which services can be provided and by whom through the Shasta County Emergency Operations Center. Broad scope services to be coordinated by staff physically assigned to a shelter location.
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>Master lists of contact information for all staff including home phone, cell phone, personal email addresses, home address, and emergency contact will be created and maintained by clerical staff, consolidated at each location. One copy is to be stored in the County Emergency Operations Center’s “crash box” and a copy maintained in the intake “beeper kits.” Lists are to include director, deputy directors, supervisors, program managers, social workers, analysts, clerical staff, county counsel, probation staff, parent leadership teams, interns, volunteers, co-located public health and mental health staff, etc. This list will be used to identify displaced staff and other essential child welfare personnel.</p> <p>Displaced staff to call in to 24-hour line as soon as possible with their location/situation.</p>
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	DSS ICC Representative—Deputy Director—Program Manager—Supervisor—Social Worker/Probation Officer/Analyst
Essential Function:	3. Communication structure – contracted services
Process Description:	Program analysts will maintain contact lists for all contracted service providers and will be responsible for contacting them when applicable.
Essential Function:	4. Communication process when all normal channels are unavailable

Process Description:	The DSS ICC representative to arrange for messages to be broadcast on emergency communications systems (radio, TV). Red Cross to be involved as per the attached Statement of Understanding between Shasta County Social Services and the American Red Cross Shasta Chapter. If power supply is not compromised, also post on the County Internet.
Essential Function:	5. Communication frequency
Process Description:	To be determined by the DSS ICC representative.
Essential Function:	6. Communication with media
Process Description:	Media requests will be referred to the DCC ICC representative. Additional communication may be made to the public by updates on the County website.
Essential Function:	7. Communication with volunteers
Process Description:	Supervisors to contact them via the master contact list as appropriate.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	Juvenile Hall and CFS have 24-hour emergency/reporting lines that will accept collect calls. A disaster-specific 800 number to be established as soon as administratively possible by the DSS ICC representative. California Relay Service is already available for TTY clients via an 800 number.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	Physical records are retained in a secure location according to the attached Record Retention Schedule for the Department of Social Services. Backup is all case information in CWS/CMS and JALAN and additional information stored on the county/state LANs that are backed up offsite.

Essential Function:	2. Use of off-site back-up system
Process Description:	CWS/CMS is maintained in Sacramento. JALAN is administered and maintained by the county.
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:	Draft Shasta County ICPC Disaster Preparedness Plan dated 8/31/2006 is attached.
Essential Function:	2. Mental health providers
Process Description:	CFS has co-located Mental Health staff who can be contacted via the master contact list. Mental Health co-located staff will then coordinate all disaster/emergency mental health services.
Essential Function:	3. Courts
Process Description:	CFS has co-located County Counsel staff who can be contacted via the master contact list and communicate with the courts.
Essential Function:	4. Federal partners
Process Description:	Continue normal CLETS procedure through local law enforcement or via telephone. Other Livescan sites are available for DOJ clearance at the Sheriff's Office, police department, Juvenile Hall.
Essential Function:	5. CDSS
Process Description:	Director/Deputy Director and appropriate department staff to contact specific CDSS liaisons, i.e., CCL to be contacted by licensing liaison, adoptions by liaison, etc.
Essential Function:	6. Tribes
Process Description:	Court records or CWS/CMS will be reviewed for identified children and social worker/probation officer to contact the appropriate tribe.

Essential Function:	7. Volunteers
Process Description:	Specific individuals as determined by the nature of the disaster, via media, website, etc.