

Sonoma County Child Welfare Disaster Response Plan, December 2008

County Name: Sonoma	Date Completed: December 2008	Name/Title: Katie Greaves, Program Planning Analyst (707) 565-4261
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>During or after a disaster, the status of children under the supervision and care of the Family, Youth, and Children's Division (FY&C) will be determined. This includes verification of the safety of the child/children and the condition of the home or facility. If possible, the status can be checked by telephone. If Social Workers are unable to reach the home or facility by telephone, a visit will be required to determine the safety status of the child/children and the facility. Staff should offer any assistance the department may be able to give, dependent upon the situation encountered.</p> <p>If a Social Worker determines injuries and/or death has occurred, these findings must be reported to the Division Disaster Operations (DDO) as soon as possible. Regular status reports noting conditions of foster facilities and children should be made to the DDO every six (6) hours until the status of all children under the care and supervision of the department is known. These reports may be telephoned or faxed to the DDO. The form Incident Report (HSD 722) must also be completed as a follow up to the initial report.</p> <p>If there is a necessity for urgent action (e.g., a need for medical consent to perform surgery, temporary relocating of minors to a shelter or other site, etc.), all such actions must be recorded in the case record. If the case record is not available, document the information in writing, for inclusion in the case record at a later date using the Contact Sheet (HSD 419).</p> <p>NOTE: the status of all children should be recorded and noted for the case record, even if they are safe and can remain in their current home or placement with no imminent danger.</p> <p>Social Workers should complete the status check on all children in the caseload before focusing on the children with other than a life or death emergency need. All services needed or given should be documented in the case record, or if unavailable, documented in writing for inclusion in the case at a later date.</p> <p>NOTE: Social Workers need to inform foster parents and others who have the responsibility of an FY&C child in placement, to identify themselves and foster child/children to mass care shelter personnel, in the event of displacement from their homes.</p> <p>Staff must be available to perform the following functions:</p>	

Sonoma County Child Welfare Disaster Response Plan, December 2008

	<ul style="list-style-type: none"> • Telephone, if available , foster parents, group homes and other caretakers to determine safety status of child/children in their care and damage, sustained, if any to the home or facility • Document information received for the case record • Schedule home visit, if unable to reach home or facility by telephone • Complete, if possible, home call to determine status of child/children and damage to home/facility, if any • Report status of children/homes contacted to supervisor • Continue to contact children, homes, facilities, by telephone or in person until the status of all children in caseload is known. <p>If disaster occurs after normal office hours, this plan will be initiated by managers via established phone trees.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	<p>Prior to an emergency, all child care providers will be required to provide at least three locations where they might seek refuge in an emergency. They must provide the name, address, and phone number of a contact person at each location. This information will be updated annually as part of their “Emergency Plans.” Providers will also be given FY&C emergency contact information. This information will be updated as required.</p> <ul style="list-style-type: none"> • Child care providers should attempt to contact FY&C immediately when a disaster strikes to inform the department about the status of children in their care. • When a provider does make contact with FY&C, the provider must provide the names, dates of birth and current location of the children in their care. • Any time the provider changes locations or a child leaves their care, they must contact FY&C immediately. <p>If FY&C has not made contact with a child care provider, social workers will attempt contact until he/she is reached. During office hours, workers will first try to establish contact with care providers using phones, if possible. After office hours, managers will initiate the emergency disaster plan via established phone trees and child care providers will be contacted as staff are assembled and briefed. If contact cannot be made through telecommunications, workers will make home visits to verify the status of foster children. The decision to make home visits will be determined based on the conditions of the disaster.</p>
Essential Function:	3. Identification of evacuation procedures – event known in advance
Process Description:	Initiate Emergency Action Plan (Attachment A); hardcopy stored with managers and at reception desk; outline posted at exit routes.
Essential Function:	4. Identification of evacuation procedures – event not known in advance
Process Description:	Initiate Emergency Action Plan (Attachment A); hardcopy stored with managers and at reception desk; outline

	posted at exit routes.
Essential Function:	5. Identification of shelters
Process Description:	<p>The county maintains a list of designated shelter sites and will activate these sites in the event of an emergency. Lists of these sites will be located with managers, supervisors and at the front desk at FY&C. Child care and other services providers will be advised of the location of shelters during the contracting process. Service providers will also be advised to stay tuned to local announcements for updated shelter information.</p> <p>Several FY&C supervisors have been trained in the operation of a shelter should staff need to be deployed to an emergency shelter.</p>
Essential Function:	6. Parental notification procedures
Process Description:	If birth parents contact FY&C, they will be informed of the status of their children. In an emergency, equal priority will be given to locating and providing essential services to children and notifying parents of their children's whereabouts.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>E-2. FOSTER CARE – OPERATIONS</p> <p>In a major emergency the following procedure is to be used:</p> <ul style="list-style-type: none"> • Eligibility Workers (EW) will utilize the printed caseload report • EWs will manually determine the amount of benefits to be paid and follow the existing paper process to authorize benefits, as needed • The County Auditor's office will be utilized for contingency plans to manually issue warrants, or their off-site emergency contingency operation • EWs will manually track all payments made during down time • If the disaster occurs after Fiscal Month End, EWs will work with disbursements staff to ensure where and when warrants can be sent out • Eligibility will be determined manually for any new cases if the computer system is not available • Rely on local postal or delivery services to accomplish mail delivery of warrants • Records would be updated when the computer system becomes available

E3. EMERGENCY RESPONSE – OPERATION

Referrals citing alleged abuse are received by ER from mandated reporters, including doctors, hospitals, relatives, neighbors, caregivers and others who observe a situation where a child could be the victim of abuse, exploitation and/or neglect.

In addition to its usual calls, during times of disaster and other major emergencies, ER is likely to receive calls and/or reports of children who are defined as unaccompanied minors, e.g., children who are separated from parents, guardians or caretakers, due to displacement, deprivation, or even death, as a result of the disaster.

Phone Service

If regular phone service is interrupted, cell phones will be used. Certain cell phone numbers will be designated as emergency response numbers and distributed to law enforcement and medical personnel.

In a major emergency the following procedures are to be used:

In-Office:

- Worker receives referral
- If it turns out to be an actual referral complete CWS/CMS Off Line Intake Form (HSD 584) make a copy
- Log the referral in the Referral Book
- Original goes to Supervisor
- Copy goes to clerical
- If it is not an actual referral log in the Activity Log (SSD 736)

In the Field:

Supervisor

- Receives referral from ER Intake and assesses and evaluates the referral if referral is appropriate assigns to a field worker

Social Worker

- If immediate response is needed, worker goes out for interview.
- If immediate response is not needed, responds to referral within 10 days.

Emergency Procedure

- Complete contact Sheet (HSD 419) and retain until CWS/CMS system is available to update records. If referral indicates the child is at immediate risk and worker is unable to respond due to road outage etc. the appropriate law enforcement agency is to be notified of the referral.

E-4. COURT SERVICES – OPERATION

After a countywide disaster/emergency the Director, Family, Youth, and Children's Division will request the Juvenile Court to activate their emergency/disaster procedures. Through a cooperative effort between the court and the department, feasible time frames should be established to allow for the generation of court reports and court appearances.

Arrangements have been made with the court to issue an extending standing order to allow the department, through Family, Youth, and Children's Division Social Workers, to authorized medical treatment for unaccompanied minors (those with no parent or guardian available to give permission for treatment). Social Workers also may need to authorize medical care, treatment and/or surgery for critically injured dependent child/children, where there is no other means of obtaining the needed care for the child/children.

In the event unaccompanied minors cannot be reunited with parents or guardians (primarily due to serious injury or death), FYC Social Workers will provide appropriate placement for these minors. This includes processing the required emergency court orders.

Court Service Unit must be available to provide:

- Establishment of jurisdictional facts by proving the petition
- Dispositional recommendations
- Initial service plan within first 30 days after the child is removed from the home
- Guardianship home studies for non-relatives
- Prepare court report and submit to legal clerical for formatting in time to provide to all counsel at least 48 hours prior to hearing
- Review petition, Detention prima facie packet , police and medical reports, and any relevant case contact notes
- Gather evidence and reports to support the allegations in the petition

- Contact and interview all appropriate parties
- Provide services as directed at the Detention Hearing or as needed to facilitate development' of report
- Explore appropriate placement alternatives
- Refer parties to appropriate services
- Establish parental visitation schedule

E-5. DEPENDENT CHILDREN IN FOSTER CARE, GROUP HOMES OR FAMILY HOMES — OPERATION

During or after a disaster, the status of children under the supervision and care of the Family, Youth, and Children's Division will be determined. This includes verification of the safety of the child/children and the condition of the home or facility. If possible, the status can be checked by telephone. If Social Workers are unable to reach the home or facility by telephone, a visit will be required to determine the safety status of the child/children and the facility. Staff should offer any assistance the department may be able to give, dependent upon the situation encountered. For children who have been placed out of county, FY&C has made courtesy arrangements with those counties to account for and ensure the safety of the children.

If a Social Worker determines injuries and/or death has occurred, these findings must be reported to the Division Disaster Operations (DDO) as soon as possible. Regular status reports noting conditions of foster facilities and children should be made to the DDO every six (6) hours until the status of all children under the care and supervision of the department is known. These reports may be telephoned or faxed to the DDO. The form Incident Report (HSD 722) must also be completed as a follow up to the initial report.

If there is a necessity for urgent action (e.g., a need for medical consent to perform surgery, temporary relocating of minors to a shelter or other site, etc.), all such actions must be recorded in the case record. If the case record is not available, document the information in writing, for inclusion in the case record at a later date using the Contact Sheet (HSD 419).

NOTE: the status of all children should be recorded and noted for the case record, even if they are safe and can remain in their current home or placement with no imminent danger.

Social Workers should complete the status check on all children in the caseload before focusing on the children with other than a life or death emergency need. All services needed or given should be documented in the case record, or if unavailable, documented in writing for inclusion in the case at a later date.

NOTE: Social Workers need to inform foster parents and others who have the responsibility of an HSD

	<p>child in placement, to identify themselves and foster child/children to mass care shelter personnel, in the event of displacement from their homes.</p> <p>Staff must be available to perform the following functions:</p> <ul style="list-style-type: none"> • Telephone, if available , foster parents, group homes and other caretakers to determine safety status of child/children in their care and damage, sustained, if any to the home or facility • Document information received for the case record • Schedule home visit, if unable to reach home or facility by telephone • Complete, if possible, home call to determine status of child/children and damage to home/facility, if any • Report status of children/homes contacted to supervisor • Continue to contact children, homes, facilities, by telephone or in person until the status of all children in caseload is known.
<p>Essential Function:</p>	<p>8. Staff assignment process</p>
<p>Process Description:</p>	<p>The sub-critical functions of the Emergency Response Program (ER) and Dependent Children require staffing on an immediate and continuous basis, and no later than 48 hours after a major disaster. ER operates 24 hours a day, seven days a week, including weekends and holidays.</p> <p>The essential functions of the Foster Care Program must be operational as soon as feasible, and no later than within three (3) working days after a major disaster.</p> <p>Essential staffing will be at the discretion of the Division Director, dependent upon the information received from executive management and the extent of the disaster.</p> <p>Managers and/or Supervisors will attempt to contact staff via telephone, pager, cellular phone (if operable) or push to talk to advise them where to report, and when to report (day and time), if different than next working day at normal work site and usual starting time.</p> <p>Immediately following the onset of a disaster, FY&C will be minimally staffed until all staff are located and called to report. Initially, the department will be staffed with 1 supervisor, 1 clerical, 2 Emergency Response Social Workers, 2 Placement Social Workers, 1 child abuse hotline screener and 1 on-call manager. When fully operational approximate assignments are as follows:</p> <p><u>Foster Care</u>: 1 Program Planning Analyst, 3 Eligibility Workers, 1 Senior Office Assistant</p>

	<p><u>Emergency Response</u>: 5 Social Service Supervisors, 37 Social Workers <u>Court Services</u>: 1 Social Service Supervisor, 9 Social Workers <u>Dependent Children</u>: 4 Social Service Supervisors, 28 Social Workers <u>Support Staff</u>: 1 Program Planning Analyst, 2 Office Support Supervisors, 13 Office Assistants, 6 Social Worker Assistants</p>
<p>Essential Function:</p>	<p>9. Workload planning</p>
<p>Process Description:</p>	<p>Managers will assess the availability of child welfare staff, including those affected by the disaster and their locations. Work functions identified as essential will be carried out by appropriate staff members. Some nonessential, routine activities can be discontinued or limited, saving staff time for more critical functions. A detailed workload plan follows:</p> <p><u>Division Director</u></p> <ul style="list-style-type: none"> • Follow normal, daily job duties, as outlined in policies and procedures, as time and circumstances permit • Determine, in conjunction with Section Managers, how to best use and deploy FYC Division staff based on the disaster needs of division, department and county • Work with other counties that are not affected by the disaster to establish CWS/CMS access • Disseminate information on extent of disaster impact to management staff • Provide relief shift work for disaster center, as requested • Provide relief shift work at county EOC, as needed • Track all time spent on disaster related activities • Receive summary reports from Managers for the time FYC staff spent on disaster activities • Reviews reports and prepare, or direct to be prepared, a summary of total time spent on disaster activities by the FYC Division • Forward final report to Administration Division for preparation of cost claiming documents • Receive summary reports of unusual circumstances, lessons learned, what worked, what didn't work, Serious Incident Reports, etc. from Section Managers • Review reports and prepare, or direct to be prepared, one summary report for the FYC Division • Forward summary report for FYC Division to Department Director for After Action Report. <p><u>Section Manager</u></p>

- Perform normal and usual duties per policies and procedures, as time and circumstances permit
- Implement decisions of executive management and Division Director on staffing for department disaster functions, e.g., shelters, disaster centers, etc.
- Relay updated information as received, on impact of disaster, to supervisory staff
- Track all time spent exclusively on disaster related activities
- Advise supervisory staff to track own disaster time and instruct unit staff to track time
- Log all unusual disaster related incidents or circumstances for final department report, including problem areas, what worked, what didn't work, lessons learned, etc.
- Receive disaster time summary reports from supervisory staff
- Prepare, or direct to prepare, a summary report of all time spent exclusively on disaster related functions by division staff
- Submit summary reports of time, incidents, etc. to Division Director for input into final division report for cost claiming purposes

Program Planning Analyst - Foster Care

- Analyze and develop recommendations on the Foster Care program needs
- Assist in the implementation of program needs
- Coordinate operations during emergency/disaster period, including such issues as staffing, human resources, equipment, building operations, safety, space planning and needs, etc.
- Follow normal, daily job duties as outlined in policies and procedures as time and circumstances allow
- Assist in the evaluation and implementation of data systems for use in an emergency/disaster situation
- Maintain a daily log of disaster-related functions, problems, solutions, what worked, what didn't work, etc.
- Summarize daily logs for report to Division Director for final report to executive management
- Direct staff to keep a report of time spent for each disaster related activity/function performed, e.g., shelter duty, language interpretation, rumor control, etc.
- Summarize time reports for submission to Division Director for final report to executive management

Eligibility Workers

- Follow normal, daily job duties as outlined in policies and procedures
- Report any damage noted to supplies, equipment, computers, telephones, etc to supervisor
- Report for assigned disaster/emergency functions, if applicable
- Maintain a daily log of disaster related activities (i.e. shelter duty, rumor control) problems, solutions, unusual events, etc.
- Complete a daily report of time spent on disaster related functions performed
- Submit activity log and time report to supervisor each day of disaster related activity

Social Service Supervisors (Emergency Response)

- Perform normal duties as time and circumstances allow
- Confer with workers, as requested, on specific circumstances and problems
- Instruct staff to log all serious child injuries and/or deaths on FYC Division Serious Incident Report (HSD 722)
- Inform staff of current status and impact of disaster/emergency, as information becomes known
- Advise staff, if applicable to report for other division, department, or county disaster responsibilities
- Receive all FYC Division Serious Incident Reports from staff
- Submit all FYC Division Serious Incident Reports to Section Manager
- Instruct staff to record all time spent on disaster/emergency related activities
- Log any unusual disaster situation or circumstances reported by workers
- Track all time spent on disaster/emergency related activities
- Summarize disaster time reports received from staff (include own)
- Prepare summary of FYC Division Serious Incident Reports
- Prepare summary report for all unusual situations or circumstances reported by staff
- Submit all summary reports to Section Manager

Social Workers (Emergency Response)

- Respond to reports of abuse or unaccompanied minor circumstances
- Respond, as directed, to perform other disaster related activities required of the Division
- Report to Supervisor any unusual circumstances, situations or referrals that transpired or were reported as a result of the disaster
- Track all time spent specifically on disaster related activities
- Submit reports of time spent during disasters to the supervisor

Social Service Supervisors (Dependent Children)

- Perform normal duties as time and circumstances allow
- Confer with workers, as requested, on specific circumstances and problems of verifying status of children in caseloads
- Re-assign cases as needed, for verification of children and home/facility status
- Instruct staff to log all serious child injuries and/or deaths on FYC Division's Serious Incident Report (HSD 722)
- Instruct staff to record all findings on status of all children and home/facility for case record
- Inform staff of current status and impact of disaster/emergency, as information becomes known
- Report status of children in caseloads to Division Director every six (6) hours
- Advise staff, if applicable to report for other division, department, or county disaster responsibilities
- Receive all FYC Division Serious Incident Reports from staff
- Submit all FYC Division Serious Incident Reports to Section Manager, after all children in the caseloads have been contacted
- Instruct staff to record all time spent on disaster/emergency related activities
- Log any unusual disaster situation or circumstances reported by workers
- Track all time spent on disaster/emergency related activities
- Summarize disaster time reports received from staff (include own)
- Prepare summary of FYC Division Serious Incident Reports
- Prepare summary report for all unusual situations or circumstances reported by staff
- Submit all summary reports to Section Manager

Social Workers (Dependent Children)

- Continue to update supervisor with current status reports of children in caseload
- Confer with supervisor, as necessary, on circumstances and status of children and homes
- Report any serious injuries or deaths to children in caseload on for FYC Division Serious Incident Report (HSD 722)
- Submit Serious Incident Report to supervisor
- Perform normal duties as time and circumstances allow
- Respond to requests, as directed to perform other disaster-related activities, which may be required of

	<p>the division, department or county</p> <ul style="list-style-type: none">• Report to the Supervisor any unusual situation or circumstances encountered as a result of the disaster/emergency• Record all time spent on disaster related activities• Submit disaster time records to Supervisor at conclusion of disaster related activity period <p><u>FYC Division Employees</u></p> <ul style="list-style-type: none">• Perform normal duties as time and circumstances allow• Workers could be stationed at shelters, hospitals or law enforcement agencies to collect information on placed children• Workers will utilize their cell phones if telephone service is interrupted• One central telephone number would be assigned for workers to call in their reports• All reports to be recorded on paper if computer system unavailable <p><u>Program Planning Analyst – Support Staff</u></p> <ul style="list-style-type: none">• Assist in the implementation of program needs• Coordinate operations during emergency/disaster period, including such issues as staffing, human resources, equipment, building operations, safety, space planning and needs, etc• Follow normal, daily job duties as outlined in policies and procedures as time and circumstances allow• Maintain a daily log of disaster-related functions, problems, solutions, what worked, what didn't work, etc.• Summarize daily logs for report to Division Director for final report to executive management• Direct staff to keep a report of time spent for each disaster related activity/function performed, e.g., shelter duty, language interpretation, rumor control, etc.• Summarize time reports for submission to Division Director for final report to executive management <p><u>Support Staff and All Other Employees</u></p> <ul style="list-style-type: none">• Perform normal duties as time and circumstances allow• As Social Workers call in to the central telephone number to identify the status of the children on their caseload, support staff will record these updates manually
--	--

Sonoma County Child Welfare Disaster Response Plan, December 2008

	<ul style="list-style-type: none"> • Report to the Supervisor any unusual situation or circumstances encountered as a result of the disaster/emergency • Record all time spent on disaster related activities • Submit disaster time records to Supervisor at conclusion of disaster related activity period
Essential Function:	10. Alternative locations for operations
Process Description:	<p>PRIMARY: 1747 Copperhill Parkway, Santa Rosa</p> <p>ALTERNATE: 2550 Paulin Drive, Santa Rosa</p>
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>All FYC employees shall be trained in basic disaster/emergency procedures and response. Staff Development will provide training to all staff when newly hired.</p> <p>This training shall include:</p> <ul style="list-style-type: none"> • What to do in case of emergencies; e.g. earthquake, flood, medical, bomb threats, fire, etc. • How to prepare their families and homes for disasters • What will be expected of them in reference to the department in the event of a disaster. • <u>Annual</u> review of HSD Administrative Policies and Procedures: <ul style="list-style-type: none"> ❖ Appropriate Response to Workplace Violence ❖ Earthquake Preparedness ❖ Emergency Procedures and Evacuation Plan <p>Encourage employees to keep in their desk or work modules or office a pair of sturdy shoes, change of clothing, flashlight and batteries, non-perishable snacks, etc.</p> <p>Ongoing training will be provided to all staff on the implementation of the disaster response plan.</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>E3. EMERGENCY RESPONSE – OPERATION</p> <p>Referrals citing alleged abuse are received by ER from mandated reporters, including doctors, hospitals, relatives, neighbors, caregivers and others who observe a situation where a child could be the victim of abuse, exploitation and/or neglect.</p>

In addition to its usual calls, during times of disaster and other major emergencies, ER is likely to receive calls and/or reports of children who are defined as unaccompanied minors, e.g., children who are separated from parents, guardians or caretakers, due to displacement, deprivation, or even death, as a result of the disaster.

Phone Service

If regular phone service is interrupted, cell phones will be used. Certain cell phone numbers will be designated as emergency response numbers and distributed to law enforcement and medical personnel.

In a major emergency the following procedures are to be used:

In-Office:

- Worker receives referral
- If it turns out to be an actual referral complete CWS/CMS Off Line Intake Form (HSD 584) make a copy
- Log the referral in the Referral Book
- Original goes to Supervisor
- Copy goes to clerical
- If it is not an actual referral log in the Activity Log (SSD 736)

In the Field:

Supervisor

- Receives referral from ER Intake and assesses and evaluates the referral if referral is appropriate assigns to a field worker

Social Worker

- If immediate response is needed, worker goes out for interview.
- If immediate response is not needed, responds to referral within 10 days.

Emergency Procedure

- Complete contact Sheet (HSD 419) and retain until CWS/CMS system is available to update records. If referral indicates the child is at immediate risk and worker is unable to respond due to road outage etc. the appropriate law enforcement agency is to be notified of the referral.

Essential Function:	2. Implementation process for providing new services
Process Description:	<p>Implementation of new services is dependent upon the availability of staff. New abuse and neglect cases which require an immediate or 3-day response will take precedence over working in a shelter.</p> <p>To establish new services, the court and FY&C through a collaborative effort agree on feasible time frames for the generation of court reports and court appearances.</p> <p>Advance arrangements have been made with the court to issue an extending standing order to allow the department, through FY&C Social Workers, to authorized medical treatment for unaccompanied minors (those with no parent or guardian available to give permission for treatment). Social Workers also may need to authorize medical care, treatment and/or surgery for critically injured dependent child/children, where there is no other means of obtaining the needed care for the child/children.</p> <p>In the event unaccompanied minors cannot be reunited with parents or guardians (primarily due to serious injury or death), FYC Social Workers will provide appropriate placement for these minors. This includes processing the required emergency court orders. If a child must be placed in protective custody during a disaster, Valley of the Moon Children’s Home, a county-run emergency shelter for children, and emergency foster homes will be used to their fullest capacities.</p> <p>Court Service Unit must be available to provide:</p> <ul style="list-style-type: none"> • Establishment of jurisdictional facts by proving the petition • Dispositional recommendations • Initial service plan within first 30 days after the child is removed from the home • Guardianship home studies for non-relatives • Prepare court report and submit to legal clerical for formatting in time to provide to all counsel at least 48 hours prior to hearing • Review petition, Detention prima facie packet , police and medical reports, and any relevant case contact notes • Gather evidence and reports to support the allegations in the petition • Contact and interview all appropriate parties • Provide services as directed at the Detention Hearing or as needed to facilitate development' of report • Explore appropriate placement alternatives

Sonoma County Child Welfare Disaster Response Plan, December 2008

	<ul style="list-style-type: none"> • Refer parties to appropriate services • Establish parental visitation schedule <p>New services deemed to be non-essential will be postponed until the conditions of the disaster has abated and until the status/capacity of service providers is known. New services deemed to be essential will managed on a case-by-case basis by managers until the conditions of the disaster have improved. Visitation will be a high priority: FY&C will make every effort to facilitate parental visits at appropriate, accessible locations.</p>
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>Managers and supervisors shall have copies of their division employee’s disaster preparedness lists available <u>at home and in their vehicles</u>. These lists should include names, addresses, home telephone numbers, pager and cellular phone numbers, if applicable, disaster assignment and special skills, e.g., language capability, shelter experience, first aid/CPR knowledge, etc.</p> <p>Managers and/or Supervisors will attempt to contact staff via telephone, pager, cellular phone (if operable) or push to talk to advise them where to report, and when to report (day and time), if different than next working day at normal work site and usual starting time.</p> <p>The first employees contacted are those with critical, sub-critical and essential functions. A critical function is one that <u>must</u> be maintained under all or most disaster circumstances. It is a function that requires a twenty-four hour, seven day a week custodial role and also must be operational to meet required twenty-four hour emergency response mandates.</p> <p>A sub-critical function must be operational by forty-eight (48) hours into the disaster. Sub-critical functions must be operational to meet required twenty-four hour emergency response mandates.</p> <p>Both the critical and sub-critical functions, if not maintained, could pose a substantial and imminent threat to the health and safety of vulnerable children and adults in the county.</p> <p>The following functions have been identified by the department as being critical and sub-critical functions that <u>must</u> be maintained under all or most disaster/emergency circumstances.</p>

Sonoma County Child Welfare Disaster Response Plan, December 2008

	<p><u>Critical Functions:</u></p> <ul style="list-style-type: none"> • Operation of Valley of the Moon Children’s Home • Immediate Response to allegations of child abandonment and abuse <p><u>Sub-Critical Functions:</u></p> <ul style="list-style-type: none"> • Operation of the Child Abuse Hotline and response to dependent children’s emergencies in foster care or in a family home. <p>All other employees will be contacted after the above primary contacts.</p>
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	For staff located at the FY&C building during a disaster, the internal communication system will be used to transmit information to staff. A manual disaster response phone tree will be initiated at the onset of a disaster or as soon as possible. The phone tree will begin with a designated disaster lead person and will outward and downward until all essential personnel are linked to and participating in the phone tree. Emergency services will be directed to staff identified as displaced by the disaster.
Essential Function:	3. Communication structure – contracted services
Process Description:	During the initial contracting process, service providers should share with FY&C their own emergency plans and agree to a communication protocol. Management should consult with service providers as soon as possible about their ability to function to gauge the status of and plans for services to be delivered after the disaster.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p>If not contacted by management or a supervisor, employees should turn on the radio and/or television (if operable) and listen for instructions regarding work site, reporting times and/or disaster assignments.</p> <p>If telephone and other means of communication are inoperable, employees should ensure family and home safety, and then report to their normal work site, at the usual starting time on the next working day, if physically possible.</p> <p>Employees who have injuries, whose family members have serious injuries requiring their presence and/or who need to relocate their family due to housing damage, must make every attempt to convey this type of information to their supervisor or manager, so that their status is known to the department, both for disaster and usual assignment and payroll purposes.</p>

Essential Function:	5. Communication frequency
Process Description:	If possible, all personnel should communicate with their supervisor immediately (no later than 6 hours) after disaster conditions commence. Supervisors will keep a log of the whereabouts and condition of each employee. Essential personnel will be instructed to report to the office immediately. After initial contact is made, the communication frequency will be based on the nature of the disaster and the condition of each employee. For non-displaced persons, they will report to work at their normally scheduled time, unless otherwise instructed by their supervisor. Displaced employees, if possible, should be in communication with their supervisor no less than once per every 24 hours.
Essential Function:	6. Communication with media
Process Description:	All requests by the media should be directed to the Director or his/her designee. Sample news releases will be drafted in advance so that they are easily adapted to different types of disasters.
Essential Function:	7. Communication with volunteers
Process Description:	The division will communicate with organizations offering volunteers through a designated volunteer coordinator. This person will be responsible for communicating with, screening and assigning volunteers.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	A toll-free number currently exists.
CWS Disaster Response Criteria D	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<p>It is imperative that manual records are maintained in the event of a disaster and the computers are unavailable. The following procedures will apply for storage of case names for identification of clients receiving benefits and services.</p> <p><u>Placement Records</u> Each month a report will be run off CWS/CMS and copies will be stored at the following sites.</p> <ul style="list-style-type: none"> • Front reception desk at Copperhill • Placement Supervisor's office • Valley of the Moon, Program Manager's Office • ICPC placement <p><u>Foster Care Records</u> At the end of every month a report will be run off CalWIN and copies will be stored at the following sites.</p> <ul style="list-style-type: none"> • Eligibility Supervisor's desk at Copperhill

Sonoma County Child Welfare Disaster Response Plan, December 2008

	<ul style="list-style-type: none"> • Program Planning Analyst's office at Copperhill • Fiscal Office at Westwind
Essential Function:	2. Use of off-site back-up system
Process Description:	Paper records will be stored at the following off-site locations: Fiscal Office at Westwind Blvd., Valley of the Moon Children’s Home
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:	Every effort will be made to locate ICPC children and ensure their needs are being met. Social workers will contact ICPC social workers from the sending state to provide relevant child updates. Social workers will also contact ICPC social workers in states for which we are the sending state to inquire about the status of children if that state is also affected by the disaster.
Essential Function:	2. Mental health providers
Process Description:	During the initial contracting process, mental health providers should share with FY&C their own emergency plans, which must include provisions for maintaining contact with FY&C clients, and agree to a communication protocol. Management should consult with mental health providers as soon as possible during/after a disaster about their ability to function to gauge the status of and plans for services to be delivered after the disaster.
Essential Function:	3. Courts
Process Description:	Efforts will be coordinated with courts with regard to locating children and workers. Communication will be ongoing about any necessary delays in court proceedings and on emergency placements of children. If, in response to the disaster, foster families cross state lines with foster children without legal authority, FY&C social workers will notify the court make and make every effort to work with the foster family to ensure ethical and legal issues are resolved. ICPC requests will be processed as stated above.
Essential Function:	4. Federal partners
Process Description:	Contact will be maintained with federal partners to facilitate the sharing of information and to communicate about federal requirements and local needs.
Essential Function:	5. CDSS
Process Description:	Contact will be maintained with CDSS and other state partners to facilitate the sharing of information and to communicate about state requirements and local needs.
Essential Function:	6. Tribes
Process Description:	The division will communicate and coordinate with local tribes through the local Indian Child Welfare Act

Sonoma County Child Welfare Disaster Response Plan, December 2008

	roundtable network. Local tribes will be apprised, in advance of a disaster, of the process by which this division will work with them on locating displaced Native American children.
Essential Function:	7. Volunteers
Process Description:	The division will draw on any trained or available volunteers, located through volunteer coordinating organizations.