

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Tuolumne County Department of Social Services

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This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans regarding children and non-minor dependents. Children and non-minor dependents in the probation system must also be included in the plan. County plans must be amended annually to include Child Welfare Services (CWS) Disaster Response Plans.

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

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

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

Essential Function:	1. Identification and location process of CWS children, Probation children, non-minor dependents, including those in probation residing in foster care, out-of-county placements, ICPC children, and out-of-state non-minor dependents who may be displaced.
Process Description:	<p>a. Within Tuolumne County;</p> <p>b. Within the State of California, but outside Tuolumne County;</p> <p>c. Within Tuolumne County <u>from</u> either out-of-state through the Interstate Compact on the Placement of Children (ICPC) or placed by other counties and;</p> <p>d. Outside of the State of California through ICPC.</p> <p>The list will have a photo of each child, along with his/her:</p> <ul style="list-style-type: none"> • Name • Age • Current Address, Phone Number & Alternate Phone Number • Any critical medical/mental health information. <p>CWS data will be generated by the Child Welfare Services Case Management System (CWS/CMS) using Safe Measures and the Emergency Preparedness Report. ICPC information will be provided by existing ICPC tracking tools. Probation placements shall be tracked through monthly updated placement lists provided by the Probation Department. The list will be refreshed monthly. Child photographs will be updated annually.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	During a disaster response CWS, Probation, and the Office of Emergency Services will provide a toll free information line number. The toll-free number will be staffed by County disaster service workers and volunteers. There is also a 24/7 on call emergency duty officer available through the answering service currently under contract with the Department of Social Service.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>Disaster response and declaration shall be initiated by the County Administrative Officer (CAO) or his or her designee, and the Tuolumne County Board of Supervisors. The County Office of Emergency Services (OES) is a part of the CAO duties and shall direct and conduct planning for evacuation procedures. Foster Youth Disaster Preparedness responsibilities will be directed to the CWS Lead Commander (Program Manager) at the direction of the CAO (OES).</p> <p>Department staff will update and maintain emergency plans, protocols, and participate in annual</p>

	drills and exercises in relation to evacuation procedures.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>Disaster response and declaration shall be initiated by the County Administrative Officer (CAO) or his or her designee, and the Tuolumne County Board of Supervisors. The County Office of Emergency Services (OES) is a part of the CAO duties and shall direct and conduct planning for evacuation procedures. Foster Youth Disaster Preparedness responsibilities will be directed to the CWS Lead Commander (Program Manager) at the direction of the CAO (OES).</p> <p>Department staff will update and maintain emergency plans, protocols, and participate in annual drills and exercises in relation to evacuation procedures.</p>
Essential Function:	5. Identification of shelters
Process Description:	<p>The Tuolumne County Dept. of Public Health and Dept. of Social Services maintain and active and up to date list of pre-identified shelters. These lists are contained in the Health Emergency Preparedness and Response Plan (HEPRReP) and the Mass Care and Shelter Plan. For foster youth the first shelter location will be at the Tuolumne County Emergency Children’s Shelter. Once located, assessed, and tracked, the youth may be transferred to alternative shelter locations based on need and location. Alternate sheltering options may include mutual aid from the local chapter of the American Red Cross.</p>
Essential Function:	6. Parental notification procedures
Process Description:	<p>Parents are advised upon their child(ren)’s placement and through ongoing communication with their case managing social worker to call the CWS main telephone number in times of a disaster. When a disaster strikes, a toll-free number will be placed on CWS and Probation out-going voicemail systems. The toll-free number will be received by the answering service company currently under contract with the Department of Social Services for after-hours crisis calls. The answering service will contact the identified contact on the Communication Management Team, who will respond directly to the parents.</p>
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>The Tuolumne County Emergency Operations Plan contains a section on Continuity of Operations during emergency response. These plans and protocols will be initiated by the CAO/OES, or their</p>

	<p>designee. Using the CWS Disaster Plan Chain of Command Chart, the CWS Lead Commander will call a “Code Red,” thereby implementing alternative business processes for all CWS staff.</p> <p>The Lead Commander will divide unit responsibilities into three teams: the Crisis Team (Emergency Response Unit), the Communication Management Team (On Going Unit), and the Support Team (Clerical, Legal and Community Health Staff). Supervisors of each unit will take command of their respective teams to assume the following responsibilities:</p> <p><u>Crisis Team:</u> Provide critical tasks to provide safety and support to youth and families.</p> <p><u>Communication Management Team:</u> Manage communications through use of phone trees and lists with foster parents, parents, relative caregivers and critical service providers.</p> <p><u>Support Team:</u> Record Disaster Contact Phone Number and critical information on CWS main phone line, communicate all critical information to the Answering Services Company at the direction of the Lead Commander, and provide all support activities as needed by the CWS Response Teams, including overseeing youth at the CWS office or alternative location.</p>
Essential Function:	8. Staff assignment process
Process Description:	<p><u>PREPAREDNESS</u> Responsibilities for tasks related to Disaster Preparedness for Foster Youth are delegated among department staff as follows:</p> <p>(A) CWS Lead Commander (Program Manager)</p> <ul style="list-style-type: none"> • Monthly review of binders for changes & updates; • Staff Training. <p>(B) Department of Social Services Safety Coordinator</p> <ul style="list-style-type: none"> • Continually update Mass Care and Shelter Plan with updates to the Disaster Preparedness Plan for Foster Youth; • Organize, oversee and document drills at DSS. <p>(C) CWS Office Assistant</p>

- Refresh foster youth list monthly, to be distributed to all active Disaster Preparedness Plan binders. Binders will be at the following locations:
 - CWS office;
 - DSS Mass Care and Shelter Binder
 - After Hours On-Call Bag
 - Emergency Children’s Shelter.

(D) CWS Social Worker

- Photograph foster youth upon placement, using digital format;
- Providing digital photo and youth’s name, age, current address, phone number and critical medical/mental health information to the CWS Social Services Aide.

DISASTER RESPONSE

Responsibilities for tasks related to managing a disaster include the following:

(A) CWS Lead Commander (Program Manager)

- Initiate Disaster Response Activities;
- Oversee Distribution of phone tree, ensure each team has a Team Commander identified.

(B) CWS Crisis Team Commander (Emergency Response Unit Supervisor)

- Using Disaster Preparedness Plan for Foster Youth and Disaster Plan phone tree, initiate communication with team;
- Organize and oversee Crisis Control Activities (delegate activities to staff).

(C) CWS Communications Team Commander (On Going Unit Supervisor)

- Using Disaster Preparedness Plan for Foster Youth and Disaster Plan phone tree, initiate communication with team;
- Organize and oversee Communication Management Activities (delegate activities to staff).

(D) CWS Support Team Commander (Social Services Aide)

- Record Disaster Contact Phone Number and critical information on CWS main phone line;
- Communicate all critical information to Answering Service Company at the direction of the Lead Commander;
- Provide all support activities as needed by all CWS Response Teams, including overseeing any youth at the CWS office or alternative location; delegate activities to staff;

(E) CWS Social Worker

	<ul style="list-style-type: none"> • Crisis Team (ER social workers) will provide critical tasks to provide safety and support to youth and families. • Communication Team (On Going social workers) will manage communications through the use of phone trees and lists with foster parents, parents, relative caregivers, and critical service providers.
Essential Function:	9. Workload planning
Process Description:	The department will review the Disaster Preparedness Plan for Foster Youth with new employees upon hire, existing Tuolumne County employees who are transferred to CWS, and/or CWS employees changing job functions within the department in order to facilitate effective workload planning and to ensure effective chain of command in the event of a disaster. The department will review its Disaster Preparedness Plan with all staff during emergency drills.
Essential Function:	10. Alternative locations for operations
Process Description:	<p>In a disaster, when operations can no longer be managed at their original location, an alternative location shall be used. The alternative location will be the:</p> <p style="padding-left: 40px;">Tuolumne County Emergency Children’s Shelter at: 20635 North Sunshine Road Sonora, CA 95370</p> <p>Additionally, the Tuolumne County Board of Supervisors chambers will be used as the alternate Emergency Operations Center, if necessary.</p>
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>CWS will maintain a current copy of the Tuolumne County Disaster Preparedness Plan for Foster Youth. At a minimum, one (1) copy will be maintained at the CWS office. Additionally, a current copy will be maintained and incorporated in the County of Tuolumne Mass Care and Shelter Plan. One (1) copy shall be placed in the After Hours on-Call Bag and one (1) copy will be kept at the Emergency Children’s Shelter.</p> <p>The department will review its Disaster Preparedness Plan with new hires, shelter staff, and with all staff during emergency drills.</p>

CWS Disaster Response Criteria B:	Respond, as appropriate, to new CWS cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. Investigation process
Process Description:	CWS' responses will be limited to the highest risk, immediate referrals only, until "Code Red" disaster activities have been concluded. The Crisis Team will review referrals to determine the highest risk and response accordingly.
Essential Function:	2. Determine circumstances surrounding the child's potential entrance
Process Description:	Once 'Code Red' disaster activities are all clear, CWS will return to operations under its existing staffing structure. All youth entering foster care will continue to be tracked by the ER Team in its investigation and early placement period.
Essential Function:	3. Implementation process for providing new services
Process Description:	Ongoing case management will be limited to the highest risk, critical needs until "Code Red," disaster activities have been concluded. The Communications Management Team will review cases to determine the greatest need and respond accordingly.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	Families separated by disaster would not fall unequivocally under the auspices of Child Welfare Services. CWS will coordinate efforts with the Red Cross, Interfaith Services, and homeless assistance programs to facilitate smooth reunification of families where possible. Child risk and safety factors will be fully assessed to ensure CWS operations target serving those families in harm's way with risk of abuse and neglect. Unaccompanied youth are addressed below.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	Emergency Response Unit Supervisor <ul style="list-style-type: none"> Review referrals alleging unaccompanied minors due to disaster to ensure adherence to Division 31 Regulations.

	<p>CWS Social Worker</p> <ul style="list-style-type: none"> ER social workers will provide critical tasks to provide safety and support to youth and families. Support may include locating family or securing placement in the Emergency Children’s Shelter if no parent or family can be located. Efforts will be in compliance with Division 31 Regulations.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	Tuolumne County Department of Social Services contracts with a Language Line Service for communicating with clients who have limited English language proficiency. There is a policy and procedure for connecting with Language Line Service located on the Social Services shared drive. This is accessible by all staff.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	Division 31 Regulations will be adhered to using staffing available during a disaster.
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	Division 31 Regulations will be adhered to using staffing available during a disaster.
CWS Disaster Response Criteria D:	Remain in communication with caseworkers and other essential CWS personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	<ol style="list-style-type: none"> The department will regularly review Appendix E (the Human Services Agency Emergency Contact List) of the County of Tuolumne Mass Care and Shelter Plan to ensure the information is correct. The department will regularly review the Foster Youth Emergency Contact List to ensure the information is correct. The department will have staff available who can communicate with each agency and who has knowledge and access to any facility and resident information needed. The department will have advanced emergency plans and arrangements with placement agencies and/or authorized representatives, especially in the case of clients with special

	<p>medical needs.</p> <p>5. Department staff will know the location, primary contact person and function of each contact/agency listed. This includes any 911 or 911 call-back information.</p>
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	Staff phone tree, including Chain of Command, home and cell phone numbers and addresses shall be maintained at the CWS office and stored within each Disaster Preparedness binder for use in an emergency.
Essential Function:	3. Communication structure – contracted services
Process Description:	In a disaster, communication shall be made with contractors of critical services only. Contractors who have questions or need information shall be directed to the toll-free number for information.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	The Support Team will initiate contact with CHDSS and Tuolumne County Information Technology Department. Alternate forms of communication can be assessed through the local radio station, use of hand held radios or runners who will carry information back and forth for the Department.
Essential Function:	5. Communication frequency
Process Description:	Communication will be on as-needed basis depending upon risk.
Essential Function:	6. Communication with media
Process Description:	Media communication will be determined by the CAO or his designee.
Essential Function:	7. Communication with volunteers
Process Description:	Communication with volunteers will be made by the Communications Team on an as-needed basis, depending upon the need for volunteer assistance and availability.
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)

Process Description:	A toll-free number is currently available to the public for after-hours emergencies. This toll-free number will be recorded on the CWS and Probation out-going voicemail systems. The toll-free number will be handled by the answering service company currently under contract with the Department of Social Services for after-hours crisis calls. Upon placement of a child, each parents/caregivers/foster parents are advised of the toll-free number to be used in times of a disaster. This information is also disseminated through ongoing communication with the case managing social worker.
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	1. Use of off-site back-up system
Essential Function:	2. Use of off-site back-up system
Process Description:	1. Use of off-site back-up system
	When the alternative operations location has been implemented, access to the State Automated Child Welfare Information System shall be made using laptops.
CWS Disaster Response Criteria F:	Coordinate services and share information with other states and counties; include a description of the process utilized by the county to ensure that information regarding children placed pursuant to the ICPC occurs with both the sending state and CDSS:
Essential Function:	1. ICPC reporting process must include a process that disseminates information to both the sending state and CDSS
Process Description:	Communication Team Commander will contact the State of California ICPC Coordinator in order to establish free flow of information regarding foster youth placed through the ICPC process.
Essential Function:	2. Mental health providers
Process Description:	Access to information will be made available through the use of the toll-free number, website, and direct communication when critical. Additionally, Tuolumne County Behavioral Health has

	counselors available to respond during an emergency situation.
Essential Function:	3. Courts
Process Description:	Access to information will be made available through the use of the toll-free number, website, and direct communication when critical.
Essential Function:	4. Federal partners
Process Description:	Access to information will be made available through the use of the toll-free number, website, and direct communication when critical.
Essential Function:	5. CDSS
Process Description:	Access to information will be made available through the use of the toll-free number, website, and direct communication when critical.
Essential Function:	6. Tribes
Process Description:	Access to information will be made available through the use of the toll-free number, website, and direct communication when critical.
Essential Function:	7. Volunteers
Process Description:	Public Health Department maintains a list of Disaster Health Care Volunteers who have been pre-screened with a background check and their credentials are verified automatically everyday by the volunteer database. Additionally, information for volunteers will be made available through the use of the toll-free information line, county website, and direct communication when necessary or critical.