

## 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 regarding children and non-minor dependents. Children and non-minor dependents in the probation system must also be included in the plan. County plans must be amended annually to include Child Welfare Services (CWS) Disaster Response Plans.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law [PL] 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under section 6(a)-(16) and Welfare and Institutions Code Section 16500.1(c)(1). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

<b>CWS Disaster Response Criteria A:</b>	<b>Identify, locate, and continue availability of services for CWS children, Probation children, non-minor dependents, including non-minor dependents residing in foster care, out-of-county placements, children placed in or out of California through the Interstate Compact on the Placement of Children (ICPC), out-of-state non-minor dependents under county care or supervision who are displaced or adversely affected by a disaster:</b>

Essential Function:	1. Identification and location process of CWS children, Probation children, non-minor dependents, including those in probation residing in foster care, out-of-county placements, ICPC children, and out-of-state non-minor dependents who may be displaced.
Process Description:	<p>First step will be to determine the geographic area affected by the disaster. The DSS analyst assigned to CWS and/or any other supervisor or the program manager will access the emergency management maps and accompanying lists available on SafeMeasures, which will identify all potentially affected children in the disaster area. In the case of computer malfunction, a list of children in care, which will be updated monthly, will be located in a fireproof safe. As a back-up, information on children in care can be accessed through SafeMeasures on CWS iPads.</p> <p>Probation maintains a list of their children in placement, as does CWS. This list will be updated monthly by the CWS Analyst, and kept in a fire-proof safe.</p> <p>Available onsite supervisors (supervisors from CWS and Probation), who are not affected by the disaster (or who are able to physically be onsite at a DSS/Probation office) will assign available social workers/probation officers to contact caregivers who have not yet called the 24-hour DSS or Juvenile Hall emergency line. All caregivers to be contacted or heard from within 12 hours.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	<p>The placement social worker will ensure that each caregiver (legal foster parent, relative, non-related extended family member, Foster Family Association, FFA, guardian, or other placement) will be required to keep a current list of emergency Tehama 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 complete and provide to DSS the form Lic810b Emergency Plan for Foster Family Homes which must include a list of telephone numbers and possible locations they plan to go in the event of a disaster. This form will be provided to the licensing social worker/probation officer to be maintained in DSS. The form will be located in the licensing file of each caregiver.</p> <p>Each social worker/probation officer will provide each caregiver with a list of telephone numbers for the Tehama County CWS 24-hour emergency number, Juvenile Hall 24-hour number, Department of Social Services, Red Cross and other emergency support agencies, including the emergency phone number and contact information for their social worker/probation officer.</p>

	<p>In the event of an emergency/disaster, the caregivers are instructed to call 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, the 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 will offer support and crisis intervention, offer appropriate respite services, provide referral and information for support and services, and connect them to emergency agencies.</p>
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/approval/placement. It will include emergency phone numbers for Social Services, CWS, local law enforcement, emergency shelters, Red Cross, etc. If applicable to youth, it will include emergency phone numbers for CWS Probation and Juvenile Hall. The emergency response packet will include a form for the caregiver to return to the social worker/probation officer that includes the information referenced in #2 above, including an out-of-area contact. It is the responsibility of the caregiver to update information with the licensing social worker in DSS when necessary.</p> <p>Juvenile Hall has evacuation procedures according to Title XV of the California Code of Regulations. Juvenile Hall has 24 hour emergency reporting lines.</p> <p>Upon a disaster, the plan will indicate that the caregiver must call the CWS 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. The social worker/probation officer is 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>Juvenile Hall has evacuation procedures according to Title XV of the California Code of Regulations. Juvenile Hall has 24 hour emergency reporting lines.</p>

Essential Function:	5. Identification of shelters
Process Description:	<p>Red Cross phone numbers will be included in the Emergency Response Plan distributed to each caregiver. Both caregivers and CWS/Probation staff will be instructed to listen to radio broadcasts 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.</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 special needs based on their case history. Available staff, including Public Health co-located staff, and Mental Health 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.</p>
Essential Function:	8. Staff assignment process
Process Description:	The CWS Program Manager or their designee 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:	The CWS Program Manager or their designee will determine critical cases and priorities based on safety, food, shelter, medical and special needs.
Essential Function:	10. Alternative locations for operations
Process Description:	Tehama County has alternative locations where computer systems, email, internet and phones can be used to provide services (Corning TCDSS office). 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>Placement workers, probation officers and licensing workers will provide caregivers with a current Emergency Response Plan and will review each Plan upon placement or licensing. Emergency Response Plans and other emergency related information will be reviewed/updated at least once per year thereafter and signed/dated by both the caregiver and the social worker/probation officer reviewing it.</p> <p>The Personnel Assistant will provide information on disaster plans to new staff during orientation to their new department. The information used at orientation is available to all staff in the Employee Handbook located on the Inet.</p>
<b>CWS Disaster Response Criteria B:</b>	<b>Respond, as appropriate, to new CWS cases in areas adversely affected by a disaster, and provide services in those cases:</b>
Essential Function:	1. Investigation process
Process Description:	<p>The CWS Program Manager or their designee will 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 CWS/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 alternate site where we will be performing services, the highest level of contact, and the assigned site contact.</p>

	Referrals will be taken in hard copy at intake until they can be entered into the computer system.
Essential Function:	2. Determine circumstances surrounding the child’s potential entrance
Process Description:	<p>The 24-hour emergency line will be staffed to receive referrals. All investigations processes currently in place will continue in the event of a disaster. Investigations will be responded to based on most immediate needs. The CWS licensing and placement worker will keep a list of all foster homes and potential placements for children in the event that they come into care during a disaster. Children may have to be kept in a secure shelter location until an appropriate placement can be found.</p> <p>Social workers and probation officers will work within the court system to ensure that proper legal procedures are followed and keep the safety of the child in mind at all times.</p>
Essential Function:	3. Implementation process for providing new services
Process Description:	The CWS Program Manager or their designee will cross-report with other agencies to assess service priorities and coordinate to determine which services can be provided and by whom. Broad scope services to be coordinated by staff physically assigned to a shelter location.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	Social Workers and probation officers will assess families that are close to reunification based on case history and court documentation. They will determine benefits to the child and likely success of returning a child home in light of a disaster. Social worker and supervisor with knowledge of reunification cases will staff cases that are nearing reunification to expedite permanency when safe and appropriate.
<b>CWS Disaster Response Criteria C:</b>	<b>Address and provide care for unaccompanied minors:</b>
Essential Function:	1. Structure – CWS personnel
Process Description:	The CWS Program Manager or their designee or probation department designee will assign available staff to begin locating and contacting families and parents of unaccompanied minors, identify special needs and be assigned to specific emergency shelters or remote locations to provide supervision for unaccompanied minors.

Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	Bilingual workers will be available through child welfare services or other units within the agency or other agencies. If no bilingual workers are available and Language Line services are available, that service will be accessed to help mitigate language barriers.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	If a child becomes displaced as a result of the disaster, attempts will be made by designated staff to locate the child's family members and reunify the child. If the child's family cannot be located, the designated staff person will identify a temporary foster care placement for the unaccompanied minor until the minor's family can be located or a safe shelter placement in the event that foster homes have been evacuated or cannot be reached.
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	The designated CWS staff or probation officer will coordinate with law enforcement and the court system to establish the legal responsibilities and plan for the child and family, and work with various agencies to accomplish the following: <ol style="list-style-type: none"> <li>Provide temporary and, if necessary, long-term care of the minor.</li> <li>Implement standardized guidance to verify the identity and custody rights of adults seeking the release of the child.</li> <li>Safely release the child to a verified parent or legal guardian.</li> </ol>
<b>CWS Disaster Response Criteria D:</b>	<b>Remain in communication with caseworkers and other essential CWS personnel who are displaced because of a disaster:</b>
Essential Function:	1. Communication structure – staff
Process Description:	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 Child Welfare Supervisors, consolidated at each location (Main Red Bluff office and Corning office) one copy to be stored in the agency's fire proof safe. Lists to include director, deputy director, program managers, supervisors, analysts, line staff, clerical staff, county counsel, probation officers, 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. Each CWS supervisor will store in their

	<p>county issued cell phone the contact information for the staff they supervise.</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 – CWS personnel (phone tree)
Process Description:	DSS ICC Representative—Deputy Director—Program Manager—On-Call Supervisor—Social Worker/Probation Officer/Analyst
Essential Function:	3. Communication structure – contracted services
Process Description:	The Administrative Secretary 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) in both English and Spanish. If power supply is not compromised, also post on the TCDSS website.
Essential Function:	5. Communication frequency
Process Description:	To be determined by the DSS ICC representative.
Essential Function:	6. Communication with media
Process Description:	<p>Media requests will be referred to the DSS ICC representative.</p> <p>Additional communication may be made to the public by updates on the County and TCDSS websites.</p>
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 including Telecommunication Device for the Deaf (TDD)

Process Description:	Juvenile Hall and CWS have 24-hour emergency/reporting lines that will accept collect calls in the event of an emergency. 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 TDD clients via an 800 number.
<b>CWS Disaster Response Criteria E:</b>	<b>Preserve essential program records:</b>
Essential Function:	1. Record preservation process
Process Description:	Physical records are retained in a secure location according to ACL 06-33 entitled Records Retention. Backup of all case information in CWS/CMS is stored offsite.
Essential Function:	2. Use of off-site back-up system
Process Description:	CWS/CMS is maintained in Sacramento, CA
<b>CWS Disaster Response Criteria F:</b>	<b>Coordinate services and share information with other states and counties; include a description of the process utilized by the county to ensure that information regarding children placed pursuant to the ICPC occurs with both the sending state and CDSS:</b>
Essential Function:	1. ICPC reporting process must include a process that disseminates information to both the sending state and CDSS
Process Description:	Receiving – Children/youth placed in Tehama County by another state  1) Each caregiver will be required to keep a list of emergency telephone numbers, discuss emergency situations with children, and have a plan for the child and family to get to a safe place. This shall be shared with the Tehama County Department of Social Services (TCDSS), Child Welfare Services (CWS) licensing social worker, including the list of telephone numbers and possible locations they plan to go to in the event of a disaster. This will be sent in duplicate to the sending state’s compact administrator.  2) Each caregiver will keep on hand the appropriate telephone number for the courtesy supervision

social worker as well as the CWS hotline telephone number to be used in the case of an emergency affecting the CWS office telephone lines. They will also have the telephone numbers for the primary social worker from the sending state and both the TCDSS CWS and sending state's ICPC contact numbers. The caregiver will also be asked to provide telephone numbers of family or friends that live locally as well as from the sending state that they might contact.

- 3) In the event of a disaster, the CWS Disaster Plan and ICPC Disaster Plans will be initiated. The caregiver will contact the courtesy supervision social worker as well as the social worker of the sending state to inform them of the situation and the location to which they are going, including telephone numbers, contact names, addresses, etc.
- 4) Immediately upon being notified, the courtesy supervision social worker will coordinate with the caregiver and child to offer support, crisis intervention, offer respite care in a licensed foster home, provide referral and information for support and services, and connect them with emergency agencies such as the American Red Cross.
- 5) The licensing social worker will make a home visit to the alternate location or evacuation site, if that is the case, of the family to do an assessment of the child, and the home in which the child is staying.
- 6) All efforts to stabilize and maintain safety of the child will be coordinated with the sending state's social worker. The licensing social worker will make sure all information is communicated to the Tehama County CWS ICPC liaison and from the ICPC liaison to the sending state's compact administrator.
- 7) In the event that local telephone communication is not immediately possible, every effort will be made to use alternative methods (cell phones, email, physically going out to locate, etc) to locate the child and keep the sending state informed. The list of telephone numbers, and the locations specified in the safety plan will be reviewed with the caregiver by the courtesy supervision social worker no less than every year. However, the caregiver will be requested to keep the courtesy supervision social worker updated with any changes.
- 8) In the event there is a news broadcast or information available that a disaster has occurred or is at risk to happen in a geographic location in which children we supervise through ICPC are living, the social worker, supervisor, and/or TCDSS CWS ICPC liaison will immediately confirm this with the proper local authority and/or agency. The courtesy supervision social worker will in turn contact the family and start the process of communication in regards to implementing the disaster preparedness plan for the child and family as outlined.
- 9) Tehama County will assist the sending state in arrangements to assist them in the return of their child if this becomes necessary.

	<p>Sending – Tehama County children/youth placed out-of-state</p> <ol style="list-style-type: none"> <li>1) The Tehama County social worker assigned to the case will coordinate with the courtesy supervision social worker of the receiving state to obtain the same information as described in item 1 of this Disaster Preparedness Plan. This information will be kept in the child’s legal file as well as with the ICPC file. Accordingly, items #2-9 will be followed by Tehama County in working with the receiving state to ensure there is an adequate plan and communication in the event there is a disaster in the receiving state.</li> <li>2) Upon locating and ensuring the safety of the children, Tehama County will respond to the requests of the receiving state should the child need to be returned to Tehama County, and will follow their state’s protocol in the event of a disaster.</li> </ol>
Essential Function:	2. Mental health providers
Process Description:	Mental Health staff will be contacted via the master contact list. Mental Health staff will then coordinate all disaster/emergency mental health services.
Essential Function:	3. Courts
Process Description:	CWS has contracted 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 Sheriff’s office, as usual.
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.