

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: [Ventura County Human Services Agency](#), [Ventura County Probation Agency](#)
Date Completed: June 30, 2016

Name/Title: [Judy Webber, LCSW, Deputy Director](#); [Ellen Mastright, Senior Manager](#); [Catherine DeLaTorre-Martínez, Administrative Specialist III](#); [Michael Palyok, Human Services Agency Disaster Planning Manager](#)

Probation: [Gina Johnson, Chief Deputy, Juvenile Services Bureau](#); [Sandra Carrillo, Division Manager, Juvenile Field Services](#); [Melinda Cross, Division Manager, Juvenile Facilities Operations](#); [Michelle Steinberger, Division Manager, Juvenile Facilities Detention and Commitment Services](#)

Telephone #: [\(805\) 477-5311](#), [\(805\) 477-5578](#), [\(805\) 477-5318](#), [\(805\) 477-5125](#)
Probation: [\(805\) 981-5526](#), [\(805\) 973-5123](#), [\(805\) 981-5527](#), [\(805\) 981-5545](#)

Person Managing/Overseeing Emergency Plan Implementation

E-mail Address: Judy.Webber@ventura.org, Ellen.Mastright@ventura.org, Cathy.DeLaTorre-Martinez@ventura.org,
Michael.Palyok@ventura.org,

Probation: Gina.Johnson@ventura.org; Sandra.Carrillo@ventura.org; Melinda.Cross@ventura.org; Michelle.Steinberger@ventura.org

Interstate Compact on the Placement of Children

(ICPC) Liaison: [Dora Saenz-Belden, Child Welfare Supervisor](#); [Marisela Cabral-Centeno, Program Manager](#)

Telephone #: [\(805\) 955-2208](#); [\(805\) 955-2253](#)

E-mail Address: Dora.Saenz-Belden@ventura.org; Marisela.Cabral-Centeno@ventura.org

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:	<ul style="list-style-type: none"> a) Obtain information on the geographical area impacted from the Office of Emergency Services (OES) website and/or the Agency liaison to the OES. Same for Probation b) Open the Human Services Disaster Preparedness Database for a map and list of impacted clients, prioritized by degree of vulnerability, with zip code and contact information. c) In case of HSA DPD malfunction, use of SafeMeasures Disaster Map for All Children Receiving Services Report. This SafeMeasures Disaster Map report designates location/address of all children, with open cases (in-home) and placement in Ventura County. d) Foster Health Link (FHL) is a mobile application that provides caregivers and social workers with health information of the children in their care. This information can be used to assess and better meet the needs of children during a disaster evacuation or displacement. e) Probation has a Disaster Response Plan in their data system that will prioritize clients by degree of vulnerability: and it contains zip code and contact information. Client list will be distributed bi-weekly. f) As land lines or cell towers allow, call client families and caregivers. Most Child Welfare Social Workers, Child Welfare Supervisors, Field Based Case Aides, Community Services Coordinators, Administrative Specialists and Managers have a county issued cell phone that could be used for this function. Same for Probation g) Check the Caregiver Disaster Report-In Message line, 1-877-882-911. Historically the Ventura County Hotline has served as the communication line between staff, families, caregivers and collaborative partners after hours. The Hotline will be staffed, if possible and

	<p>will manage outside communication intended for staff.</p> <ul style="list-style-type: none"> h) Probation will have designated on-duty staff checking officers' voice mail boxes. i) Document status of individual calls by CWS staff in Disaster Preparedness Database, updating throughout incident. View status of OES mass telephonic notification system contacts. j) OES mass telephonic notification system includes TTY message capability. k) Document both attempted and completed contacts in CWS/CMS, when CWS/CMS can be accessed this is dependent on no catastrophic damage to infrastructure that would affect access to computers and computer access to State CWS/CMS system. Most Child Welfare Social Workers, Child Welfare Supervisors, Field Based Case Aides, Community Services Coordinators, Administrative Specialists and Managers have a county issued iPad that could be used for this function. l) If mobility devices are not functional, contacts will be documented on hard copy and entered in CWS/CMS when the system can be accessed. m) Probation will document client contacts or attempts on hard copy, if computer system is not available. Information will be entered when system can be accessed. n) With technical equipment now available, there are additional communication options. All HSA Users have Skype for Business on their Desktops; iPad and Ultrabook laptop users have Skype for Business. Face time is available on the iPads but works only on Apple devices. Same as Probation o) iPads and other mobility options will be utilized for identification, location process of children and communication efforts, when possible through social media, email, text messages, Skype and Face Time.
Essential Function:	2. Communication process with child care providers
Process Description:	<ul style="list-style-type: none"> a) Management will designate an employee to contact child care providers to inquire about provider/child well being and capacity to provide services. If the provider has emergency needs, determine if the Agency can arrange assistance, such as a place to stay the night, a respite provider, Red Cross help, and emergency services for a highly vulnerable child. b) Foster Health Link (FHL) is a mobile application that provides caregivers and social workers with health information of the children in their care. This information can be used to assess and better meet the needs of children during a disaster evacuation or displacement. c) Probation on-duty officers will attempt to contact clients via phone, email system or home contacts (starting with the most vulnerable clients). d) Probation will provide referral information for emergency services, including Red Cross. e) Consistent school attendance is essential to a child's academic success and well being; constant school attendance will be encouraged for critical services in meeting student unique

	<p>and special needs and to receive disaster recovery services.</p> <p>f) iPads and other mobility options will be utilized in communication process efforts with child care providers, when possible through social media, email, text messages, Skype and Face Time.</p> <p>g) If safe, Probation employees will be allowed access to their designated work site.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>a) County evacuation procedures per the Office of Emergency Services are communicated to the Agency OES representatives and on the OES web site. Same for Probation</p> <p>b) Red Cross shelters are opened as indicated by the OES and the locations are announced via radio, internet and social media. Same for Probation</p> <p>c) The HSA Agency Disaster Coordinator will maintain an emergency contact listing that contains key County of Ventura department contacts, including Children and Family Services and respective telephone numbers. These contacts will be instrumental in coordinating recovery processes following a large-scale emergency/disaster.</p> <p>d) Communicate Emergency Radio stations: KVEN 1450 AM, KHAY 100.7 FM, KMLA 103.7 FM (Spanish language) to staff, care providers and families. Same for Probation</p> <p>e) Use of the County OES mass telephonic notification system. Same for Probation</p> <p>f) Various Children and Family Services staff has attended disaster preparedness training in the areas of The Psychology of Disaster, Planning for the Needs of Children in A Disaster, Community Mass Care and Emergency Assistance. Knowledge gained from trainings has been essential in identifying undeveloped areas of the department emergency disaster response process, and will support efforts to improve and strengthen preparation in meeting the needs of children and families, preparing staff and caregivers and recovery efforts.</p> <p>g) Probation is a first responder for agency custodial programs (juvenile and adult) and sworn staff is required to assist the County Sheriff's Office of Emergency Services.</p> <p>h) County has a Tsunami Plan (2006) which outlines warning systems & mass transportation. Same for Probation</p> <p>i) During the Resource Family Approval (RFA) visit, RFA staff will ensure the completion of an Emergency Plan. The plan includes emergency phone numbers, utility shut off instructions and requires review with all household members once every twelve months.</p> <p>j) During the renewal visits caregivers are informed by respective staff, the Emergency Plan is required to be posted in the home at all times.</p> <p>k) Caregivers shall discuss emergency situations with the child(ren) twelve years and older, practice emergency procedures every six (6) months and at the time of new placements.</p> <p>l) Foster Health Link (FHL) is a mobile application that provides caregivers and social workers</p>

	<p>with health information of the children in their care. This information can be used to assess and better meet the needs of children during a disaster evacuation or displacement.</p> <p>m) iPads and other mobility options will be utilized in identification and communication of evacuation procedures efforts, when possible through social media, email, text messages, Skype and Face Time.</p> <p>n) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to communicate information quickly and effectively.</p> <p>Same for Probation</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>a) County evacuation procedures per the Office of Emergency Services are communicated to the Agency OES representatives and on the OES web site. Same for Probation</p> <p>b) Red Cross shelters are opened as indicated by the OES and the locations are announced via radio and internet; mass telephonic notification system as activated by the OES. Same for Probation</p> <p>c) The HSA Agency Disaster Coordinator will maintain an emergency contact listing that contains key County of Ventura department contacts, including Children and Family Services, and respective telephone numbers. These contacts will be instrumental in coordinating recovery processes following a large-scale emergency/disaster.</p> <p>d) Communicate Emergency Radio stations: KVEN 1450 AM, KHAY 100.7 FM, KMLA 103.7 FM (Spanish language) to staff, care providers and families. Same for Probation</p> <p>e) Use of the County OES recently installed a mass telephonic notification system. Same for Probation</p> <p>f) Communicate and provide access to or provide copies of the department disaster response plan to all employees via iPad or Smart Phone.</p> <p>g) Human Services Agency is a mandated responder linked to the Sheriff’s Office of Emergency Services network and the Red Cross; and is required to assist in supporting Red Cross Shelters in the event of an emergency/disaster. Communicate disaster response worker responsibilities and related known information as soon as possible to all employees. Same for Probation</p> <p>h) Communicate location of office emergency kits to all staff via iPad or Smart Phone.</p> <p>i) Various Children and Family Services staff has attended disaster preparedness training in the areas of The Psychology of Disaster, Planning for the Needs of Children in A Disaster, Community Mass Care and Emergency Assistance. Knowledge gained from trainings has been essential in identifying undeveloped areas of the department emergency disaster response process, and will support efforts to improve and strengthen preparation in meeting the needs of children and families, preparing staff and caregivers and recovery efforts.</p>

	<p>j) During the Resource Family Approval (RFA) visit, RFA staff will ensure the completion of an Emergency Plan. The plan includes emergency phone numbers, utility shut off instructions and requires review with all household members once every twelve months.</p> <p>k) During the renewal visits caregivers are informed by respective staff, the Emergency Plan is required to be posted in the home at all times.</p> <p>l) Caregivers shall discuss emergency situations with the child(ren) twelve years and older, practice emergency procedures every six (6) months and at the time of new placements.</p> <p>m) iPads and other mobility options will be utilized in identification and communication of evacuation procedures efforts, when possible through social media, email, text messages, Skype and Face Time.</p> <p>n) Foster Health Link (FHL) is a mobile application that provides caregivers and social workers with health information of the children in their care. This information can be used to assess and better meet the needs of children during a disaster evacuation or displacement.</p> <p>o) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to communicate information quickly and effectively.</p>
Essential Function:	5. Identification of shelters
Process Description:	<p>a) The opening of emergency shelters is triggered by the OES and the Red Cross. The shelters are announced on the OES website and on the radio. Same for Probation</p> <p>b) The Agency OES representative communicates shelter information to Agency employees via email and/or cell phone using a list of key personnel with home, work and cell contacts. Same for Probation</p> <p>c) iPads and other mobility options will be utilized in identification and communication of shelter efforts, when possible through social media, email, text messages, Skype and Face Time.</p> <p>d) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to communicate information quickly and effectively. Same for Probation</p>
Essential Function:	6. Parental notification procedures
Process Description:	<p>a) Same as CWS Disaster Response Criteria A, 2.</p> <p>b) Probation on-duty officers will attempt to contact clients and/or their parents via phone, email system or home contacts (starting with the most vulnerable clients).</p> <p>c) iPads and other mobility options will be utilized in parental search and notification procedures efforts, when possible through social media, email, text messages, Skype and Face Time.</p>

	d) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to notify parents effectively.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>a) This would depend on the severity and type of the disaster and the impact on health, communications, utilities, buildings and roads. Some impacts could significantly impact law enforcement assistance with abuse/neglect investigations. If the disaster hits the Court system (computer and buildings), this could impact the judicial operations process. However, staff will be able to continue to communicate with the JJC via iPads and Smart Phones. Management will assess needs for new and modified services as a result of disaster.</p> <p>b) Collaboration with additional Human Services Agency departments, local non-profits, contracted and purchase order service providers and the Red Cross to provide any outstanding basic needs (food, shelter, water, cash, medical/emotional and childcare applications for assistance).</p> <p>c) Child Welfare Social Worker staff is adequately trained in the areas of child mental health screening, the impact and symptoms of trauma, child developmental norms, family systems and case management to be first responders who will conduct global assessments and identify needs of disaster victims in the areas of parental and family resilience, social connections, concrete support in time of need, parenting and child development and social and emotional competence of children.</p> <p>d) Depending on the severity and scope of the disaster, Probation on-duty officers will respond, as circumstances allow, to clients requesting services that are deemed of highest priority. Examples would be vulnerable clients who may require removal from their current living arrangement to a shelter or custodial setting; or Clients posing a serious threat to the community may be detained in a custodial setting.</p> <p>e) iPads and other mobility options will be utilized in alternative processes for providing continued services, when possible through social media, email, text messages, Skype and Face Time.</p> <p>f) Foster Health Link (FHL) is a mobile application that provides caregivers and social workers with health information of the children in their care. This information can be used to assess and better identify service needs and meet the needs of children during a disaster evacuation or displacement.</p> <p>g) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to provide continued services effectively.</p>
Essential Function:	8. Staff assignment process

<p>Process Description:</p>	<ul style="list-style-type: none"> a) Management will identify essential service needs, prioritize and assign work. Documentation of staff classifications, skills and abilities (language) will facilitate the process of quickly identifying staff that can provide essential services. b) Foster Health Link (FHL) is a mobile application that provides caregivers and social workers with health information of the children in their care. This information can be used to assess and better identify service needs and meet the needs of children during a disaster evacuation or displacement. c) As assigned by Program Managers and Supervisors, employees will cover each other's functions and cases across regions as communication allows. d) The typical form of communication for cross-functional program case management planning and response is by conference phone. With technical equipment now available, there are additional communication options. All HSA Users have Skype for Business on their Desktops; iPad and Ultrabook laptop users have Skype for Business. Face time is available on the iPads but works only on Apple devices. Same as Probation e) Staff duties will include but not be limited to locating clients and communicating client status to assigned social workers and to Management. f) Probation Chain of Command will deploy available staff for on-duty positions, communicating via phone, radio, email or by other means. If all operations are moved to the Juvenile Facilities, the most current bi-weekly county-wide client lists will be available at Central Control/Special Functions and will be utilized by staff to contact clients and/or their parents via phone, emails or home contacts (starting with the most vulnerable clients). g) iPads and other mobility options will be utilized in staff assignment process efforts, when possible through social media, email, text messages, Skype and Face Time.
<p>Essential Function:</p>	<p>9. Workload planning</p>
<p>Process Description:</p>	<ul style="list-style-type: none"> a) Management will identify essential service needs, prioritize and assign work. Documentation of staff classifications, skills and abilities (language) will facilitate the process of quickly identifying staff that can provide essential services. Safety of children and locating children are the highest priorities, in a disaster. Priorities are as follows: (1) dependent and non-minor dependent clients in placement, (2) clients in the community, who will be ranked in priority, from most to least vulnerable and (3) clients who are in the physical custody of their parents. b) Functions are assessed by priority. c) Probation's highest priorities are the safety, security and well-being of (1) our custodial clients, (2) our clients with placement orders, in group homes, short-term residential treatment programs, with resource families, and Title IV-E Reasonable Candidates, and (3) our clients in the community, who will be ranked in priority, from most to least vulnerable.

	<p>d) Probation will also respond, as circumstances allow, to provide oversight to clients posing a serious threat to the community who need to be detained in a custodial setting.</p> <p>e) iPads and other mobility options will be utilized in staff workload planning efforts, when possible through social media, email, text messages, Skype and Face Time.</p>
Essential Function:	10. Alternative locations for operations
Process Description:	<p>a) Any of the Children & Family Services program offices or the Human Services Agency Administrative offices, when functional and safe, can be used for operations. Many Child Welfare staff members have the capability to work remotely and out of the office with the use of iPads and other mobility options.</p> <p>b) iPads and other mobility options will be utilized to support and carry out operation services in alternative locations through social media, email, text messages, Skype and Face Time.</p> <p>c) Probation will conduct operations from the Juvenile Facilities and the Juvenile Supervision Services buildings (Williams Dr. in Oxnard). If the building is deemed unusable, Probation will utilize the Administration location at the Pre-Trial Detention Facility – Government Center – in Ventura, or other agency locations.</p>
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>a) Red Cross Training is provided to employees.</p> <p>b) Safety Training is mandatory for HSA employees, employees are reminded of the importance to creating family and personal emergency evacuation plans and emergency disaster kits.</p> <p>c) First Aid/CPR certification is mandatory for Child Welfare Social Workers, Child Welfare Supervisors and Caregivers. This training is offered several times a year so that certification remains current.</p> <p>d) Emergency Preparedness training for caregivers is being evaluated.</p> <p>e) Probation <i>sworn</i> staff working in the field, facilities and specialized units is required to maintain First Aid and CPR certifications.</p> <p>f) Facility <i>sworn</i> staff completes annual Disease Prevention and Control training.</p> <p>g) Probation staff also receives safety, security and communicable disease training.</p> <p>h) Various Children and Family Services staff has attended disaster preparedness training in the areas of The Psychology of Disaster, Planning for the Needs of Children in A Disaster, Community Mass Care and Emergency Assistance. Knowledge gained from training has been essential in identifying undeveloped areas of the department emergency disaster response process, and will support efforts to improve and strengthen preparation in meeting the needs of children and families, preparing staff and caregivers and recovery efforts.</p> <p>i) During the Resource Family Approval (RFA) visit, RFA staff will ensure the completion of an</p>

	<p>Emergency Plan. The plan includes emergency phone numbers, utility shut off instructions and requires review with all household members once every twelve months.</p> <ul style="list-style-type: none"> j) During the renewal visits caregivers are informed by respective staff the Emergency Plan is required to be posted in the home at all times. k) Caregivers shall discuss emergency situations with the child(ren) twelve years and older, practice emergency procedures every six (6) months and at the time of new placements. l) Child Welfare Social Worker staff is adequately trained in the areas of mental health screening, the impact and symptoms of trauma, child developmental norms, family systems and case management to be first responders who will conduct global assessments and identify needs of disaster victims in the areas of parental and family resilience, social connections, concrete support in time of need, parenting and child development and social and emotional competence of children.
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:	<ul style="list-style-type: none"> a) This will depend on the ability to use the roadways and on the viability of the communications systems, particularly the phone system. Management will identify essential service needs, prioritize and assign work. Documentation of staff classifications, skills and abilities (language) will facilitate the process of quickly identifying staff that can provide essential services. b) With the redesign and implementation of offices by function and Centralized Assigning, there is now a central intake process in place. This process continues to provide 24 hour hotline services, but also provides a consistent measure for receiving, screening, prioritizing and dispatching suspected child abuse and neglect reports for assessment. Referrals will be prioritized, processed and assigned as staffing levels permit. c) Responsibilities and process include receiving referrals through a central intake process, forwarding referral to a Child Welfare Supervisor or designee so that the referral can be screened, assigned referral for assessment, assessment will follow child welfare investigation policy as appropriate and closely as possible, identifying risk based on information determined by assessment, determining what intervention and services are needed to reduce risk and preserve child safety and initiating a plan to protect child. d) Child Welfare Social Workers will respond to reports of abuse and neglect. e) Assistance from law enforcement may need to be negotiated depending on the demands of disaster response. f) Probation staff will continue to complete detention or other reports that the Court may require, and out-of-custody referrals will be prioritized and processed as staffing levels

	<p>permit.</p> <p>g) iPads and other mobility options will be utilized in new child welfare investigation process efforts, when possible through social media, email, text messages, Skype and Face Time.</p> <p>h) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to provide investigation services effectively.</p>
Essential Function:	2. Determine circumstances surrounding the child’s potential entrance
Process Description:	a) With the redesign and implementation of offices by function and Centralized Assigning, there is now a central intake process in place. This process continues to provide 24 hour hotline services, but also provides a consistent measure for receiving, screening, prioritizing, dispatching suspected child abuse and neglect reports for assessment and identifying the potential entry into the child welfare system of child/children pending assessment. Same for Probation
Essential Function:	3. Implementation process for providing new services
Process Description:	<p>a) Management will assess needs for new and modified services as a result of disaster.</p> <p>b) Collaboration with additional Human Services Agency departments, local non-profits, contracted and purchase order service providers and the Red Cross to provide any outstanding basic needs (food, shelter, water, cash, medical/emotional and childcare applications for assistance).</p> <p>c) Child Welfare Social Worker staff is adequately trained in the areas of child mental health screening, the impact and symptoms of trauma, child developmental norms, family systems and case management to be first responders who will conduct global assessments and identify needs of disaster victims in the areas of parental and family resilience, social connections, concrete support in time of need, parenting and child development and social and emotional competence of children.</p> <p>d) Foster Health Link (FHL) is a mobile application that provides caregivers and social workers with health information of the children in their care. This information can be used to assess and better identify service needs and meet the needs of children during a disaster evacuation or displacement.</p> <p>e) Probation will provide services to new clients as directed by the Court or as deemed necessary by on-duty officer assessment.</p> <p>f) iPads and other mobility options will be utilized in providing new services process efforts, when possible through social media, email, text messages, Skype and Face Time.</p> <p>g) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language</p>

	translation services that will be utilized to provide new services effectively.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	<p>a) With the redesign and implementation of offices by function, Emergency Response, Ongoing, Adoptions and Centralized Assigning, there is now a centralized location and procedures in place for each function, facilitating service provision for reunification.</p> <p>b) Most Child Welfare Social Workers, Child Welfare Supervisors, Field Based Case Aides have a county issued iPad that allows them to access case, child and family information, forms, referrals for services, assessment tools, placement information and substitute care provider information.</p> <p>Responsibilities and process will include identifying initial or subsequent placements, case management in monitoring child and placement home/facility for possible medical, educational and behavioral needs and ensuring all needs are met, maintaining regular contact with substitute care providers to track movement of children, notify parents of moves in available methods, maintain contact with parent to monitor and assess case plan progress of parents, provide additional referrals for services as needed, monitor visitation and increase as progress is made, complete reunification assessment tools, conference with Supervisor and court parties and proceed towards reunification. Same for Probation</p> <p>c) Foster Health Link (FHL) is a mobile application that provides caregivers and social workers with health information of the children in their care. This information can be used to assess and better identify service needs and meet the needs of children during a disaster evacuation or displacement.</p> <p>d) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to support services emphasizing reunification due to disaster effectively.</p>
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors:
Essential Function:	1. Structure – CWS personnel
Process Description:	<p>a) Management will identify essential service needs, prioritize and assign work. Documentation of staff classifications, skills and abilities (language) will facilitate the process of quickly identifying staff that can provide essential services and respond to reports of unaccompanied minor and unaccompanied non-minor dependents</p> <p>b) With the redesign and implementation of offices by function and Centralized Assigning, there is now a central intake process in place. This process continues to provide 24 hour hotline</p>

	<p>services, but also provides a consistent measure for receiving, screening, prioritizing and dispatching suspected child abuse and neglect reports for assessment. Referrals will be prioritized, processed and assigned as staffing levels permit.</p> <ul style="list-style-type: none"> c) Child Welfare Social Workers will respond to reports of abuse, neglect of unaccompanied minors and unaccompanied non-minor dependents. d) Responsibilities and process include receiving referrals through a central intake process, forwarding referral to a Child Welfare Supervisor or designee so that the referral can be screened and assigned referral for assessment, assessment will follow child welfare investigation policy as appropriate and closely as possible, identify risk based on information determined by global assessment, determine what intervention and services are needed to reduce risk, preserve child safety, initiate parent/family searches, initiate plan to protect and serve unaccompanied minors and unaccompanied non-minor dependents and identify the potential entry into the child welfare system of unaccompanied minors and unaccompanied non-minor dependents pending assessment and parent/family search outcomes. e) iPads and other mobility options will be utilized in addressing and providing care for unaccompanied minors and unaccompanied non-minor, when possible through social media, email, text messages, Skype and Face Time. f) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to assess and provide care to unaccompanied minors and unaccompanied non-minor dependents effectively.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	<ul style="list-style-type: none"> a) Documentation of staff classifications, skills and abilities (language) will facilitate the process of quickly identifying staff that can provide essential services. The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to address language barriers. b) Many forms and brochures used for case management are also available in English and Spanish and will be distributed as appropriate. c) If available, contracted or purchase order language translation services and Cyacom can be used for translation of languages other than Spanish. Most Child Welfare Social Workers, Child Welfare Supervisors, Field Based Case Aides, Community Service Coordinators, Administrative Specialists and Managers have a county issued cell phone that could be used for this function if needed. d) Most Child Welfare Social Workers, Child Welfare Supervisors, Field Based Case Aides, Community Service Coordinators, Administrative Specialists and Managers have a county

	issued iPad with a voice activated Google Translate app that can be used as needed. Same for Probation
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	a) Same as CWS Disaster Response Criteria B, 4 Same for Probation
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	a) Same as CWS Disaster Response Criteria B, 4 Same for Probation
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:	<p>a) Supporting staff and helping them support and ensure the well being and safety of their families during and after a disaster is essential in the success of overall county disaster support efforts. Each region has a phone tree of all employees. The phone trees will be used to communicate with case workers and other essential child welfare personnel, who are displaced, provided phones are operable.</p> <p>b) The Human Services Agency can utilize a mass call notification system to send a recorded message to all Agency staff. The database with phone numbers is located out of state. Activation is via either telephone or the Internet. Most Child Welfare Social Workers, Child Welfare Supervisors, Field Based Case Aides, Community Services Coordinators, Administrative Specialists and Managers have a county issued cell phone that could be used for this function. Same for Probation</p> <p>c) Consistent efforts will be made to ensure all employees have a completed Emergency Contact Card on file and to encourage all employees to have emergency disaster kits in their car and at home.</p> <p>d) Ensure that employees have referrals and information to get basic needs met (provided contact can be made). Same for Probation</p> <p>e) Each region has a phone tree of all employees. The phone trees will be used provided phones are operable. Same for Probation</p> <p>f) Provide debriefing opportunities, as appropriate and needed for displaced or impacted staff and their families.</p> <p>g) iPads and other mobility options will be utilized in communication structure with staff efforts, when possible through social media, email, text messages, Skype and Face Time.</p>
Essential Function:	2. Communication structure – CWS personnel (phone tree)

Process Description:	a) Same as CWS Disaster Response Criteria D, 1 above Same for Probation
Essential Function:	3. Communication structure – contracted services
Process Description:	<p>a) Management will assess needs for new and modified contracted or purchase order services as a result of disaster. Management will designate an employee to contact the contracted service provider to inquire about provider well being and capacity to provide services.</p> <p>b) The contract folder, which contains contracted service provider contact information, is accessible to all Children and Family Services Administration (CFS) on a shared drive.</p> <p>c) A primary partner, Casa Pacifica (shelter and community residential treatment center), is a priority contact in the event of a large disaster.</p> <p>d) Probation Supervisors will contact the contracted service providers.</p> <p>e) iPads and other mobility options will be utilized, in communication structure – contracted services efforts, when possible through social media, email, text messages, Skype and Face Time.</p> <p>f) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to communicate with contracted service providers effectively.</p>
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p>a) Cell phones, if possible. Same for Probation</p> <p>b) Email, if possible. Same for Probation</p> <p>c) iPads and other mobility options will be utilized in communication efforts, when possible through social media, email, text messages, Skype and Face Time.</p> <p>d) Physically drive to communicate, if possible.</p> <p>e) Probation will do in-county home checks on the most vulnerable clients, if transportation is viable. For clients in out-of-county placements who cannot be contacted by phone or email, ERT's (Emergency Response Teams) in that area will be responsible to respond and check on their welfare.</p> <p>f) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to support communication efforts effectively.</p>
Essential Function:	5. Communication frequency
Process Description:	

	<ul style="list-style-type: none"> a) At least daily, when there is a communication method available, as referenced in Child Welfare Disaster Response Criteria D, 4 b) Probation will maintain daily communication with staff, if possible, and prioritize communication with clients and others.
Essential Function:	6. Communication with media
Process Description:	<ul style="list-style-type: none"> a) Communication is handled by the Agency Communications/Public Relations Manager; and by the OES. b) Probation's Public Information Officer or designee will communicate with the media or refer media to OES. c) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to support media communication efforts effectively.
Essential Function:	7. Communication with volunteers
Process Description:	a) Same as contracted providers, Child Welfare Disaster Response Criteria D, 3 Same for Probation
Essential Function:	8. Establishment of a toll-free number prior to disaster including Telecommunication Device for the Deaf (TDD)
Process Description:	<ul style="list-style-type: none"> a) 24 Hour Abuse/Neglect Report Hotline 1-805-654-3200 accepts collect calls. Within County, the toll free number for the Hotline is 1-800-754-7600. b) It is anticipated that the 211 County information lines may also receive calls for assistance & information. c) The Caregiver Disaster Report-in Toll free (State-wide) is 1-877-882-9111. During the work day, calls roll over to the Family Collaboration and Support (FCS) Division General Information phone number, 1-805-654-3405. After hours, if necessary, callers will be prompted on how to be immediately connected to the County of Ventura, 24 Hour Abuse/Neglect Report Hotline phone number 1-805-654-3200. Messages can be retrieved by Department Staff in or out of county, using a voicemail access code. During a disaster, the Managers, Administrator or Supervisor responsible for assigning disaster response mobilization, will assign a/n employee/s to retrieve and record messages. RE: the Caregiver Line (voicemail system): <ul style="list-style-type: none"> i. During normal business hours, the person assigned would typically be the Officer-of-the-Day (OD) in the program office assigned to do the primary response activities. ii. The employee/s retrieving messages will log the calls, include date and time

	<p>received.</p> <ul style="list-style-type: none"> iii. If a weekend or holiday or after hours emergency, the phone tree will be utilized and the on-call manager and supervisor will assign responsibilities via chain of command in each region. iv. The caregiver is to leave the following information on the line: <ul style="list-style-type: none"> 1. Name, time of call, current location, name of children in care, telephone numbers of where they can be reached, name and current status of persons affected by disaster. v. If the message is critical information on child or family, the person retrieving the message will attempt to reach the assigned social worker and supervisor as soon as possible. vi. If the message is non-critical, the OD will send information by email to assigned social worker, with a cc to their supervisor. vii. The disaster telephone line log will have a record of all messages received, date, time, who checked the line and information obtained . <ul style="list-style-type: none"> d) Probation clients may use the in-County's Toll Free #, (800) 660-5474, to contact their officer. e) Collect calls will be accepted for out-of-county clients who reach an on-duty officer. f) All officers' voice mail messages will include a direction to call 911 if the client is experiencing a life-threatening emergency. g) Reception voice mail messages at area offices will also include the 24-hour number for the Juvenile Facilities. h) Calls received will be prioritized and a hard copy or computer notation will be retained.
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<ul style="list-style-type: none"> a) Electronic case files contain most of the records - CWS/CMS: IBM, Colorado, (800) 428-8268, has the back up and is able to restore. b) Probation's electronic files are protected with back-up tapes, which are sent to a private back-up vendor in Simi Valley. c) Hard Copy documents and case files could be at risk; case files are housed at all of the program offices in non heat and non water resistant book shelves and at the Government Center storage facility. Same for Probation, plus a records warehouse in the county that is currently being transitioned to electronic copies. d) The County Court House has copies of the Court documents. Same for Probation

	<p>e) iPads and other mobility options will be utilized in supporting record preservation process efforts, when possible through social media, email, text messages, Skype and Face Time.</p> <p>f) There is policy and procedure in place to ensure HSA has arranged for the rapid replacement of HSA’s critical IT systems, wherever they are physically located for normal operation. The policy has detailed the HSA resources necessary for these systems’ rapid configuration and use, which will be instrumental in HSA’s continuing operations of essential services following a large-scale emergency/disaster.</p>
Essential Function:	2. Use of off-site back-up system
Process Description:	a) See CWS Disaster Response Criteria E,1 Same for Probation
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:	<p>a) Report to the sending Social Worker with primary responsibility and the sending State Consultant by phone, fax or email.</p> <p>b) Probation will use phone, fax or email to share essential information or coordinate services with the Interstate Compact representative and other state probation agencies.</p> <p>c) Receive inquiries via the 24 hour Hotline (805) 654-3200.</p> <p>d) Email is a last resort, if phones and hardcopy mail are not options. Names cannot be sent via email. However, emails can reference names of the receiving and sending state social workers, case numbers and name initials.</p> <p>e) iPads and other mobility options will be utilized in coordinating services and sharing information with other states efforts, when possible through social media, email, text messages, Skype and Face Time.</p>
Essential Function:	2. Mental health providers
Process Description:	a) Management will assess needs for new and modified contracted or purchase order services as a result of disaster. Management will designate an employee to contact all community based, military, school based and county mental health agencies to inquire about provider well being and capacity to provide services. Management will collaborate and strategize with

	<p>all referenced mental health providers to provide services to children and families in impacted areas.</p> <p>b) The contract folder, which contains contracted service provider contact information, is accessible to all Children and Family Services Administration (CFS) on a shared drive.</p> <p>c) Probation Supervisors will contact the contracted service providers.</p> <p>d) iPads and other mobility options will be utilized in communication efforts with mental health providers when possible through social media, email, text messages, Skype and Face Time.</p> <p>e) In County, the communication would be the same as contracted providers</p> <p>f) If the Mental Health providers are within the Ventura County email system, emails can be used. Same for Probation</p> <p>g) If demand exceeds the capacity of available mental health services: Child Welfare Social Work staff is adequately trained in the areas of child mental health screening, the impact and symptoms of trauma, crisis intervention, child developmental norms, family systems and case management to be first responders who will conduct global assessments and identify needs of disaster victims in the areas of parental and family resilience, social connections, concrete support in time of need, parenting and child development and social and emotional competence of children.</p> <p>h) Out-of-State providers would get information via the sending state social worker.</p> <p>i) Probation on-duty officers will maintain contact with out-of-state providers as needed.</p> <p>j) iPads and other mobility options will be utilized in communication efforts with mental health providers, when possible through social media, email, text messages, Skype and Face Time.</p> <p>k) The Human Services Agency, committed to providing culturally sensitive and competent services, has staff bilingual in English and Spanish and contracted various language translation services that will be utilized to communicate with contracted service providers effectively.</p>
Essential Function:	3. Courts
Process Description:	<p>a) Communication with Out-of-State Courts would be via the sending State social worker.</p> <p>b) A brief written or oral status update can be provided to the Sending State social worker.</p> <p>c) Probation staff will continue to complete detention or other reports that the Court may require, and will communicate with Out-of-State Courts via the assigned or on-duty officer.</p> <p>d) iPads and other mobility options will be utilized in communication efforts with courts, when possible through social media, email, text messages, Skype and Face Time.</p>
Essential Function:	4. Federal partners
Process Description:	a) Communication would be through CDSS unless there is a specific federal grant that is impacted.

	<ul style="list-style-type: none"> b) Probation staff will continue to provide federal grant services as staffing allows, and will maintain contact with federal agencies in those situations where it is deemed necessary. c) iPads and other mobility options will be utilized in communication efforts with federal partners, when possible through social media, email, text messages, Skype and Face Time.
Essential Function:	5. CDSS
Process Description:	<ul style="list-style-type: none"> a) CDSS will be notified by Management if: <ul style="list-style-type: none"> 1. The disaster is of a magnitude and/or length that it significantly endangers clients, or mandates and/or audits will be detrimentally impacted 2. Probation chain of command will notify Board of State and Community Corrections (BSCC) if the disaster has a significant impact on the operations or mandates at the juvenile custodial facility.
Essential Function:	6. Tribes
Process Description:	<ul style="list-style-type: none"> a) All out of state placements, including tribal will be contacted as communication is possible. Same for Probation b) iPads and other mobility options will be utilized in communication efforts with tribes, when possible through social media, email, text messages, Skype and Face Time.
Essential Function:	7. Volunteers
Process Description:	<ul style="list-style-type: none"> a) Same as contracted providers, Child Welfare Disaster Response Criteria D, 3 Same for Probation