

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATECounty & Agency Name: Santa Barbara County DSS/Child Welfare Services Date Completed: 6/30/16Name/Title: Devin Drake Deputy Director
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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:	CWS will coordinate with County EOC regarding the geographical area impacted. CWS will utilize CWS/CMS and SafeMeasures to locate affected children and youth. Upon contact CWS will assess safety and well-being of the children and if needed direct the family to disaster resources or coordinate change of placement.
Essential Function:	2. Communication process with child care providers
Process Description:	Care providers will be contacted personally and in writing with instructions on what to do/what to bring in case of emergency and/or evacuation. Emergency plans submitted by care providers will be maintained and will be reviewed at the time of the annual approval and/or visits. At the time Probation children are placed, the care providers are instructed to contact Juvenile Hall. CWS and Probation will maintain copies of group home emergency plans.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	Already collected emergency/evacuation plans prepared by care providers will be accessed. Plans state the location the family plans to evacuate to (if not a Red Cross shelter). Plans will be reviewed and EOC and law enforcement will be advised of families/children that are in the planned evacuation zone. Care providers are instructed to call Hotline #1- 877-572-8866 to report on their situation and/or to request additional assistance in the evacuation. Those care providers who are caring for Probation youth are to contact the Juvenile Hall. EOC website, television, and media will have the CWS and Probation emergency numbers posted. Established phone trees will be utilized to recall staff as needed.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	Already collected emergency/evacuation plans prepared by care providers will be accessed. Plans state the location the family plans to evacuate to (if not a Red Cross shelter). Plans will be reviewed and EOC and law enforcement will be advised of families/children that are in the planned evacuation zone. Care providers are instructed to call Hotline #1- 877-572-8866 to report on their situation and/or to request additional assistance in the evacuation. Those care providers who are caring for Probation youth are to contact the Juvenile Hall. EOC, EOC website, television, and media will have the CWS and Probation emergency numbers posted. Established phone trees will

	be utilized to recall staff as needed.
Essential Function:	5. Identification of shelters
Process Description:	Red Cross will determine the location of shelters.
Essential Function:	6. Parental notification procedures
Process Description:	As soon as emergency arrangements are made, personal contact with parents will be made to advise them of the welfare and whereabouts of their child(ren). All staff will participate in this process.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	Improvise as needed. Please refer to the Santa Barbara County Continuity of Government plan. The Southern Area Consortium of Human Services (SACHS) has undertaken a disaster planning effort to provide assistance to other county agencies during a disaster. This is a voluntary assistance program and not legally binding. This protocol for providing assistance during disasters is communications based and includes comparison of Child Welfare Services Disaster Response Protocols, needs and resources available. The planning effort is ongoing and the protocol is updated on a semi-annual basis.
Essential Function:	8. Staff assignment process
Process Description:	Staff will be deployed as needed. CWS staff is to respond to the closest County facility. If that building is not available due to the nature of the emergency, CWS staff in Santa Barbara is to respond to the Court house, CWS staff in Lompoc is to respond to the Veterans Hall, and CWS staff in Santa Maria is to respond to the Senior Center. Probation staff is to respond to the closest 24-hour facility or as directed.
Essential Function:	9. Workload planning
Process Description:	As dictated in #8. Regular business practices and responses will continue unless relief is given by the State. Critical functions are identified in the Santa Barbara Continuity of Government plan.
Essential Function:	10. Alternative locations for operations

Process Description:	If County buildings are inaccessible, directions from EOC will be followed. Probation specific case management system information is available remotely. Probation has limited ability to access CWS/CMS remotely. CWS case management information is maintained and accessible via laptop access to CWS/CMS. Hard copies of information on children served is maintained for use and updated regularly.
Essential Function:	11. Orientation and ongoing training
Process Description:	The County EOC conducts periodic training and exercises on disaster operations which are attended by key DSS staff.
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:	Hotline #800-367-0166 will remain in use for reporting of new referrals/cases. CWS will respond to all immediate referrals received via the CWS Hotline or any other means. Other referrals will be responded to within 10 days. All efforts will be made to continue current investigations and meet statutory investigative timelines. Mandates remain in place unless relief is given by the State. Please refer to critical functions identified in the Santa Barbara County Department of Social Services Continuity of Government plan.
Essential Function:	2. Determine circumstances surrounding the child's potential entrance
Process Description:	CWS will respond to all immediate referrals received via the CWS Hotline or any other means. Other referrals will be responded to within 10 days. All efforts will be made to continue current investigations and meet statutory investigative timelines. Mandates remain in place unless relief is given by the State. Please refer to critical functions identified in the Santa Barbara County Department of Social Services Continuity of Government plan.
Essential Function:	3. Implementation process for providing new services
Process Description:	CWS will arrange for the provision of services as needed and available, through established referral processes if circumstances permit or with the assistance of neighboring Counties/States as needed. Mandates remain in place unless relief is given by the State. Please refer to critical functions identified in the Santa Barbara Continuity of Government plan.

Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	CWS will assist in locating parents/relatives, provide assistance as needed with mitigating any safety concerns upon location and reunify children whenever it is safe and appropriate to do so.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	During a disaster, CWS will coordinate with County EOC regarding services needed for unaccompanied children located at shelters. CWS staff may be deployed to shelters in shifts to process initial intake and registration of unaccompanied minors.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	CWS will coordinate with County EOC to ensure adequate bilingual staff are deployed and resources for translation are available when necessary.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	CWS will coordinate with County EOC regarding services needed to process intake and registration of unaccompanied minors and to assist in reunification efforts. CWS staff will coordinate the relocation of clients for whom CWS has responsibility for due to in-home or out-of-home care.
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	CWS will coordinate with County EOC regarding the status of all unaccompanied minors and reunification efforts. Standard CWS business practices and responses will continue within mandated timeframes.
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:	Staff is responsible to report to identified locations and to contact their supervisor. Staff is to report to the closest County facility to their current location. Probation staff is to report to the closest 24-hour facility or as directed.
Essential Function:	2. Communication structure – CWS personnel (phone tree)
Process Description:	Director will contact the Deputy Directors. Deputy Director and Division Chief will contact each other and determine what steps are immediately necessary. The Division Chiefs will contact the supervisors. The Supervisors will contact the line staff. The Supervisors will report back to the Division Chiefs.
Essential Function:	3. Communication structure – contracted services
Process Description:	Contracted vendors are responsible to contact the regional Division Chief.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	Staff is responsible to report to identified locations and to contact their supervisor. Staff is to report to the closest County facility to their current location. Probation staff is to report to the closest 24-hour facility or as directed.
Essential Function:	5. Communication frequency
Process Description:	Focus is on initial contact with staff to determine need and availability. Subsequent communication will be as needed.
Essential Function:	6. Communication with media
Process Description:	EOC will coordinate communication with the media. EOC and the media will have the emergency numbers for CWS and Probation.
Essential Function:	7. Communication with volunteers
Process Description:	N/A
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)

Process Description:	Two hotline numbers are established, one for receipt of new concerns about children and one for care providers to report on their whereabouts/welfare/needs. TDD/TTY numbers are available in each location of the County: (805) 681-4492 for the Santa Barbara region, (805) 346-7252 for the Santa Maria region, and (805) 736-6040 for the Lompoc region. These numbers are toll free calls for individuals in these regions.
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	Hard copies will be maintained during an emergency until the electronic systems become available.
Essential Function:	2. Use of off-site back-up system
Process Description:	Please refer to the department's Information Technology disaster plan.
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:	Business Objects report will be utilized to identify ICPC courtesy supervised children in the County. County will notify the State ICPC Administrator of the status of ICPC supervised children.
Essential Function:	2. Mental health providers
Process Description:	Information will be provided as needed.
Essential Function:	3. Courts
Process Description:	The Court will be advised in as timely a manner as possible of the whereabouts and well being of the children served (dependents and wards).

Essential Function:	4. Federal partners
Process Description:	CDSS – Region 9 will have this responsibility.
Essential Function:	5. CDSS
Process Description:	CDSS will be advised in as timely a manner as possible of the whereabouts and well being of the children served (dependents and wards).
Essential Function:	6. Tribes
Process Description:	The tribes and state ICWA representatives will be advised in as timely a manner as possible of the whereabouts and well-being of the children served (dependents and wards).
Essential Function:	7. Volunteers
Process Description:	CASA volunteers will be advised in as timely a manner as possible of the whereabouts and well being of the children served.