

DISASTER RESPONSE AND RECOVERY PLAN CONTINUITY OF OPERATIONS FOR CHILD WELFARE



Division of Child & Family Services

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**NEVADA STATE DIVISION OF CHILD & FAMILY SERVICES
DISASTER RESPONSE AND RECOVERY PLAN**

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No emergency plan can replace common sense and good judgment. This plan and its associated appendices and procedures document a general approach for the Division of Child and Family

Services (DCFS) Child Welfare. This is a continuity of operations plan, designed to assist DCFS child welfare staff as well as the community in providing an expeditious response to emergencies of all kinds. It is meant to be an action guideline and a training tool to facilitate actions and responses. This plan is not intended to direct routine emergency response decisions, nor is it intended to constrain persons involved in managing major emergencies or events from taking other approaches if necessary under the circumstances.

INTRODUCTION

Across the county, natural and man-made disasters can affect the routine ways child welfare agencies operate and serve children, youth and families. In the event of a disaster, essential child welfare services to children, youth and families could be disrupted or seriously compromised. It is especially important for agencies caring for vulnerable populations such as abused and neglected children, to do what they can to prepare for these disasters. Preparedness, now more than ever, means more than simply developing plans. All over the country, states are exercising their plans to determine areas of strengths and weaknesses and to afford them an opportunity to test the plan before a disaster occurs.

To recognize what might happen and take steps to be prepared, the first action for any agency is to conduct an assessment of the types of disasters that might occur. According to the Nevada Vulnerability Assessment conducted in March, 2006, threats and hazards faced by the State were divided into four categories:

- **Category 1:** National security threats posed by international terrorism, domestic terrorism and criminal acts.
- **Category 2:** Natural disaster threats posed by such events as earthquakes and flooding. Nevada has several fault lines running through it that have the potential to cause major damage to communities. Many areas of the State are also subject to flooding. For example, the city of Reno and the city of Fallon sit alongside the Truckee River that, when it exceeds the flood stage, causes flooding in these cities in a matter of hours.
- **Category 3:** Industrial threats that are created by the movement of hazardous materials (HAZMAT) around the State by both truck and rail traffic. HAZMAT used in mining operations poses a significant hazard. The proposed Yucca Mountain nuclear waste repository has the potential of increasing the amount of HAZMAT transported into and around the State.
- **Category 4:** Cyber threats which are defined as a deliberate effort to penetrate and disrupt computer-based information and control systems.

Authorities

To understand the role that DCFS plays in the protection and mitigation of harm to Nevada's vulnerable population of children, it is first important to recognize the State's overarching preparedness plan as it applies to an all hazards approach.

The State of Nevada, in accordance with Nevada Revised Statute (NRS) 414, is required to ensure awareness of, prevention of, preparation for, response to, and recovery from an

emergency or disaster in order to provide assistance that saves lives and protects health, safety and property.

The State of Nevada Comprehensive Emergency Management Plan (SCEMP) describes the methods by which the State of Nevada will mobilize resources and conduct response and recovery activities. This plan uses a functional approach that groups the types of emergency-disaster assistance available under 17 Emergency Support Functions (ESFs) which conform to concepts outlined in the 2003 National Response Plan (NRP). Each ESF is coordinated by a primary agency(s) based upon its authority, resources, capabilities and responsibilities under law. Agencies have been grouped together under the ESF concept to facilitate the provision of response assistance and, depending on the scope of disaster, all or part of the ESFs may be activated.

The duties and responsibilities of each agency identified in the ESFs are in accordance with the NRS, the Nevada Administrative Code (NAC), Executive Order No. 1, Public Law 93-288 and information provided by each ESF agency. Certain divisions within the Department of Health and Human Services (DHHS) serve as primary response agencies. DCFS currently serves as a support agency for one function:

ESF 8-1 Mental Health and Development Services Annex

Primary Agency: State Department of Health and Human Services
Division of Mental Health and Developmental Services

Support Agencies: Department of Health and Human Services Health Division
Division of Child and Family Services
Substance Abuse Prevention and Treatment Agency
Department of Public Safety
Division of Emergency Management

The role of DCFS, in the event of a state declared emergency requiring activation of the ESF 8-1, is:

- To provide crisis counseling and emotional behavior support to children, adolescents and their families; and,
- To provide access to trained professionals who will respond as part of regional response teams.

Responsibility, however, does not end there. The Child and Family Services Improvement Act of 2006 amended the requirements for a state to have a compliant Title IV-B state Plan by adding section 422(b)(16) to require that all states have in place by October 1, 2007, procedures for responding to a disaster, including how the state will:

- **Criteria A:** Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster.
- **Criteria B:** Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases.
- **Criteria C:** Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster.

- **Criteria D:** Preserve essential program records.
- **Criteria E:** Coordinate services and share information with other states.

Laws passed in the 2011 Nevada State Legislative session (NRS 432.410 and NRS 424.0367) not only require a licensee that operates a foster home to develop and implement a disaster plan for the care of children in their home but also require each agency which provides child welfare services to develop and implement a plan for the care of children in its custody during a disaster and provide that plan to each person or entity which has physical custody of the children; review and update the plan annually and anytime contact information is changed. In reviewing and updating the plan, the child welfare agency shall consider:

- the results of any drills or exercises conducted in preparation for a disaster;
- the response of the child welfare agency to a past disaster;
- any changes to federal, state and local laws and regulations governing disasters and disaster response;
- best practices governing disasters and disaster response by other states and local agencies; and,
- any other new information relevant to disasters and disaster response.

The law further requires that the child welfare agency plans should include, without limitation a plan for:

- Providing temporary shelter to children including an identification of appropriate shelters to which the children may be placed during the disaster.
- Evacuating children from a home or facility including:
 - an identification of potential routes for evacuation;
 - a plan for the transportation of the children;
 - the procedures for communicating with emergency personnel; and,
 - the procedures for evacuating children with disabilities or who have special medical needs.
- Caring for children with disabilities or who have special medical needs which must include, without limitation:
 - ensuring that the child welfare agency has access to the most recent plan of care for any such child;
 - ensuring that the child welfare agency has access to a list of all prescription and nonprescription medication prescribed or recommended for the child;
 - an identification of how the director of a foster home or superintendent of a detention facility can obtain a supply of the prescription and nonprescription medications and special dietary needs for the child;
 - the procedures for obtaining emergency medical power for any medical equipment that any such child uses which requires electricity; and,
 - an identification of shelters which are able to accommodate any such child and his/her family.

- Communicating with each person or entity who has physical custody of the children before, during and after a disaster which must include, without limitation:
 - the most recent contact information for employees, director or superintendent, as appropriate, of each foster home or detention facility in which children are placed;
 - the name, address and telephone number of the parent or legal guardian of any such child or any appropriate person; and,
 - the name, address and telephone number of any provider of health care who is treating any such child.
- Coordinating with other emergency management entities and juvenile courts during a disaster which must include, without limitation, a review of the disaster plans of emergency management entities and juvenile courts to ensure the plans are consistent with each other.
- Providing services to children to address the emotional impact of the disaster which must include, without limitation, the procedure by which the children will have access to mental health services.

Pursuant to NRS 432.420 the Division must develop disaster plans that address the care of children in the custody of other agencies that provide child welfare services in the event that these agencies become overwhelmed and are unable to meet the needs of children in their custody.

Pursuant to NRS 432.420, the Division will post the Child Welfare Disaster Plan on the Division's website and will provide a plan summary to the Legislative Committee on Child Welfare and Juvenile Justice.

IMPLEMENTATION

This plan will be activated when ordered by the DCFS Administrator or designee and is designed to be implemented when a disaster interferes with the day-to-day operations of DCFS or when other agencies that provide child welfare services are unable to meet the needs of children in their custody during a disaster. While procedures spell out by unit or function what can be done in preparation for a disaster or when a disaster strikes, it is not a substitute for sound judgment and capable leadership. Leadership is the responsibility of the State and County leaders and will be necessary to guide staff and DCFS clients when normal operations are interrupted. Coordination between DCFS, other agencies that provide child welfare services, and the various units of the DHHS and the Department of Emergency Management (DEM) is essential to effectively prepare and respond to disasters. Activation of this plan will end when the agency can resume its usual operating procedures or when given a new operations plan by the DCFS Administrator or designee.

Each section of this plan needs to be implemented to ensure the staff remains as prepared as possible for disasters that might interfere and/or interrupt normal operations of DCFS. Implementation means:

- Gathering and making available emergency information to supervisors and administrators;
- Training staff about emergency procedures;
- Establishing periodic reports of key client information for supervisors and administrators;
- Reviewing and updating this plan annually or as changes to contact information or processes occur to improve the Division's ability to respond to disasters; and
- Establishing specific procedures with DHHS, DEM and other county agencies to coordinate preparations for and responses to disasters.

GENERAL ASSUMPTIONS

This plan is based on the following assumptions:

- The plan depends on timely communications and effective leadership;
- The plan applies to all hazards and not a specific event;
- The plan identifies priority services of DCFS;
- The plan describes only the general emergency procedures staff will need to follow. Supervisors and Administrators may need to improvise or follow those instructions provided by state emergency management personnel to meet the specific conditions of an actual disaster;
- The plan assumes DHHS will continue to operate to provide food stamps, Temporary Assistance for Needy Family (TANF) grants, Medicaid and other services;
- The plan assumes that community emergency services will be in place to provide the basic necessities of shelter, rescue, evacuation, fire control, transportation, etc.;
- The plan assumes DCFS is participating in the DHHS or DEM emergency response system for homeland security and other types of emergencies;
- The plan focuses on the unique responsibilities of DCFS for foster children in foster family homes, residential facilities in state or out-of-state including those children with special needs and detention facilities for children;
- The plan assumes staff and supervisors will be informed and trained on how to implement emergency procedures when disasters strike;
- The plan assumes that in the event Washoe County Department of Social Services or Clark County Department of Family Services are unable to care for children in their custody and have contacted the Division of Child and Family Services, the disaster is at such a level that County and/or State Emergency procedures are also in place;
- The plan assumes all personnel will need some level of assistance before, during and after the disaster has passed;
- The plan assumes DCFS will coordinate this plan with Juvenile Justice Services (JJS); and,
- The plan assumes the plan will be effective only if it is tested and updated.

EXERCISING

The maximum effectiveness of this plan is dependent on trained personnel to test the assumptions made and the directions provided. The importance of exercising disaster and response plans cannot be overemphasized. Exercises provide an opportunity for building inter-organizational relationships and testing capabilities. The result of these exercises demonstrates the importance of a rapid and coordinated response in a disaster situation. Periodic drills, outcome reviews and updating of information and direction is necessary for leadership and staff to maximize services to clients and to support staff during times of disasters.

MAINTENANCE OF CRITICAL FUNCTIONS

In order to meet the federal requirement for Child Welfare disaster planning, each agency that provides child welfare services must develop and maintain a written child welfare disaster plan. Additionally, a *comprehensive process for testing the plan and taking corrective action as necessary* must be in place to ensure the safety not only of vulnerable populations served by the Division, but for staff and personnel as well. Such plans must focus on jurisdictional planning and procedures for the continued care and supervision of all children served by child welfare agencies in the event of a disaster. All disaster plans must be developed in accordance with the criteria set forth by the federal government as well as by NRS and NAC.

It is important to recognize that not all disasters and emergencies will require activation of the ESFs or involve a gubernatorial declaration of a state of emergency but may still require immediate and swift action by DCFS and the program and activities for which it is responsible. Events resulting from Hurricanes Katrina and Rita in 2005 emphasize the importance of collaboration, communication and coordination with key stakeholders. To that end, the following comprises an oversight disaster response and recovery plan that provides procedures for responding to a disaster, restoring continuity of services as promptly as possible and carrying out the day-to-day operations of the Division under emergency conditions.

Appendix A is an excerpt from the Nevada Vulnerability Assessment. Appendix B is the DCFS Child Welfare Disaster Plan for the Rural region and the FPO office. Appendix C is a copy of the Disaster Preparedness Guide which Foster Families, Adoptive Families and youth living independently under the custody of the Division are provided as guidelines to help caretakers and facilities in the development of their own plans. Appendix D and E are FPO Response Flowcharts and Exercise Schedules.

APPENDIX A

Excerpt from Nevada Vulnerability Assessment Unclassified Summary and Recommendations, pg. 13 of 29.

2.1 *Threats/Hazards*

The assessment team met with members of the Federal Bureau of Investigation, the United States Secret Service, the Department of Defense, the Nevada National Guard, the United States Attorney's Office and Local Law Enforcement Agencies to gain updates for existing threat data. All of the agencies were very cooperative in helping the team develop a threat assessment. After numerous briefings and reviews of threat assessment reports, the assessment team chose to use the National Planning Scenario List to select threats and hazards to determine Nevada's vulnerabilities. The assessment team looked at the threats and hazards faced by the State and divided them into four major categories. While each presents a set of potential threats to the safety and security of Nevada, the assessment team also considered the probability of an event that could have catastrophic consequences in each category.

The **first category** is national security threats posed by international terrorism, domestic terrorism and criminal acts. On the international front, these groups include most notably, Al Qaeda and its affiliates. The domestic groups falling into this category include, The Aryan Nation, the Ku Klux Klan, as well as constitutionalist groups such as Posse Comitatus.

The **second category** considered by the assessment team was natural disaster threats posed by such events as earthquakes and flooding. Nevada has several fault lines running through it that have the potential to cause major damage to communities. Many areas of the State are also subject to flooding. For example the city of Reno and the City of Fallon sit alongside the Truckee River that when it exceeds the flood stage causes flooding in these cities in a matter of hours.

The **third category** considered was industrial threats that are created by the movement of hazardous materials (HAZMAT) around the State by both truck and rail traffic. HAZMAT used in mining operations poses a significant hazard. The proposed Yucca Mountain nuclear waste repository has the potential of increasing the amount of HAZMAT transported into and around the State.

The **fourth and final category** examined by the assessment team was cyber threats that are defined as a deliberate effort to penetrate and disrupt computer-based information and control systems.

APPENDIX B

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

Agency Name: Nevada Division of Child and Family Services (DCFS)

Date Completed/Revised: 09/01/2012

Name/Title Person Managing/Overseeing Emergency Plan Implementation:

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In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). 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). Additionally, laws passed in the 2011 Nevada State Legislative session (NRS 432.410 and NRS 424.0367) require the development of disaster plans by child welfare agencies as well foster homes in accordance with specific criteria. Accordingly, jurisdictional child welfare agencies are requested to address the following areas in developing local disaster readiness plans.

CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services, including a plan for providing temporary shelter for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	Identification and location process of children who may be displaced
Process Description:	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • Immediately prior to, during, or after a disaster/emergency, the status of children in the State’s care and custody in areas affected by the disaster/emergency will be determined via telephone, a home visit, and/or verbal or in-person contact. • All rural region district offices (Pahrump, Carson City, Elko and Fallon) will maintain an internal plan which will include the following processes: <ul style="list-style-type: none"> ○ All rural region social workers/caseworkers or designee with an assigned caseload will contact the caregivers/foster homes on their assigned caseloads via telephone and/or home visits to identify and locate children who are displaced as a result of the disaster or emergency as well as assess client needs (foster parents may call caseworkers first however needs assessment and location must still be ascertained). ○ All rural region social workers/caseworkers or designee with an assigned caseload will contact those youth living independently but still under the jurisdiction of the State via telephone and/or home visits to identify and locate youth who are displaced as a result of the disaster/emergency as well as assess needs (youth may call caseworkers first however needs assessment and location must still be ascertained). ○ If social workers/caseworkers are unable to reach the home by telephone, a visit will be required (if safe to do so) to determine the safety status of the child/children and the home. ○ All rural region social workers/caseworkers or designee, with an assigned caseload will contact law enforcement when the courts are not available and a child must be moved for safety reasons from their home or current placement. ○ All rural region social workers/caseworkers or designee, with an assigned caseload will report to the respective district manager or designee the status, location and any special needs of each child on their caseload, who are living in an area affected by the disaster/emergency. ○ The district manager or designee will report this information to the rural region manager who will, in

turn report to the Division's Deputy Administrator, the FPO manager responsible for Foster Care or designee.

- Critical child welfare information is stored and backed up regularly in the statewide-automated system (UNITY). Off site backup protects vital records.
- All rural region social workers/caseworkers or designee, with an assigned caseload will document in UNITY (or on paper if necessary) all delays and postponements of case plan required activities, child and parent visits, court hearings, administrative reviews, etc. for those children affected by the disaster/emergency.
- For a region(s) affected by the disaster/emergency, the district manager(s) will retain a list of children in their care and provide to the DCFS Deputy Administrator or designee, the Department of Emergency Management (DEM), American Red Cross and/or search and rescue teams the names and identifying information of children who cannot be located.
- Children in care includes all children under legal supervision or protection by the State of Nevada including: in-home services, foster care, treatment care, residential care, ICPC out-of-state, detention facilities, independent living, group homes, and area hospitals if applicable.

FPO Office:

- DCFS Deputy Administrator or designee will maintain contact with the rural region manager or designee to ensure children under State jurisdiction who are affected by the disaster/emergency are located, safe or for those children who cannot be located, are reported to DEM, American Red Cross and/or law enforcement.
- FPO staff will assist rural offices as necessary in making telephone contact and/or visits when necessary and safe to do so.
- FPO staff assigned to assist with locating children are identified, informed, trained and ready to activate when assigned.
- In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster, the DCFS Deputy Administrator or designee will provide all information to the DEM. This scenario assumes that the county (Washoe or Clark) will have declared a state of emergency and will be in the process of requesting assistance from the State and actions are being coordinated through the Emergency Operations Center (EOC) which includes division representatives.

	<ul style="list-style-type: none"> • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster, FPO staff will assist county offices as necessary in making telephone contact and/or visits when necessary and safe to do so.
<p>Essential Function:</p>	<p>Communication process with Caregivers/Foster Homes</p>
<p>Process Description:</p>	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • A disaster plan for each home is a condition of licensing (NAC 424.xxx/NRS 424.0367) and will be reviewed as part of the home study process. These plans should be stored and scanned into child’s electronic file. • All caregivers/foster homes receive a directory of phone contacts for child welfare personnel/assigned caseworker(s). • Every licensing worker reviews this plan including fire drills at the home inspection and at each annual renewal or as often as deemed necessary. A hardcopy file is maintained. Each worker maintains a separate file for easy access in the event of a need to evacuate. • Caregivers/foster homes receive training on emergency management procedures for earthquakes, floods, and other natural disasters. Emergency preparedness is part of the foster parent training process. Each caregiver/foster home receives a Disaster Preparedness Guide. • All caregivers/foster homes receive a directory of phone contacts and information about resources available in the event of a declared disaster. This directory of information is reviewed at the time a foster parent license is renewed. • Adoptive homes are issued the Disaster Preparedness Guide. • Unlicensed relative placement, kinship placement, Interstate Compact for the Placement Compact (ICPC), Independent Living (IL) and supervision only in-home cases are also provided a copy of the Disaster Preparedness Guide. The material is reviewed and discussed as part of in-home services and during home visits. • All caregivers/foster homes will have on file a disaster plan for the home (NAC 424.xxx) which identifies alternative locations in the event of a need for evacuation. Included in the disaster plan will be a telephone number identified for foster parents who are to call to check in with the child welfare agency as soon after a disaster as possible (in the event the child welfare agency has not already been in contact). • Caregivers/foster homes will also know the disaster plans for schools in which children in their care are enrolled.

	<ul style="list-style-type: none"> • Critical information updates will be available on the State website and with help of public radio and television. The Department Public Information Officer (PIO) will manage critical updates to inform the public in the event of a disaster/emergency. • All caregivers are informed of the usefulness of the Nevada Emergency Broadcast system. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • The DCFS administrator or designee will maintain contact with the rural region manager or designee to ensure that the communication process for families with children under State custody who have been affected by a disaster/emergency has been maintained. • All ICPC placements in the State will be checked for the child’s safety and location. As soon as reasonably possible, the ICPC Deputy Compact Administrator (DCA) for the State that placed the child will be notified of the child’s safety and status. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster, the DCFS Deputy Administrator or designee will obtain the contact list from the affected jurisdiction and assign staff to assist in making contact. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster, the DCFS Deputy Administrator or designee will provide all information to the DEM. This scenario assumes that the county (Washoe or Clark) will have declared a state of emergency and will be in the process of requesting assistance from the state emergency services.
Essential Function:	Identification of evacuation procedures
Process Description:	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • Children in care will evacuate with caregivers/foster parents according to direction by emergency officials. A primary “shelter in place” modality is taught to all foster parents during training. • Evacuation may not always be to a designated shelter but may be to a predetermined location with friends, relatives, etc. These locations should be included in foster home disaster plans and updated accordingly. • All rural region social workers/caseworkers or designee with an assigned caseload will contact the caregivers/foster homes on their assigned caseloads via telephone if possible to identify and locate children who may need to be relocated due to a disaster/emergency. Foster parents may call caseworkers

	<p>first however needs assessment must still be ascertained.</p> <ul style="list-style-type: none"> • Medically fragile children will be prioritized in the event of a disaster/emergency, to ensure that calls or visits can be made to check the well being and safety as well as to determine if relocation is necessary. • Evacuation measures and procedures are also discussed in the Disaster Preparedness Guide. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • DCFS Deputy Administrator or designee will maintain contact with the rural region manager or designee to ensure children under State jurisdiction who are affected by the disaster/emergency are located, safe or for those children who need to be relocated are either transported by foster families, facilities or are reported to DEM, American Red Cross and/or law enforcement. • FPO staff will assist rural offices as necessary in making telephone contact and/or visits when necessary and safe to do so. • FPO staff assigned to assist with locating children is identified informed, trained and ready to activate when assigned. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster, the DCFS Deputy Administrator or designee will provide all information to the DEM. This scenario assumes that the county (Washoe or Clark) will have declared a state of emergency and will be in the process of requesting assistance from the State and actions are being coordinated through the Nevada EOC which includes Division representatives. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster, FPO staff will assist county offices as necessary in making telephone contact and/or visits when necessary and safe to do so.
<p>Essential Function:</p>	<p>Identification of Shelters</p>
<p>Process Description:</p>	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • Shelter facility activation will occur under the direction of the DEM and/or in conjunction with other emergency officials. • If shelters are available in the rural regions affected by the disaster/emergency, they will be announced by the State DEM once a decision is made that such shelters are required. The primary method of shelter is “shelter in place.”

	<ul style="list-style-type: none"> • A primary “shelter in place” modality is taught to all foster parents during training and is included in the Disaster Preparedness Guide. • All rural region social workers/caseworkers or designee, with an assigned caseload in the affected region will report to the respective district manager or designee the status, location and special needs of any child needing an alternative shelter. • The rural region manager will advise emergency personnel (DEM, Fire Department, Red Cross,) of any child/family in need of an immediate shelter and of any special needs. • The rural region manager will also communicate the above information to the DCFS administrator or designee. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • The DCFS administrator or designee will maintain contact with the rural region manager or designee to ensure that processes for the identification and relocation of shelters in the affection regions are maintained. • When advised by the rural region manager or designee that a need for shelter exists as well as any special circumstances, the DCFS administrator or designee will ensure the proper authorities have been notified, either by the rural region manager or by the administrator. • FPO staff, if available, will assist with notification procedures as necessary. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster, the DCFS Deputy Administrator or designee will provide all information to the DEM. This scenario assumes that the county (Washoe or Clark) will have declared a state of emergency and will be in the process of requesting assistance from the State and actions are being coordinated through the EOC which includes Division representatives. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster, FPO staff will assist those county offices as necessary in the identification, transport or other services needed when relocation to a shelter is necessary.
Essential Function:	Parental notification procedures
Process Description:	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • Parents of children in the affected area and known to live out of state will be notified by the child’s social worker/caseworker or designee of the child’s status, if appropriate to do so.

	<ul style="list-style-type: none"> • A contact database, either electronic or manual, will be maintained to note which families and children have been serviced during a disaster. • Coordination will be made with mental health crisis teams if a parental contact includes notice of a death of a child. • Parents will be informed of their children’s location, if that information is known at the time of contact and if appropriate to do so. • Parents will be informed of other disaster related services such as those offered by American Red Cross, Salvation Army, State Mental Health Services, etc. if appropriate to do so. • It is anticipated that parents will be contacted within three business days of the incident (if appropriate to do so) and that full service restoration, barring impossibility, will be achieved within 2 weeks. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • The DCFS administrator or designee will maintain contact with the rural region manager or designee to ensure parental contacts have been made as necessary and appropriate. • FPO staff will assist rural offices as necessary in making telephone contact when necessary and appropriate to do so. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster or emergency, the DCFS Deputy Administrator or designee will provide all information to the DEM. This scenario assumes that the county (Washoe or Clark) will have declared a state of emergency and will be in the process of requesting assistance from the State and actions are being coordinated through the EOC which includes Division representatives. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster, FPO staff will assist County offices as necessary in making telephone contact and/or parental notifications when safe and appropriate to do so.
Essential Function:	Alternative processes for providing continued services
Process Description:	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • Essential services and functions will be restored in the following rank order of importance to the extent each is affected by an event that disrupts the availability: <ul style="list-style-type: none"> ○ Hotline.

	<ul style="list-style-type: none"> ○ Investigations: ability to investigate reports of abuse and neglect and place children in safe out of home living arrangements. ○ Ensure safety of children who are wards placed in out of home care and focus on children with special needs and dependent on technology (i.e. wheelchairs, respirators, sight impaired, etc.). ○ Execute consents for children in care (i.e., emergency surgery). ○ Payment to caregivers. <ul style="list-style-type: none"> ➤ Discussion with fiscal as well as a review of their disaster plan should take place. <p>Restoration of the above services is essential and takes precedence over any other services or functions the Division might have that may also be disrupted. There is a goal that full services would be restored, barring impossibility, within two weeks from the conclusion of a significant disaster.</p> <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> ● The DCFS administrator or designee will maintain contact with the rural region manager or designee to ensure services and functions are restored in order of importance and as quickly as possible. ● The DCFS administrator or designee will maintain contact with administrators or designees of other Health and Human Services divisions to determine status of other services and will advise DCFS staff accordingly. ● FPO staff will assist rural offices as necessary and available to ensure services and functions are restored. ● In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster or emergency, the DCFS deputy administrator or designee will work with the affected counties and/or state emergency services to assist in the restoration of services and functions in a rank order of importance and as quickly as possible. ● FPO staff will assist as appropriate and available.
<p>Essential Function:</p>	<p>Staff assignment process</p>
<p>Process Description:</p>	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> ● The DCFS deputy administrator or designee will maintain (two) copies of a roster indicating all employees’ name, address, DOB and emergency contact(s). These are to go with the designated employees in the event of an evacuation. ● Employees will be contacted at their phone contact and/or by email to report to a modified work site if appropriate.

	<ul style="list-style-type: none"> • Staff in the unaffected areas will provide relief and reinforcement as needed to the affected areas and work under the direction of the rural region manager or designee for the affected area as well as continuing to provide day-to-day case management for their on-going caseloads. • The restoration of child welfare services is prioritized and communicated to employees working during or after a disaster in the most expeditious manner possible. • All available CPS staff will be placed on a 24/7 rotation and will continue to provide services based on assigned schedules. • The rural region manager or designee will determine the CPS staff reporting stations based on direction from the deputy administrator or designee. • During a disaster or emergency, children’s services workers are among the first responders. All employees are expected to report to their worksite or alternate site when safe and feasible to do so. The goal of the Division is to continue necessary services for the community we serve. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • The deputy administrator or designee will maintain (two) copies of a roster indicating all employees’ name, address, DOB and emergency contact(s). These are to go with the designated employees in the event of an evacuation. • Employees will be contacted at their phone contact or by email to report to a modified work site if appropriate. • Staff in the unaffected areas will provide relief and reinforcement as needed to the affected areas and work under the direction of the deputy administrator or designee for the affected area. • The restoration of child welfare services is prioritized and communicated to employees working during or after a disaster in the most expeditious manner possible. • FPO staff will be advised if they are needed at alternate locations to assist rural region offices and/or other county child welfare agencies that have been overwhelmed by a disaster/emergency.
Essential Function:	Workload planning
Process Description:	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • Operations will return to regular work hours and functions as soon as possible. The priority for restoring services is as follows: <ul style="list-style-type: none"> ○ Hotline ○ Investigations---ability to investigate reports of abuse and neglect and place children in safe out

- of home living arrangements
 - Ensure safety of children who are wards placed out of home care and focus on children with special needs and dependent on technology (i.e. wheelchairs, respirators, sight impaired, etc.)
 - Execute consents for children in our care (i.e., emergency surgery)
 - Payment to caregivers
 - As available and appropriate, supervisory staff will:
 - Provide backup to line staff;
 - Report to the rural region manager or designee at least once a day if not more frequently depending on the situation;
 - Make sure staff working in the disaster/emergency area are debriefed regularly; and,
 - Monitor extremely serious cases.
 - Social workers/case workers will:
 - Provide on-going case management for current caseloads; and,
 - Respond to new cases on a prioritized basis with the assistance of workers from unaffected areas or other counties.
 - Support staff can assist with many job functions such as:
 - Assist with phone calls to verify location of children or hotline coverage;
 - Assist with in person verification and location of children in the event that phone lines are inoperable;
 - Emergency placements – assist in locating appropriate foster homes or facilities and;
 - Assist in coordinating background checks for available emergency placements.
- FPO Office:**
- FPO staff will assist rural offices as necessary and available to ensure services and functions are restored.
 - As available and appropriate, supervisory staff will:
 - Provide backup to line staff;
 - Report to the rural region manager or designee at least once a day if not more frequently depending on the situation;
 - Make sure staff working in the disaster/emergency area are debriefed regularly; and,
 - Monitor extremely serious cases.

	<ul style="list-style-type: none"> • Social workers/case workers will: <ul style="list-style-type: none"> ○ Provide on-going case management for current caseloads; and, ○ Respond to new cases on a prioritized basis with the assistance of workers from unaffected areas or other counties. • Support staff can assist with many job functions such as: <ul style="list-style-type: none"> ○ Assist with phone calls to verify location of children or hotline coverage; ○ Assist with in person verification and location of children in the event that phone lines are inoperable; ○ Emergency placements – assist in locating appropriate foster homes or facilities and; ○ Assist in coordinating background checks for available emergency placements. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster or emergency, the DCFS deputy administrator or designee will work with the affected counties and/or state emergency services to assist in the restoration of services and functions in a rank order of importance and as quickly as possible.
Essential Function:	Alternative locations for operations
Process Description:	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • The rural region manager will maintain contact with the deputy administrator in the event alternate worksites are necessary. The rural region manager or designee will communicate alternate sites to staff. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • Division administrators, managers and supervisors are responsible for directing their staff and communicating with them prior, during and after a disaster/emergency including directing them to alternative work sites as determined by department director and/or emergency officials.
Essential Function:	Orientation and ongoing training/exercise
Process Description:	<p>The success of a Disaster Response and Continuity of Operations Plan is its training component. Training assures that staff know when to respond, and are prepared to do so as quickly as possible.</p> <p><u>Rural Region and FPO Office:</u></p> <ul style="list-style-type: none"> • Staff members should prepare their families as well as making sure they have home disaster plans, including “go bags” that consist of necessary supplies and items for a short period of time such as being

	<p>detained at work and/or in a car, etc.</p> <ul style="list-style-type: none"> • Further training will be developed for practicing elements of the disaster plan including but not limited to: <ul style="list-style-type: none"> ○ Conducting annual drills and documenting results; ○ Displaying evacuation routes, exits; ○ Knowledge of the location of fire alarms, fire extinguishers, etc.; ○ Offering staff first aid and CPR; and, ○ Knowing the signs of stress and timeout related to emergencies.
<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>
<p>Essential Function:</p>	<p>New child welfare investigation process</p>
<p>Process Description:</p> <p>What would be an alternative site?</p>	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • For non-affected areas, operations will continue per existing policy and procedures. • For affected areas, if phones are available, alternate staff may be used to handle hot line calls. • Calls to the hotline or in person requests for services will be met in order of need (i.e. physical or life threatening need first) • If phone lines are down, staff will handle information received using a paper based system as available. • All staff that does not provide an essential function will be assigned to support roles in notifying families, transporting children and supervising or other functions involved in the investigation process when safe and appropriate to do so. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • FPO staff will assist rural offices as necessary and available to ensure services and functions are restored. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster, the DCFS deputy administrator or designee will work with the affected counties and/or state emergency services to assist in the restoration of services and functions in a rank order of importance and as quickly as possible.

Essential Function:	Implementation process for providing new services
Process Description:	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • For non-affected areas, operations will continue per existing policy and procedures. • For affected areas, if phones are available, alternate staff may be used to handle calls, requests, etc. • During a disaster or emergency, need for additional services will be responded to using a priority response plan which will assess severity of need and the availability of staff to respond. • If phone lines are down, staff will handle information received using a paper based system as available. • All staff that does not provide an essential function will be assigned to support roles in notifying families, transporting children and supervising or other functions involved in the investigation process. • In calls to the hotline or in person requests for services will be met in order of need (i.e. physical or life threatening need first) • At a time of high need, agency will contact with community providers, through the emergency management officials for additional case management services. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • FPO staff will assist rural offices as necessary and available to ensure services and functions are restored. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster, the DCFS deputy administrator or designee will work with the affected counties and/or state emergency services to assist in the restoration of services and functions in a rank order of importance and as quickly as possible.
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	Communication structure: Child Welfare Personnel
Process Description: Succession	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • Staff in the field is to follow the safest course of action and then call in their location at the earliest time possible. • As soon as practical, the rural region manager or designee will follow up to locate and communicate with personnel who have not been accounted for at the work site locations. • An all staff email will be sent with instruction and information updates for those with Internet access.

	<ul style="list-style-type: none"> • In addition to the above, the rural region manager or designee will make phone calls with phone tree database which is updated regularly or when personnel changes occur. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • Staff assigned to the FPO, is to follow the safest course of action and then call in their location at the earliest time possible. As soon as practical, the deputy administrator or designee will follow up to locate and communicate with personnel who have not been accounted for at the work site locations. • An all staff email will be sent with instruction and information updates for those with Internet access. • In addition to the above, the deputy administrator or designee will make phone calls with phone tree database which is updated regularly or when personnel changes occur. • FPO staff that is available will assist rural offices as necessary in contacting and/or locating staff that are either in the field or not checked in at the work site. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster or emergency, the DCFS deputy administrator or designee will work with the affected counties and/or state emergency services to assist in the location of and communication with staff regarding the disaster/emergency.
Essential Function:	Communication structure: Contracted Services
Process Description:	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • Treatment providers and vendors will be contacted with further instructions if they have children in care. • Providers who provide mental health services may be called in to provide emergency crisis care. • Prior to providing services, contractors provide an emergency plan which includes emergency contacts and organizational chart for their facility which are reviewed by licensing or funding agency to ensure communication processes are in place. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • FPO staff will assist rural offices in the communication with contracted vendors and providers. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster or emergency, the DCFS deputy administrator or designee will work with the affected counties and/or state emergency services to assist in the communication with contracted vendors, treatment providers, etc.
Essential Function:	Communication process when all normal channels are unavailable
Process Description:	<u>Rural Region Offices:</u>

	<ul style="list-style-type: none"> • When all channels are unavailable, the agency will rely on the National Guard and American Red Cross hotline numbers for communication. • When all communications are down, and when structural damage caused by a disaster is such that a facility is no longer habitable, staff should, when safe to do so, attempt to report to an alternate location designated by the rural region manager or designee. • Essential communications may include land lines, cell phones, satellite phones, ham radios, and/or “runners” between operable and safe locations. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • The deputy administrator or designee will maintain contact as much as possible with the rural region manager to determine what communication issues are occurring. When all channels are unavailable, the agency will rely on the National Guard and American Red Cross hotline numbers for communication. • When all communications are down, and when structural damage caused by a disaster is such that a facility is no longer habitable, staff should attempt to report to an alternate location previously designated by the deputy administrator or designee. • Essential communications may include land lines, cell phones, satellite phones, ham radios, and/or “runners” between operable and safe locations. • FPO staff may serve as “runners” between locations when safe and appropriate to do so.
Essential Function:	Communication with media
Process Description:	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • Public Information officer for division directors will collaborate to deliver public messages to media. • Staff are not to discuss activities with individuals working in the media and are advised to direct them to the DHHS Director or PIO. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • Public Information officer for division directors will collaborate to deliver public messages to media. • Staff are not to discuss activities with individuals working in the media and are advised to direct them to the DHHS director or PIO.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	Record preservation process

<p>Process Description:</p>	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • During a disaster or emergency, the file room will be locked and monitored by file room staff as available. • Staff will secure paper copy files in place or by bringing files to the file room maintaining as much security of confidential information as possible. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • FPO staff will assist rural offices with record preservation by entering data into electronic file if available or assisting with the retrieval and storage of hard copy files if safe and appropriate to do so. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster or emergency, the DCFS deputy administrator or designee will work with the affected counties and/or state emergency services to assist in the record preservation process, using FPO staff or other available staff to retrieve hard copy files if safe and appropriate to do so.
<p>Essential Function:</p>	<p>Use of off-site back-up system</p>
<p>Process Description:</p>	<p><u>Rural Region Offices & FPO Office:</u></p> <ul style="list-style-type: none"> • Child welfare data is backed up at the State IT Department and locally on a daily basis. • Program records (license files, medical information, case notes, legal documents, forms and related information are maintained electronically in the Statewide Child Welfare Information System (UNITY). • Disaster plan is coordinated with IMS so that electronic information is preserved and available in case of electrical outage, destruction of property, etc. SACWIS is web based SQL server application used statewide for child welfare case management.
<p>CWS Disaster Response Criteria E:</p>	<p>Coordinate services and share information with other states:</p>
<p>Essential Function:</p>	<p>Interstate Compact on the Placement of Children reporting process</p>
<p>Process Description:</p>	<p><u>FPO Office:</u> Nevada Deputy Compact Administrator (DCA) or designee will:</p> <ul style="list-style-type: none"> • Identify children in the geographic area affected by the disaster or emergency;

	<ul style="list-style-type: none"> • Contact the local office responsible for the supervision of the child’s placement; • Obtain information about the child’s location and condition; • Notify the sending state’s DCA about the child’s location and condition; and, • Document any collected information on paper forms (if UNITY is unavailable) about the child and send it to the sending state’s DCA when phone service or other services are restored. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster or emergency, the DCFS Deputy Administrator or designee will work with the affected counties and/or state emergency services to assist in the location of children in county custody located out of state. ICPC is a state process and counties will automatically receive information regarding children placed through the ICPC process.
<p>Essential Function:</p>	<p>Mental Health Providers</p>
<p>Process Description:</p>	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • Clinical services may be provided as available from Children’s Mental Health and/or the Division of Mental Health and Developmental Services. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • Available FPO staff will assist rural offices affected by a disaster/emergency with locating mental health services for children as needed. • In the event an agency which provides child welfare services is unable to continue to provide services to children in their custody due to being overwhelmed by a disaster or emergency, the DCFS Deputy Administrator or designee will work with the affected counties and/or state emergency services to assist in the location of necessary mental health services.
<p>Essential Function:</p>	<p>Courts</p>
<p>Process Description:</p>	<p><u>Rural Region Offices and FPO Office:</u></p> <ul style="list-style-type: none"> • The courts will identify an on-call judicial officer. Urgent processes such as detention petitions, noticing, court reports, etc. will continue providing the court is in operation. • The rural region manager as well as the DCFS deputy administrator will be advised of what judicial processes need to take place and be in contact with appropriate court officials.

Essential Function:	Federal partners
Process Description:	<p><u>Rural Region Offices and FPO Office:</u> The DCFS Deputy Administrator or designee will interact with Federal partners as necessary to ensure updates regarding the status of State children and programs in areas affected by a disaster/emergency.</p>
Essential Function:	Tribes
Process Description:	<p><u>Rural Region Offices:</u></p> <ul style="list-style-type: none"> • Tribes in all counties of Nevada are sovereign nations who work with Bureau of Indian Affairs (BIA) staff and Bureau of the Interior (BOI). • Any ICWA children in placement will have available the same services as any other child. • Tribes will be contacted if they are identified as the guardian of the child or if a child has been placed on tribal land through an established MOU. <p><u>FPO Office:</u></p> <ul style="list-style-type: none"> • The DCFS administrator or designee will maintain contact with the with rural region manager(s) to ensure that contact with Tribes has been maintained, as appropriate and necessary. • FPO ICWA specialist will assist in ICWA cases as available and appropriate.