

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

County & Agency Name: **State of Oregon DHS, Office of Child Welfare Programs**

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Emergency Disaster Hotline: **1-866-610-2581**

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, states are requested to address the following program areas in developing local disaster readiness plans.

In 2015, Oregon DHS initiated enterprise-wide Business Continuity Planning that will continue through 2018. Each of the 16 Districts in Oregon will develop local planning guides that will address Business Continuity in the event of a local or regional event requiring Disaster Response. There are 5 districts (which are located along the western part of the state) that have participated in local planning workshops. Planning workshops were paused in 2016 in order to complete the Mission Essential Functions (MEF) Identification Process within all DHS programs. The MEF process will be completed in August of 2017 and planning workshops will be resumed. Planning workshops align the continuity of operations required by DHS with Local Emergency Plans developed in conjunction with the Oregon Office of Emergency Management Office. The Child Welfare Services Disaster Response plan will be updated to include MEF and local emergency planning efforts and be aligned with Oregon's Emergency Operations Planning.

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children and non-minor dependents under state care or supervision who are displaced or adversely affected by a disaster, including children from other states:
Essential Function:	1. Identification and location process of children who may be displaced, including children from other states
Process Description:	<p>A. In the event of a disaster, the DHS Director or Designee will direct the Child Welfare Director (or designee) to initiate emergency planning and response- This will include confirming the Emergency 24 hour Disaster Response Phone Line (1-866-610-2581) is operational and communicated to all DHS staff. This will also include providing the list of local emergency managers and a link to the website for Emergency Operations. Coordinating response activities and requests for support will be communicated to the Emergency Operations center via the Director's office or designee.</p> <p>B. The Child Welfare Director (or Designee) will direct District Managers to confirm the location of children in the care of DHS in the impacted area and determine whether they have everything they need to safely remain in their home during the emergency. Determination that children have what they need to remain safe will include adequate water, food, medicine (if necessary), as well as heat and power. Local efforts to confirm location of children will be coordinated with the local emergency managers to ensure safety of all responders and need for emergency support.</p> <p>C. Identified children include children in the custody of DHS (existing locator report provided to DM's weekly) as well as children placed in Oregon through ICPC (report currently under development), and finally, children placed with their families on open cases (In-home cases which have open protective actions or safety plans. The interim plan for children placed in Oregon through ICPC will be responsibility of field program managers until a report that identifies ICPC children is in place.</p> <p>D. District Managers (or designee) will ensure that if there are children who have critical needs for support that are not met, available staff will work to ensure the critical needs are provided for through local emergency management resources or through the Office of Emergency Management Operations unit. Critical needs that can not be met must be reported immediately to the Director's office using the Disaster Response Line.</p> <p>E. District Managers (or designee) will track and report status of confirmation effort at regular</p>

	<p>intervals as directed by the Child Welfare director (or Designee) identifying children whose safety has been confirmed, children who have been displaced, and children who have yet to be located. These status reports will continue until completed or directed to cease by the Child Welfare Director or designee.</p> <p>F. District Managers (or designee) will ensure foster parents/parents of children in the care of DHS will receive information on who to contact if their current status or location changes or they need additional assistance.</p> <p>G. District Managers will ensure all medically fragile youth in the care of DHS continue to receive services during the emergency or are identified to local emergency medical responders to ensure they receive further medical attention as needed.</p>
<p>Essential Function:</p>	<p>2. Communication process with child care providers:</p>
<p>Process Description:</p>	<p>There is currently no direct method to communicate with all child care providers. The communication plan will be to post or communicate emergency instructions (either requests for support or offers for assistance) through the Office of Emergency Management. DHS Websites and County Emergency Management Websites may also be used to ensure child care providers can provide or access support during a disaster.</p>
<p>Essential Function:</p>	<p>3. Identification of evacuation procedures – Event known in advance</p>
<p>Process Description:</p>	<p>Advance Notice Evacuations: During natural or human cause disasters that allow for evacuation notifications, DHS Child Welfare will obtain information through the Emergency Management Program and determine by zip code if children in Foster Care are subject to evacuations. If the affected area does affect Foster Homes DHS will:</p> <ul style="list-style-type: none"> • Contact the Foster Parents to notify them of the potential evacuation • Provide the Foster Parents DHS contact information so that communication between DHS and the Foster Parents can be maintained • Identified Red Cross shelter locations if any have been opened • Develop a daily communication schedule throughout the course of the event. <p>Advance notice evacuations may include inclement weather, risk of land slides, wildfires or industrial accidents.</p> <p>Wildfires:</p>

	<p>If an area is affected by a wildfire the Ready, Set, Go evacuation notification procedures will be observed. Information on evacuation levels during active wildfires are typically reported through local media and are update daily at http://inciweb.nwcg.gov/ .</p> <p>Level 1: Be Ready</p> <ul style="list-style-type: none"> • There is an incident in the area. • Make preparations for evacuation and stay informed. • Evacuations are voluntary - residents are advised to leave if they need additional time or if they have health conditions <p>Level 2: Be Set</p> <ul style="list-style-type: none"> • There is significant danger and residents should either voluntarily evacuate or be prepared to leave at a moment’s notice • This may be the only notice. If conditions rapidly deteriorate, EMS cannot guarantee everyone will be notified. <p>Level 3: Go!</p> <ul style="list-style-type: none"> • Danger is imminent – evacuate immediately! <p>DHS Child Welfare will initiate contact with Foster Parents if an affected address is in a “Level 2: Be Set” evacuation notice.</p>
<p>Essential Function:</p>	<p>4. Identification of evacuation procedures – Event not known in advance</p>
<p>Process Description:</p>	<p>When a sudden event or disaster takes place, the Office of Emergency Management will provide command and control of emergency activities to include Initial Notifications, Initiating Emergency Declarations, activating Oregon Emergency Response System, and Determining Lines of succession and authorities. The desired completion for this will be within 2 hours.</p> <p>The Emergency Operations Control Center (EOCC) will establish communication structures for disaster information, situation awareness, contingency planning, and coordination. Any specific guidance for such as areas to be evacuated, and evacuation routes will be under the direction of the EOCC working with Local Emergency Managers.</p> <p>The Director of Child Welfare (or designee) will be responsible for ensuring that all evacuation of Child Welfare Staff and Foster Families is coordinated both through the EOCC and the local emergency managers- which will include District Managers pursuant to local emergency planning.</p>
<p>Essential Function:</p>	<p>5. Identification of shelters</p>

<p>Process Description:</p>	<p>Local Planning Guides being developed include ESF 6 Mass Care Activities. The activities will be reported at regular intervals to the Emergency Operations Center. District Managers or designee will communicate resources and support needs to the Director of Child Welfare or designee who will ensure shelter support needs are communicated to the Emergency Operations Center.</p> <p>A playbook for Emergency Planning developed by the State of Oregon OEM indicates timeframes and activities for mass care including identification of shelter facilities that will be considered as local planning guides are developed. This playbook is being used for exercise activities.</p> <p>An example is below: <i>Within 3 hrs: local emergency managers in impacted areas will conduct initial assessments of sheltering and feeding needs. Communication with identified shelters will go through local emergency managers. Local emergency managers will provide assessment updates to the Emergency Operations Center to include requests for additional shelter support.</i></p> <p><i>Within 1-6 hrs: Local Emergency Managers will coordinate with ESF 3 (Public Works) to prioritize surviving facilities in the impacted areas for potential use for mass care operations. Local Emergency Managers will request aerial assessment of mass care operational locations and staging areas. Local Emergency Managers will ensure assessment of access and function needs populations that may require special assistance</i></p> <p>Within 6 hrs, The activities related to shelter identification shift to identification, coordination with local emergency management, monitoring and support to include feeding, emergency power, potable water, and wastewater systems.</p> <p>Within 24 hrs, coordination with federal liaisons in designated areas to facilitate requests and needs for mass care assistance.</p> <p>Within 8 days, the shift in supporting mass care and specific shelter support considers long term planning and crisis counseling to sustain the safety of shelter support.</p>
<p>Essential Function:</p>	<p>6. Parental notification procedures</p>
<p>Process Description:</p>	<p>There is currently no direct method to communicate with all parents who have children in the care and custody of DHS. The communication plan will be to post or communicate emergency instructions (either requests for support or offers for assistance) through the Office of Emergency Management. DHS Websites and County Emergency Management Websites may also be used to ensure parents can provide or access support during a disaster.</p>

Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>Under development. Emergency Procedures to include alternate processes for providing continued services will consider samples from other states and will be vetted with central office and field managers. This will also list the most critical services and how they will be continued to be provided during and after an event. Business Continuity Planning will begin with identifying Mission Critical Functions in August of 2017, and will be followed by planning for Orders of Succession, Delegation of Authority, Alternate Facilities, Communications, Vital Records Management, Human Capital, and Testing, training, and exercising.</p>
Essential Function:	8. Staff assignment process
Process Description:	<p>Under development. Existing emergency plans take into account that many staff will be caring for their own families in the impacted area prior to being available to support operations. How local managers determine availability of their staff and what priorities must receive staff assignment first will be identified. A process for identifying additional staff needs through the director's office or identified designee will also be included. Finally, samples of best practices or processes will also be considered.</p> <p>Mission Critical functions for staff assignment will include:</p> <ul style="list-style-type: none"> • Confirming children's and foster parent status related to life safety • Receiving reports of child abuse • Responding to reports of child abuse • Interstate communication • Emergency Licensing and Certification of Providers • Meeting medical needs of Children with critical care previously identified (IE Nursing care, Medication) • Monitoring and Maintaining in Home Safety Plans • Court appearances • Child Visitation
Essential Function:	9. Workload planning

<p>Process Description:</p>	<p>Same as 8. Staff Assignment Process.</p>
<p>Essential Function:</p>	<p>10. Alternative locations for operations</p>
<p>Process Description:</p>	<p>Under Development. Plan will consider emergency planning being done by DHS Facilities and the Office of Emergency Management. Here is an example of what is being addressed in Local Emergency Plans:</p> <p>Alternate facilities are addressed in the BCP Initial Planning Workshop in each district. There are a few levels we are putting together. In order here is what they are piecing together.</p> <ol style="list-style-type: none"> 1. Districts identify other DHS OHA locations in their area that they might be able to place personnel in should they lose their primary facility 2. Districts identify all other state offices as potential locations in a major incident 3. Districts identify all hotels/convention centers/fair grounds/etc. in the area that may have internet and conference/ball rooms that we could temporarily use. Facilities could then engage in an emergency contract to acquire the space if necessary 4. Mission Critical Functions will determine space requirements. These space requirements will become part of the BCP which Facilities could use during emergencies.
<p>Essential Function:</p>	<p>11. Orientation and ongoing training</p>
<p>Process Description:</p>	<p>Under development. Plans from other states and internal discussions will be needed to address the details of an Orientation (including Onboarding) and Ongoing Training. Here are initial considerations for this part of the plan:</p> <ol style="list-style-type: none"> 1. Shifting resources to shore up program areas where staffing has been impacted by the disaster. 2. Out of area (to include in state and out of state) resources deployed to impacted area that require Orientation and training. 3. Rapid hiring in areas to be deployed to support impacted areas or to support branches who have sent trained staff to support impacted areas. 4. If the disaster event means families are moved to safer areas, a rapid change in demographics is possible where increased training will be necessary to support the influx in staff needed to support the influx in families.
<p>CWS Disaster Response Criteria B:</p>	<p>Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:</p>

Essential Function:	1. Investigation process
Process Description:	Under development. Local plans will consider mission critical functions identified under 8. staff assignment and relying on existing resources pending the addition of support necessary to address all critical functions adequately. Initial and Ongoing Communication of what support is needed to meet the gaps identified in the ability to perform mission Critical Functions will be included.
Essential Function:	2. Determine circumstances surrounding the child's potential entrance
Process Description:	Same as above: 1. Investigative Process.
Essential Function:	3. Implementation process for providing new services
Process Description:	Same as above 1. Investigative Process.
Essential Function:	4. Services emphasizing reunification due to disaster
Process Description:	Same as above 1. Investigative Process.
CWS Disaster Response Criteria C:	Address and provide care for unaccompanied minors and unaccompanied non-minor dependents:
Essential Function:	1. Structure – child welfare personnel
Process Description:	Under development: Local emergency Plans will consider utilizing available staff and emergency response personnel to assure care for unaccompanied minors and unaccompanied non-minor dependents. The critical goals of keeping families intact, addressing safety concerns (including the lack of parental care, support, and supervision due to disaster) will be included. Also, included will be response to unaccompanied arrivals to local shelters and DHS offices. The response plans will address gathering initial identifying information and identifying information for immediate family and relatives to assist in reunification.
Essential Function:	2. Address language barriers to communicate quickly and effectively
Process Description:	Under Development: The existing process for Language support through bilingual staff and

	contracted providers will be used if possible. Our ability to provide In-person interpretation support or interpretation services using phone systems will likely be compromised in impacted areas due to a disaster. In this circumstance, emergency procedures to provide Language support will be developed and included in local emergency Plans.
Essential Function:	3. Determine likelihood of reunification and steps toward reunification
Process Description:	Under Development: The existing procedures for assessment activities, identifying legal parents, safety threat identification and safety planning to include reunification planning will likely be the same during a disaster event. The potential and more children or families being separated or the volume of children needing reunification planning will be some of the additional considerations.
Essential Description:	4. Assess and make a determination within 30 days
Process Description:	1. Under Development: see 3.Determine likelihood of reunification and steps toward reunification.
CWS Disaster Response Criteria D:	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:	Under Development: Assessing the status of child welfare staff in the area impacted by an event will be the responsibility of local managers. Displaced staff will need support similar to the general population in the impacted area. The emergency communication process for field and central office staff displaced by a disaster will need to be defined in local emergency planning workshops.
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	Under Development: Emergency contact lists exist for all DHS staff. In the event of a disaster, emergency communication to notify and give direction to staff will need to be developed in the local emergency planning workshops.
Essential Function:	3. Communication structure – contracted services

Process Description:	Under Development: Emergency communication to contractors who provide services and supports to families receiving services will need to be developed as part of local planning workshops. Local managers will need guidance to plan for assessing contractor capabilities to continue current services and to meet increased needs that can be expected with a disaster. Emergency contracting capability is expected as part of the local emergency planning workshops.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	Under Development: Emergency methods of communication to include assessing availability of communication systems and networks begins as part of ESF 2, Communications within 0-3 hrs of an event. Initial activities such as activation of Emergency Alert System (EAS) and disseminating Integrated Public Alerts and Warning System (IPAWS) messages will be undertaken. Assessing and coordinating temporary communication capabilities to impacted areas will be a critical part of initial activities under ESF 2, Communications. Also included will be establishing amateur radio contact, and integrating amateur radio networks to augment connectivity to Military Auxiliary Radio Systems (MARS), Radio Amateur Civil Emergency Services (RACES), and maritime VHF radio communities. Local Emergency Planning will incorporate ESF 2, Communication activities through 6 weeks after a disaster to ensure detailed communication planning for an event.
Essential Function:	5. Communication frequency:
Process Description:	Under Development: see above. This will be identified as part of Local Emergency Planning.
Essential Function:	6. Communication with media
Process Description:	Under Development: ESF 14, Public information will begin within 0-3 hrs to identify communication capabilities and methods to support public messaging. Sustaining these capabilities and methods to ensure public messaging about health and safety, updates to executive emergency managers regarding available public information resources, limitations, and strategies will require further planning and exercising for

	both statewide and local emergency management teams.
Essential Function:	7. Communication with volunteers
Process Description:	Under Development. ESF 15, Volunteers and donations covers determining capabilities of humanitarian groups within Oregon, coordinating early response activities such as damage assessment operations, and coordinating public announcements on how and what to donate and how to volunteer. ESF 15 activities begin within 0-3 hours and continue throughout disaster response operations. Local Emergency Planning workshops will detail ESF 15 activities and timeframes.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	A toll free number has been established and is operational (Emergency Disaster Hotline: 1-866-610-2581).
CWS Disaster Response Criteria E:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	Under Development. Business Continuity procedures will alternative processes to support child welfare operations to include paper processes in lieu of electronic processing in the event of system disruption. These processes will included preserving records until they can be uploaded and destroyed or archived according to records preservation rules.
Essential Function:	2. Use of off-site back-up system
Process Description:	Under Development. Off-site back-up systems for preserving records will be detailed as part of local emergency planning workshops.

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 Interstate Compact on the Placement of Children (ICPC) occurs with both the sending state and CDSS:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process must include a process that disseminates information to both the sending state and CDSS
Process Description:	Under Development. Emergency procedures will need detailed planning efforts and will be scheduled for development.
Essential Function:	2. Mental health providers
Process Description:	Under Development: ESF 8 Health and Medical includes detailed emergency planning within 12-24 hrs to include assessing Mental Health capabilities and providing to services and support to impacted areas to include shelters.
Essential Function:	3. Courts
Process Description:	Under Development: This will be part of local emergency planning workshops.
Essential Function:	4. Federal partners
Process Description:	Under Development: Within 1-7 days, establishing communication and support with agencies capable of providing outside assistance will be initiated for all ESF activities. Federal Partners include, but are not limited to US Department of Transportation, FEMA, US Army Corps of Engineers, National Oceanic and Atmospheric Administration, US Coast Guard, Department of Interior Bureau of Reclamation, Department of Agriculture (USDA)/Forest Service, Department of Homeland Security, etc. All outside support activities will be coordinated through the Emergency Operations Center.
Essential Function:	5. CDSS

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Process Description:	Under Development.
Essential Function:	6. Tribes
Process Description:	Under Development: Communication and coordination with Tribes within and outside Oregon will begin as part of ESF 16, Law Enforcement to begin coordination and support for public safety and emergency response supports for tribes within 0-3 hrs. These procedures and processes will be detailed in emergency planning workshops and tribes and among the participants in this local planning effort.
Essential Function:	7. Volunteers
Process Description:	Under Development: ESF 15, Volunteers and Donations will begin within 0-3 hrs and continue throughout the response to an event or disaster. Statewide planning through the Emergency Operations Center as well as local planning through local emergency planning workshops will establish communication and procedures with affiliated and unaffiliated volunteer organizations.