

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Sacramento County Department of Health and Human Services Date Completed: 6/11/2013

Name/Title: Michelle Callejas, Deputy Director
 Person Managing/Overseeing Emergency Plan Implementation

Telephone #: 916-875-0123

E-mail Address: callejasm@saccounty.net

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.

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Sacramento County Emergency Operations Centers

1. Sacramento County Emergency Operations Center (EOC) – Facilitates multi-jurisdictional and interagency coordination between local government, state, and federal agencies in emergency operations. The EOC takes the lead on the following:
 - Establishing an event-specific evacuation strategy.
 - Assessing mass care needs and designating sites as mass care facilities/extended shelter and care operations.
 - Coordinating situational information sharing with stakeholders, including the Department of Health and Human Services (DHHS) Emergency Operations Center

Contact:
 Sacramento Office of Emergency Services
 3720 Dudley Boulevard
 McClellan, CA 95652

Main: (916) 874-4670 (M-F, 7am-5pm) Fax: (916) 874-7080 Email: info@SacOES.org
 For 24/7 access to a SacOES Duty Officer, call 916-875-5000

- 2. Department of Health and Human Services Emergency Operations Center (DEOC)
 - Receives information and direction from the Sacramento County Emergency Operations Center (EOC)
 - Provides Department of Health and Human Services-specific information to the EOC.

Contact:
 Office of the Director
 Department of Health and Human Services
 7001 East Parkway
 Sacramento 95823
 (916) 875-2002

- 3. Child Protective Services Division Emergency Operations Center
 - Participates in the Department of Health and Human Services DOC
 - Ensures continued operation of Child Protective Services.

Contact:
 Office of the Deputy Director
 Child Protective Services
 PO Box 269057
 Sacramento CA 95826
 (916)875-0196

- 4. Probation Department
 9750 Business Park Drive, Suite 120
 Sacramento CA 95827

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>CPS CPS shall identify the disaster area(s) by zip code and use the following tools to determine which foster children reside in the impacted zip code(s).</p> <ul style="list-style-type: none"> • SafeMeasures - reports and emergency mapping function • CPS CWS/CMS Unit at 874-5213 will identify medically fragile children • Social workers identify medically fragile children on their individual caseloads • Geographic Information System (GIS) to map the residences of foster children.

	<p>Probation For children placed in out of home care, Probation will use an electronically generated report from Placement Juveniles with Address Information and Probation’s case management system (PIP) which will provide the minor’s name, date of birth, placement location with address and telephone information. The report will also provide the minor’s legal guardian and their contact information.</p>
Essential Function:	<p>2. Communication process with child care providers</p>
Process Description:	<p>CPS: The CPS toll-free line (1-866-410-6164) will be activated and manned to provide emergency information. This number is available as a direct line of communication between CPS and foster parents, non-relative extended family members, relative caregivers, birth parents, group homes, foster family agencies, contract providers and the children/youth placed in out of home care.</p> <p>After the emergency strikes, CPS shall contact all of its foster care providers in the impacted zip code(s) to ensure the safety and well-being of the foster children within their care. Prioritized contact will be given to foster homes with medically at-risk foster children located in the most heavily impacted zip codes(s). If telecommunication is unavailable and/or the care provider remains unreachable, then workers will make home visits (as soon as it is deemed safe to do so) to verify the safety and wellbeing of each child.</p> <p>Probation: All care providers will be contacted by landline, cell phone, faxes, face-to-face, mail, and/or law enforcement will be used. When probation children are placed in out of home care, the care providers are instructed to contact the Youth Detention Facility/Juvenile Hall (916)876-9304 as it is a 24-hour facility who will in turn contact the Chief Deputy Probation Officer of the Placement Unit.</p>
Essential Function:	<p>3. Identification of evacuation procedures – Event known in advance</p>
Process Description:	<p>CPS The Evacuation Movement Unit (EMU) within the Sacramento County Emergency Operations Center establishes evacuation routes and directs all evacuation activities. Law enforcement and other safety personnel are responsible for evacuating individuals.</p> <p>Due to their participation in the DHHS Emergency Operations Center, CPS management will receive evacuation information immediately and will relay information about dependent children who require special assistance during evacuation to the EMU.</p>

	<p>In addition, care providers are responsible for ensuring the safety of children in their care. Substitute care providers are required to maintain a current disaster response plan on file with their licensing agency.</p> <p>Probation Probation will contact care providers and identify needs. Probation will collaborate with care providers to ensure that the youths’ needs met or that there is a plan to ensure that all needs will be met. Probation youth and care providers are advised to contact the Youth Detention Facility/Juvenile Hall. Copies of emergency plans are maintained at the Youth Detention Facility / Juvenile Hall.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>CPS The Evacuation Movement Unit (EMU) within the Sacramento County Emergency Operations Center establishes evacuation routes and directs all evacuation activities. Due to their participation in the DHHS Emergency Operations Center, CPS management will receive evacuation information immediately and will relay information about dependent children who require special assistance during evacuation to the EMU.</p> <p>In addition, substitute care providers are responsible for assuring the safety of children in their care. Substitute care providers are required to maintain a current disaster response plan on file with their licensing agency.</p> <p>Probation Probation will contact care providers and identify needs. Care providers are required to have an emergency plan which includes alternative sites in case their facility has to be evacuated. Probation will collaborate with care providers to ensure needs are met. Probation youth and care providers are also advised to contact the Youth Detention Facility/Juvenile Hall. Copies of emergency plans are maintained at the Youth Detention Facility / Juvenile Hall.</p>
Essential Function:	5. Identification of shelters
Process Description:	<p>CPS The Care and Shelter Branch of the County of Sacramento Emergency Operations Center identifies shelter locations, conducts mass care needs assessments and develops a strategy for extended</p>

	<p>shelter and care operations. The Department of Human Assistance is the lead agency for the Care and Shelter Branch. Due to participation in the DHHS Emergency Operations Center, CPS management will receive this information immediately.</p> <p>During a disaster, CPS will be directed by the County of Sacramento Emergency Operations Center on what services are needed for unaccompanied children located at shelters. CPS staff may be deployed to shelters for 12-hour shifts to process initial intake and registration of unaccompanied minors and to assist in reunification efforts. CPS staff may coordinate the relocation of clients for whom CPS has responsibility for due to in-home or out-of-home care.</p> <p>Probation The Department of Human Assistance (DHA) is responsible for identifying and setting up emergency or disaster shelters in collaboration with the Disaster Service Section of the California Department of Social Services. A contact person will be established in DHA. The Youth Detention Facility/Juvenile Hall and WETYC will be available to provide shelter as needed for minors.</p>
Essential Function:	6. Parental notification procedures
Process Description:	<p>CPS The CPS toll-free line (1-866-410-6164) will be activated and inquiries from parents will be relayed to assigned staff. CPS shall provide instructions to all staff regardless of assignment that if they receive calls from parents, guardians, or relatives trying to locate their family members that they will log the contact information and route that information to the assigned workers and supervisors.</p> <p>After securing the location and safety of children in care, CPS will make reasonable efforts to notify parents of the status of their children in out of home-of-home placement.</p> <p>Probation Probation will notify parents by land line, cell phone, fax, face-to-face or by law enforcement if it is unsafe for Probation staff. Probation staff will advise parents of the whereabouts and welfare of their children.</p>

Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>CPS The Deputy Director or her designee will assess the need for alternative processes for continuing services based on the scope and nature of the emergency.</p> <p>CPS essential operations include:</p> <ul style="list-style-type: none"> • Screening calls at the hotline • Responding to new allegations of abuse or neglect • Investigation activities • Follow-up with services and processes for protective custody holds • All other legal mandates <p>Probation The Probation Department, as a branch of law enforcement, must have the ability to assess our youth in the event of a natural disaster.</p>
Essential Function:	8. Staff assignment process
Process Description:	<p>CPS All County employees are designated by law as “Disaster Service Workers”. When a disaster is declared by the Sacramento County Emergency Operations Center, all public employees are obligated to serve as Disaster Service Workers and may be assigned to perform activities outside of their normal duties that promote the protection of public health and safety or the preservation of lives and property. CPS staff responsibilities may change as reasonable and necessary to help fulfill mandated response roles.</p> <p>Two CPS Division Managers, who are the designated CPS Emergency Resources and Dependent Children Liaisons to the CPS Representative to the DHHS DEOP, are responsible to organize and oversee staff assignments.</p> <p>Probation An updated list of Probation personnel will be kept in the office of the Placement Chief Deputy Probation Officer. The Placement Chief Deputy Probation Officer, in consultation with Assistant Chief Probation Officer, will make, as necessary, assignments to continue mandated services. Probation employees are to report to their normal place of employment unless informed otherwise.</p>

Essential Function:	9. Workload planning
Process Description:	<p>CPS Immediately following a disaster, ensuring the safety and well-being of CPS current foster children will be the highest priority. Otherwise, CPS will assign available staff as necessary to fulfill all mandated operations.</p> <p>Probation Regular business practice will be carried out as much as possible. To handle critical functions, the Assistant Chief Probation Officer will direct work to the Placement Chief Deputy Probation Officer. The Placement Chief Deputy Probation Officer will direct work to Supervising Probation Officers who will relay the plan to line staff.</p>
Essential Function:	10. Alternative locations for operations
Process Description:	<p>CPS CPS has multiple facilities located over a wide area of Sacramento County. Following a disaster, CPS employees are expected to report to their normal worksite unless instructed to do otherwise. If a facility is inaccessible, CPS will instruct workers to report to an alternative location, instruct workers to telecommute, or will dismiss them from service for the day. If an alternate location is not available, then DHHS Emergency Operations Center is available to assist in finding a new location.</p> <ul style="list-style-type: none"> • 7001-A East Parkway, Sacramento CA 95823 • 925 Del Paso Blvd. #500, Sacramento CA 95815 • 3701 Branch Center Rd, Sacramento CA 95827 • 3331 Power Inn Rd, Sacramento CA 95826 • 3555 Auburn Bl, Sacramento CA 95821 • 3700 Business Dr, Sacramento CA 95820 • 6015 Watt Av, North Highlands CA 95660 • 6045 Watt Av, North Highlands CA 95660 <p>Probation Primary location – 9750 Business Park Drive Ste 120, Placement Office Sacramento CA 96827. The Probation Department has other program locations within Sacramento County. Office relocation will be determined by the Assistant Chief Probation Officer as needed.</p>

Essential Function:	11. Orientation and ongoing training
Process Description:	<p>CPS The Sacramento County emergency Operations Center conducts periodic training and exercises on disaster operations which are attended by key DHHS and CPS Division staff.</p> <p>The DHHS Office of the Director periodically provides training for key staff on the Sacramento County emergency operations infrastructure.</p> <p>A CPS-specific disaster training module will be incorporated into training for new and existing CPS staff.</p> <p>Probation Orientation and ongoing training will take place at any of the outlying Probation offices as directed by the Assistant Chief Probation Officer.</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>CPS CPS shall respond to new child welfare referrals in areas adversely affected by disaster and provide services in those cases via continued operation of the emergency hotline and in-person responses as appropriate. Management has identified essential resources to continue emergency hotline intake and response to reports of suspected child abuse reports in the event of an emergency.</p> <p>Probation Probation will designate trained staff to respond to any new child welfare investigation needs. Staff will be designated and directed by the Assistant Chief Probation Officer or designee. Responses and reporting will comply with state mandates.</p>

Essential Function:	2. Implementation process for providing new services
Process Description:	<p>CPS The County of Sacramento Emergency Operations Center will direct CPS as to what services are needed for unaccompanied children located at shelters. CPS workers may be deployed to shelters for 12-hour shifts to process the initial intake and registration of unaccompanied minors, including follow-up to reunite those minors with parents/guardians or to arrange appropriate temporary placement.</p> <p>Any need for alternative means to deliver new child welfare services will be assessed by the Division Managers who perform as Liaisons to the CPS Representative to the DHHS DEOC. Assessment will consider the scope of disaster, impact on service providers, and the locations of families in need of new services.</p> <p>Probation To the extent possible, Probation will, at the direction of the Chief Probation Officer or designee, support other agencies with the implementation of new services.</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>CPS If an emergency occurs during business hours, workers will report to work in-person unless instructed to do otherwise via telephone or e-mail.</p> <p>For emergencies during non-business hours, CPS managers will activate a phone tree to contact staff and provide work instructions.</p> <p>In the absence of phone service, staff are instructed to:</p> <ul style="list-style-type: none"> • Tune in to broadcast emergency messages (KFBK 1530 AM or KCRA Channel 3) • Report to an evacuation shelter if requested or instructed by governmental officials • 2-1-1 Sacramento is an information resource for all Sacramento County residents and works with the Sacramento County Office of Emergency Operations regarding available resources.

	<p>Probation Staff will be directed to report to their normal workstations and contact their supervisor for direction. If their regular workstation is unavailable, staff are directed to contact their Supervising Probation Officer via cell phone for direction. The Supervising Probation Officer is to report to Placement Chief Deputy Probation Officer and the Placement Chief Deputy is to report to the Probation Assistant Chief Probation Officer.</p>
Essential Function:	<p>2. Communication structure – child welfare personnel (phone tree)</p>
Process Description:	<p>CPS I. Deputy Director (875-0123) serves as the CPS representative to the DHHS Emergency Operations Center. As such, she speaks on behalf of CPS. The CPS Division Managers serve both as liaisons to the Deputy Director and as her alternate in the event that she is unavailable to participate in the DHHS DEOC.</p> <p>II. Liaisons to Deputy Director:</p> <ul style="list-style-type: none"> • Division Manager – Emergency Resources Liaison (875-1299) • Division Manager – Dependent Children Liaison (875-5355) • Division Manager – Operations/Communications Liaison (875-3131) <p>III. Program Managers</p> <p>IV All supervisors</p> <p>V All line staff</p> <p>See Attachment A “CPS Organization Chart”</p> <p>CPS Position Control (Worker code FQ30) maintains an up-to-date Critical Management List that may be resourced. In addition, managers have access to the Critical Incident Binder, which contains a list.</p> <p>Probation Probation communication structure will be from the Assistant Chief Probation Officer to the Placement Division Chief Deputy Probation Officer to the Supervising Probation Officer to the Senior Deputy Probation Officers to the Deputy Probation Officers.</p>

Essential Function:	3. Communication structure – contracted services
Process Description:	<p>CPS CPS contract information is available in a shared network drive, is accessible by multiple staff, and is backed up regularly on the County server according to County Information Technology Services policy.</p> <p>Contractors providing direct service to CPS clients must call the CPS toll free-line (866-410-6164) that is activated in the event of a disaster to report any issues that could have a negative impact on clients.</p> <p>Probation The Placement Division does not utilize contracted staff</p>
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p>CPS Communication resources available when all normal channels are unavailable:</p> <ul style="list-style-type: none"> • Listen to emergency broadcast radio (KFBK 1530 AM) and television stations (KCRA Channel 3) • 2-1-1 Sacramento is a resource for all Sacramento County residents and works with the Sacramento County Office of Emergency Operations regarding available resources • Report to an evacuation shelter if instructed by law enforcement or other government officials <p>Probation Probation will attempt face-to-face communication as workforce availability permits. Probation will also seek assistance from the County Office of Emergency Operations Center (EOC) for other modes of communication.</p>

Essential Function:	5. Communication frequency
Process Description:	<p>CPS Communication frequency during an emergency is contingent on the scope and nature of the event and as determined necessary by the CPS Operations Center. However, the expectation is that communication will occur as often as necessary to inquire about the health and safety of the families in the emergency area.</p> <p>Probation Communication frequency will occur daily or as often as necessary to carry on Probation mandated services.</p>
Essential Function:	6. Communication with media
Process Description:	<p>CPS All media communications are handled by the Department Public Information Officer, who will be located at the Department of Health and Human Services Emergency Operations Center.</p> <p>Probation Probation communication structure will be the Assistant Chief Probation Officer to the Placement Division Chief Deputy Probation Officer to the Supervising Probation Officer, and the Supervising Probation Officer to line staff.</p>
Essential Function:	7. Communication with volunteers
Process Description:	<p>CPS Communication with volunteers is handled by the DHHS Emergency Operations Center.</p> <p>Probation Probation will communicate with volunteers/student interns by landlines, cell phones, faxes, mail, and /or face-to-face contacts.</p>

Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	<p>CPS The CPS toll-free line (866-410-6164) is established and will be activated.</p> <p>Probation The Youth Detention Facility/Juvenile Hall is a 24-hour staffed facility; all youth, family and care providers are provided with the telephone number for the facility.</p>
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<p>CPS Essential records are primarily stored in the statewide database CWS/CMS. The CWS/CMS server maintenance is managed by IBM Global Services. IBM is contractually bound to the State to provide extensive disaster recovery services in the event of emergencies. Services include, but are not limited to, providing access to Sacramento County data, if necessary, from another County's welfare office.</p> <p>The following CPS information is stored on secure off-site County servers and backups are conducted according to County Information Technology Services policy.</p> <ul style="list-style-type: none"> • Electronic documents from all staff computers • CWS/CMS • SafeMeasures • Voice Over Internet Protocol (VOIP call management application) <p>Probation Probation's Case Management system (PIP) is automatically backed up by County Information Technology (IT) on a regular basis.</p>

Essential Function:	2. Use of off-site back-up system
Process Description:	<p>CPS The following CPS information is stored on secure off-site County servers and backups are conducted according to County Information Technology Services policy.</p> <ul style="list-style-type: none"> • Electronic documents from all staff computers and network drives • CWS/CMS • SafeMeasures • Voice Over Internet Protocol (VOIP) (call management application) <p>Probation Probation's case management system (PIP) is backed-up off site. Information taken during a disaster would be entered using Hot Spots or air card lap tops and/or hard copies kept for later input into PIP.</p>
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:	<p>CPS CWS/CMS staff is available at (916) 874-5213 to identify those Sacramento County children placed out of state and those children from another state placed within Sacramento County. SafeMeasures also provides both mapping to track children from other jurisdictions placed within Sacramento County and placement information for Sacramento County children placed in other jurisdictions. The Sacramento County ICPC Coordinator's telephone number is (916) 875-0113.</p> <p>Probation A Business Objects report will be used to identify ICPC courtesy supervised children in the County. County will notify the State ICPC Administrator of the status of ICPC children. The ICPC coordinator will continue to process mandated forms (100 A & B) and assist with the return of children to other states if needed for their safety. Telephones, e-mail, or faxes will be used.</p>

Essential Function:	2. Mental health providers
Process Description:	<p>CPS CPS will coordinate with the Behavioral Health ACCESS team to assist in authorization of mental health services when necessary. Both CPS and Behavioral Health are under the umbrella of Health and Human Services.</p> <p>Probation Probation will contact local mental health providers that provide services to Probation families and children. Coordination will pass through Department of Health and Human Services Mental Health Division.</p>
Essential Function:	3. Courts
Process Description:	<p>CPS CPS shall coordinate services with the Dependency Court through telephone, e-mail, fax, and/or face-to-face communication.</p> <p>Probation Probation will communicate with the court using landlines, cell phones, faxes, mail, special delivery, or face-to-face communication.</p>
Essential Function:	4. Federal partners
Process Description:	<p>CPS The Sacramento County Emergency Operations Center and CDSS are responsible for coordinating services and sharing information with federal partners.</p> <p>Probation Probation will communicate with the State CDSS.</p>
Essential Function:	5. CDSS
Process Description:	<p>CPS All necessary services and information sharing with CDSS during an emergency will be coordinated by the County Emergency Operations Center.</p>

	<p>Probation Probation will communicate directly by use of landlines, cell phones, faxes, mail or special delivery with the CDSS.</p>
Essential Function:	6. Tribes
Process Description:	<p>CPS CPS will contact tribes of impacted children in as timely a manner as possible to provide updates concerning the status and location of children served.</p> <p>Probation The tribes and state ICWA representative will be advised in as timely a manner as possible of the location and wellbeing of children served. Currently N/A.</p>
Essential Function:	7. Volunteers
Process Description:	<p>CPS Communication with volunteers is handled by the DHHS Emergency Operations Center. Volunteers working with CPS children must be pre-qualified by DHHS or another emergency agency.</p> <p>Probation Probation will communicate with volunteers/student interns by land lines, cell phones, faxes, mail, and /or face-to-face contacts.</p>