DSS

South Carolina Department of Social Services
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South Carolina
Department of Social Services

Disaster Plan
2015 - 2019

DISASTER PLANNING
States have been asked to submit their procedures for how the State would respond to a disaster for programs funded under title IV-B, subparts 1 and 2. The following criteria are to be addressed by States:

- identify, locate and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster; respond to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases;
- remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster; preserve essential program records; and
- coordinate services and share information with other States (Section 422(b) (16) of the Act).

Identify, locate and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster; and respond to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:

1. All foster homes, per regulations and policy, must have written disaster plans in place prior to licensure and these plans are monitored for updates during quarterly visits by licensing staff. The plans must identify where the family plans to relocate during an evacuation or if there is a need for them to leave their residence. A Disaster Plan template (DSS Form 30246) for foster homes was finalized and given to county staff and child placing agency staff.

2. All foster care homes have been given disaster brochures (DSS form 30199) with pertinent information and the emergency hotline number and are required to contact this number to report their location upon evacuation.

3. Staff are required to locate alternative placement for any foster child in the event an evacuation order has been issued and a foster family is refusing to evacuate.

4. Staff are required to follow up with foster families and to further assure their safety in their residences or new locations.

5. All group homes and child caring institutions in the state are required per regulations and policy to have disaster plans in place. These are monitored by state level licensing staff at SCDSS. Copies of disaster plans for all group homes and all child placing agency foster homes have been submitted to state licensing staff at SCDSS and are on file.

6.State level SCDSS foster home, group home, and child placing agency licensing staff are required to be on call to assist in communication and relocation efforts for any displaced children. These same staff will follow up after a disaster to assure safety for children in group home facilities. State level SCDSS Licensing and Disaster Response staff along with group home managers and child placing agency managers and the SC Emergency Management Division have working draft of an - All Hazards Disaster Emergency Operations Plan Development and Procedures Guide as relates to children in foster and group care.

7. Child welfare (and other programs) staff statewide were required to be certified with specific online training courses and must keep their personal contact information updated in the event of an emergency. Staff is also certified with this coursework so they may assist in shelter operations when called upon.

8. In order to respond to new child welfare cases in areas adversely affected by a disaster, all reports of an emergency nature received during a time of disaster will be coordinated through local law enforcement to assist CPS to respond. State statute provides that reports of suspected child abuse and neglect can be made to law enforcement as well as to the Department of Social Services. Local law enforcement routinely provides coverage for after normal business hours emergency reports and this system is established in all counties. Reports of concern for a child's

safety will be made to the local law enforcement emergency number. Child Protective Services offices will continue to have on-call staff that will be available to assist if the need arises.

Situations reported during a disaster can be anticipated to be of an emergency nature as everyone in the community likely will be affected by the disaster. Law Enforcement and other emergency services personnel may be the only people who are allowed to be at their place of work and law enforcement will be needed to make the necessary response to imminent danger, such as emergency protective custody action. If a child must come into care, this process segues into the foster care system as described above.

Ongoing services to a family in an active in-home treatment case will be triaged during the disaster period so that only emergency services will be provided, other situations will be responded to as soon as the immediate crisis is reduced. It is anticipated that few other routine services will be available during the time of disaster so the focus must be on responding to emergencies. The Human Services Manual, Chapter 7 – Child Protective and Preventive Services has been updated.

CHAPTER 7, Child Protective and Preventive Services
Revision Number: 10-01   Effective Date: 01/14/2010

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739 CPS Investigations and Ongoing Services in Event of Natural or Man-Made Disaster
Purpose: To outline procedures to guide the response to new child protective services reports in areas adversely affected by a man-made or natural disaster, as well as for providing ongoing services as necessary. In the event of a disaster where communication and transportation systems are disrupted or an evacuation is ordered, routine services may be suspended and only emergency services available. In the event of a mandatory evacuation order due to a disaster, such as a hurricane or act of terrorism, the employees of the department will follow directions as given by the agency in authority and prescribed by the DSS Disaster Plan. Nothing in this section should be seen as supplanting the agency disaster plan.

Social Services Worker/Supervisor
New Reports
1. Ensures that all reports of an emergency nature received during a time of disaster are coordinated through local law enforcement to assist CPS to respond. State statute provides that reports of suspected child abuse and neglect can be made to law enforcement as well as to the Department of Social Services. Local law enforcement routinely provides coverage for after normal business hours emergency reports and this system is established in all counties. Reports of concern for a child's safety will be made to the local law enforcement emergency number. Child Protective Services offices will continue to have on-call staff that will be available to assist if the need arises.

Situations reported during a disaster can be anticipated to be of an emergency nature as everyone in the community will be affected by the disaster. Law Enforcement and other emergency services personnel may be the only people who are allowed to be at their place of work and law enforcement will likely be needed to make the necessary response to imminent danger, such as emergency protective custody action. If a child must come into care, this process segues into the foster care system as described in Chapter 8.

On-going Treatment Cases
2. Ensures that ongoing services to a family in an active in-home treatment case are triaged during the disaster period so that emergency services are provided, with other situations responded to as soon as the immediate crisis is reduced. It is anticipated that few other routine services will be available during the time of disaster so the focus must be on responding to emergencies.

Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster; and preserve essential program records:

SCDSS has a disaster response plan in place as relates to telephone service and computer system access. The agency's data network allows for agency staff to access program systems and information from locations outside of

their own specific counties – should county staff need to relocate into other county offices. In this way, the majority of client information already on file, and the eligibility processes needed to process new referrals, can still be accessed after a disaster.

The Child Welfare program uses an automated case file that is supplemented by a paper file. Currently, in the case of a disaster, the paper file would continue to be at risk. The agency is currently in the planning process to begin having the ability to image the contents of the paper files so that they will be linked to the automated system. This should provide greater access from any location and also will assure that information is not lost due to disaster such as fire, flood, etc.

Coordinate services and share information with other States (Section 422(b) (16) of the Act):

The South Carolina Department of Social Services (SCDSS) has trained over 1500 staff through independent study coursework from the Emergency Management Institute (and in conjunction with FEMA guidelines).

For reference, the following procedures are taken directly from current policy manuals and have been updated.

Following the policy information is more detail about agency and state disaster plans.
South Carolina Department of Social Services

CHAPTER 8, Foster Care
Revision Number: 09-04   **Effective Date: 05/14/2009**

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839 Evacuation of Foster Children in the Event of a Disaster
In the event of a mandatory evacuation order due to a disaster (hurricane), foster children are to be evacuated to a designated shelter or a safe location that is not threatened by the disaster. Foster care or adoptions staff may be asked to assist as needed. The State Office licensing staff will assist group care providers and child placing agencies (therapeutic foster care providers licensed by private providers) with making arrangements for housing with other providers. This section serves to provide information and guidance for foster care staff to obtain the whereabouts and location of foster children.

Foster Care/IFCCS worker

1. Informs foster parents to contact the Children's Helpline (888-722-2580) if evacuating or leaving their home. Foster Parents need to be prepared to forward the following information:

        a. child's name;

        b. county or office of case management;

        c. current whereabouts; and

        d. a phone number where they can be reached.

2. Makes alternative placement arrangements for foster child, if foster parent chooses not to comply with a mandatory evacuation order.

* Note: Neither race, color, nor national origin (RCNO) of a child or prospective caregiver may be considered in the placement selection process for a foster child, unless an individualized assessment reveals that such consideration is in the child's best interests. Culture may not be used as a proxy for RCNO. Placements may not be delayed or

denied on the basis of RCNO of the child or the provider and providers may not be denied the opportunity to provide care on the basis of the RCNO of the provider or the child.

3. Informs the foster parent in the event that the foster parent plans to evacuate to a residence rather than a designated shelter, foster parent must be certain that:

      a.   the location is safe and is large enough to accommodate everyone; and

      b.   the location of the residence is located far enough away to not be threatened by the disaster; and

      c.   the name, address and telephone number of the residence is shared; and

      d.   the residence is appropriate for the needs of the child.

4. Instructs foster parent to contact the county or office of case management with the following information as soon as lines of communication are restored:

      a.   the safety and condition of the foster child and family; and

      b.   the current living arrangements; and

      c.   the condition of the home (if known); and

      d.   whether or not the foster family can reside in the home (if known).

5. Contacts State Office Foster Care Licensing Staff as needed, for additional information related to plans for group care providers and foster parents licensed by private providers.

916 Disaster Preparedness Plans for Foster Families
In the event of a disaster such as a hurricane, foster parents need to be prepared to act quickly and decisively. While it is impossible to be ready for every conceivable disaster, a plan is the first step to ensuring that foster parents and children are safe. As a prerequisite to licensure, all foster parents are required to have a plan in place initially and annual reviews thereafter. This section serves to provide guidance to issues surrounding disaster preparedness for foster parents and staff. Please note that "listings of shelters" are not always available as many shelters are identified only at the time of emergency/need.

<u>Licensing Worker</u>

1. Reviews the foster parents' written evacuation plans during the initial assessment and at the time of re-licensing. The plan should include the following topics:

      a. Disaster preparedness plans that are responsive, flexible, appropriate to the situation and include several locations to choose from.

      b. If the child is considered medically fragile, specifics pertaining to the child's needs, conditions, medications and supplies are required in writing. In addition, the plan should reflect attendance at a regular shelter, a Special Medical Needs Shelter (accompanied by a caregiver), another facility or a home that can accommodate the child's special needs. (Refer to the county emergency plan for

a listing of shelters to accommodate the medically fragile - if a listing is available).

c. Foster children must be evacuated when there is a mandatory evacuation order.

d. Foster parents should evacuate to shelters that have been approved by the local emergency/disaster preparedness plan.

e. In the event that the foster parents plan to evacuate to a residence, they must be certain that:
- o the location is safe and is large enough to accommodate everyone; and
- o the location of residence is located far enough away to not be threatened by the disaster; and
- o the name, address and telephone number of the residence is available; and
- o the residence is appropriate to the needs of the child.

2. Reviews and discusses with foster parents approved shelters in the local area on an annual basis, (if a listing is available).

3. Informs the foster parents to contact the Children's Helpline (1-888-722-2580) and Disaster Hotline at (1-800-700-1156) at the time of evacuation with the following information:

a. foster child's name; and

b. county or office of case management; and

c. foster child's whereabouts and situation; and

d. the telephone numbers where the child/family can be reached.

4. Instructs foster parents to ensure that the foster child's name is listed on an attendance roster, if they are evacuating to a shelter.

5. Informs foster parents to contact the local county or office of case management as soon as lines of communication are restored with the following information:

a. the safety and condition of the foster child and foster family; and

b. the current living arrangements; and

c. the condition of the home (if known); and

d. whether or not if they can reside in the home (if known).

6. Amends the foster home's license if the home has been damaged and is not habitable.

South Carolina Department of Social Services
FOSTER/ADOPTIVE FAMILY DISASTER PLAN

Foster/Adoptive Family Name: _____

Managing County: _____

Address of Family: _____

_____

E-Mail Address Foster/Adoptive Parents: _____

Phone: Home No.: _____

Mother Work No.: _____ Father Work No.: _____

Mother Cell No.: _____ Father Cell No.: _____

If I need to evacuate my home, I would relocate to:
<u>First Choice</u>: **(Name of friend, address, phone number, alternate phone numbers, other contact information – e-mail address, etc.)**

_____

_____

_____

<u>Second Choice</u>: **(If you are not able to go to the first choice) Please provide address, phone number, alternate phone numbers, other contact information – e-mail address, etc.**

_____

_____

_____

Contact information for person who I would be in touch with in case of an emergency and who the agency could contact if necessary: (Family, members, or friends outside of the immediate area)

_____

_____

I understand I need to take the following critical information with me when I evacuate.
• Agency contact information (agency emergency contact number)
• Foster/adoptive and biological children's medical information, prescription, medical reports

I understand that I am required to check in with the SC Department of Social Services within **24 hours**. I can call this toll free number: **1-800-700-1156**.

I understand that should any of the information included in this plan change that I am to update the form within 14 days of the change and provide the agency with the update.

_____   _____
Foster/Adoptive Mother Signature   Date

_____   _____
Foster/ Adoptive Father Signature   Date

Disaster Plan
CHECKLIST

- ☑ Discuss the **types of disasters** that are most likely to happen.

- ☑ Identify at least **two locations** where your family can evacuate.

- ☑ Post **emergency telephone numbers** and keep your disaster plan in a location that is easy to find.

- ☑ Ask an out-of-town relative or friend to be your **"family contact."**

- ☑ Be familiar with **evacuation routes** and the location of your destination.

- ☑ Be cautious and **evacuate early.**

- ☑ Make plans for your **pets,** if possible.

- ☑ If your foster or adoptive child is **medically fragile,** go to a special needs shelter or to a location that can accommodate the child's needs.

- ☑ Contact the **Disaster Hotline** to let DSS know where you are.

If Leaving Your Home
DON'T FORGET

Blankets or sleeping bags

Cash

Clothing (packed)

Coat (warm and waterproof)

Documents (birth certificate, driver's license, Social Security cards, credit cards, address and telephone numbers of friends and relatives, proof of insurance coverage)

Eye Glasses (extra pair)

First Aid Kit

Food and Water for two or three days

Flashlight with extra batteries

Garbage Bags

Gloves

Hygiene Items (soap, waterless soap, feminine products, diapers, shampoo)

Medicine (prescription and other)

Radio (small battery powered AM/FM)

Toilet paper (flattened for packing)

Tools (pliers, screwdriver, etc.)

Utensils (plastic spoons and plates)

Disaster Preparedness For
FOSTER AND ADOPTIVE PARENTS

Contact Disaster Hotline
1-800-700-1156

Hurricanes, tornadoes, fires and floods are natural *DISASTERS* that occur every year. For South Carolina residents, statistics indicate that an average of five powerful hurricanes strike the United States coastline every three years. Evacuations may occur because of severe weather or industrial accidents such as spills of toxic chemicals.

A *DISASTER* plan will help keep families safe by being prepared. A *DISASTER* plan is required in order to be approved as a foster or adoptive parent.

IN THE EVENT OF A MANDATORY EVACUATION ORDER, WHAT DO I NEED TO DO?

Contact the Disaster Hotline 1-800-700-1156

When you plan to evacuate, let the Hotline staff know the name (residence or shelter), address and telephone number of where you will be.

Contact Your Caseworker

When the lines of communication have been restored, update your caseworker of your situation.

WHAT IS A DISASTER PLAN?

Plan in advance how your family would respond and where your family would go to escape a disaster.
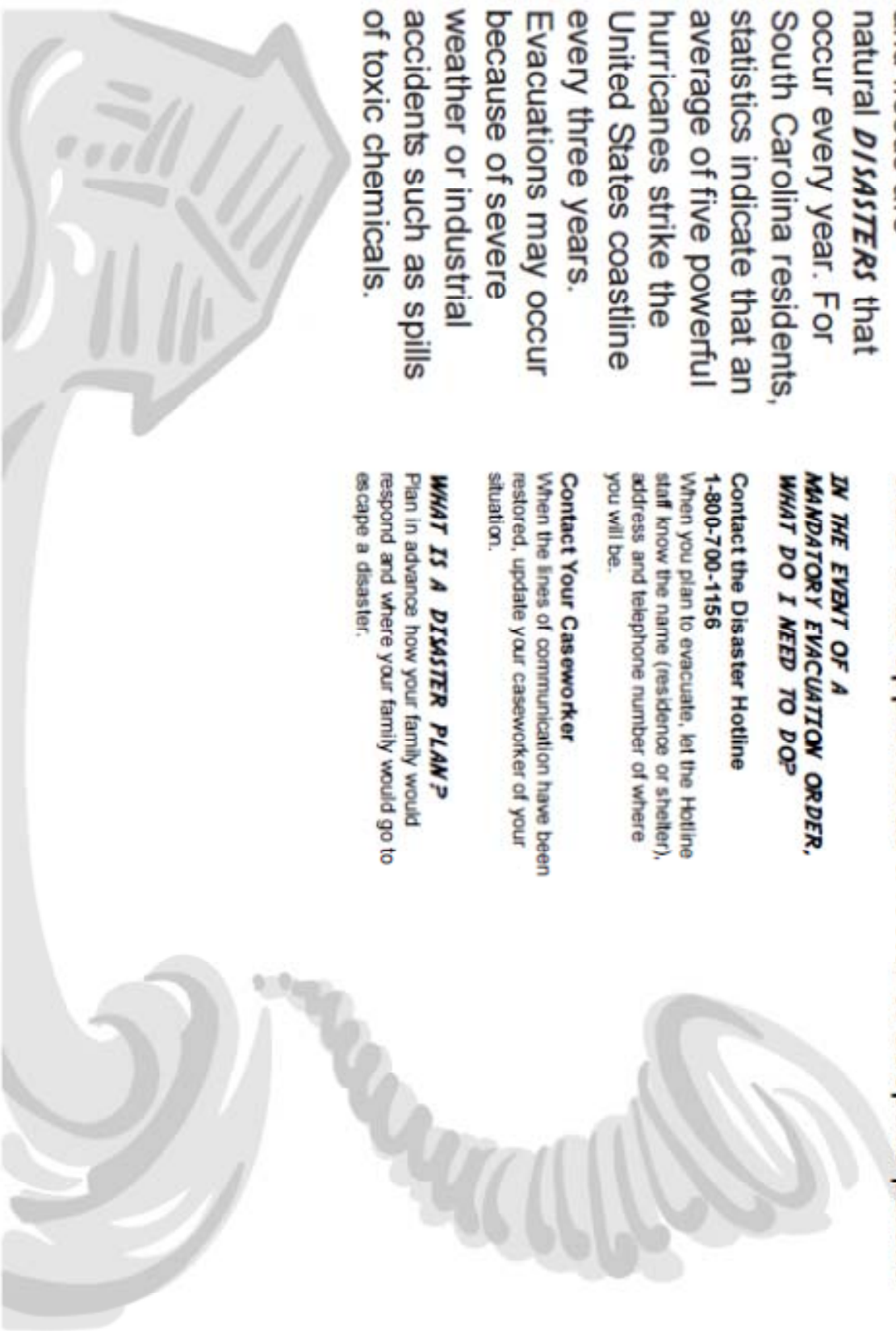
I. CUSTOMER INTERFACE

Introduction

State customer agencies were tasked with establishing a comprehensive disaster recovery program by July 1, 2001. Recovery of critical information systems is expected to be a key component of the individual customer agency recovery plans. CIO will work with customer agencies to interface agency plans to the CIO plan, but cannot address customer agency disaster recovery needs beyond the scope of the CIO Disaster Recovery Plan.

Customer Agency Disaster Recovery Contacts

CIO will interface with each customer agency through its assigned disaster recovery contact. This will include training and consultation on data backup and off-site tape storage practices, as well as coordination of disaster recovery testing exercises. In the event of a disaster declaration, CIO will work with the disaster recovery contact for each customer agency to expedite recovery activities. An alternate for the contact is required.

Refer to the section entitled Telephone Directory, section VII, for a list of customer agency disaster recovery contacts.

Emergency Communications

In the event of an emergency affecting CIO production services, CIO disaster recovery team members will alert the appointed customer agency disaster recovery contact. Status updates and recovery activity coordination will also be via the customer agency disaster recovery contact. In order to assure that contact can be made under a variety of unpredictable circumstances, CIO recommends that the customer agency identify a **Primary** contact and at least one alternate. These personnel should provide **all** of the following:

- Office telephone that is always answered during normal business hours and not subject to power outages (*i.e.*, Centrex telephone service, not electronic key or PBX without power back up).
- Job title
- E-mail address

CIO has provided a list of current customer agency disaster recovery contacts; refer to section entitled **Telephone Directory** *that* has been provided by our customer agencies. This list should be reviewed to ensure that the appropriate agency contact is listed. If there are any updates to this list, please contact Paul Creede, CIO Business Continuity Coordinator, at (803) 896-0680.

It is the responsibility of the customer agency disaster recovery contact to establish an internal notification process within the customer agency. **CIO will call only one designated agency disaster recovery contact.**

1. Executive Summary

1.1 Division of the State Chief Information Officer (CIO) State Data Center

The Department of Social Services has entered into an agreement with The Division of the State Chief Information Officer (CIO) for Disaster Recovery Services for the mainframe processing services the Department of Social Services currently utilizes.

The Division of the State Chief Information Officer (CIO) owns and operates a large computer center that supports data processing services for a number of South Carolina public agencies including the Department of Social Services.

The CIO is the custodian of these applications and their associated data assets, while DSS is the owner and ultimate beneficiary of the automated functions. The CIO is responsible for the physical environment and equipment assets. It employs generally accepted systems management practices in its daily operation and in its contingency planning.

A partnership between CIO and DSS is necessary to protect the applications and information assets within the data center. This partnership must extend to the design, implementation, validation and ongoing maintenance of a recovery capability.

In the event of a disaster that would render the computer center unable to provide normal production computing services, CIO has a goal to restore service in a timely manner. Toward that end, CIO has established a Disaster

Recovery Program. This program exists to benefit CIO customer agencies and to encourage joint participation between CIO disaster recovery teams and key disaster recovery personnel within the agencies/departments that use CIO computing services.

Appendix A contains the Customer Guide to the CIO State Data Center Disaster Recovery Program and describes the roles and responsibilities for the State CIO and DSS.

1.2 Department of Social Services Division of Information Services

The DSS Division of Information Services provides network access and PC support to approximately 4500 end users located at 80 locations throughout the state of South Carolina. This responsibility includes the Hardware and Software components of the Physical Networking, Wan Protocols, LAN Protocols, LAN Operating Systems and PC Operating Systems.

In the event of total loss of network operation at the State DSS Office located at 1535 Confederate Avenue the following action plan would be implemented:

By utilizing the state contract for pre-approved vendors DSS would replicate the SAN and server configuration and host it at the State CIO located at 4430 Broad River Road. All necessary line and communication components would be redirected to the CIO State Data Center. LAN backups would be loaded on the new equipment. After the infrastructure is tested and the connection is verified it will be made available for real time production work to the various DSS locations.

Appendix B contains the South Carolina Department of Social Services Information Technology Summary describing the Hardware and Software for which DSS is currently responsible.

Appendix C contains the Department of Social Services Disaster Recovery Contact List for the State Office.

Appendix D contains the Department of Social Services Disaster Recovery Contact List and Locations for the County Offices.

1.3 DSS County Office Information Services

In the event of total loss of a DSS county office the following action plan would be implemented:
By utilizing the state contract for pre-approved vendors DSS would replace needed county hardware and software Employees would be redirected to other DSS offices for system access until needed county hardware and software was replaced and operational. By using Windows and Microsoft email an employee could access their desktop from any DSS agency computer.

3.1.15 CAPSS (Child and Adult Protective Services System)

CAPSS is a part of a nationwide project of SACWIS (Statewide Automated Child Welfare Information System) systems that were created to ease the reporting of federally mandated AFCARS (Adoption and Foster Care Automated Reporting System) and NCANDS (National Child Abuse and Neglect Data System) data. All states have a SACWIS unless the state opted out of this program.

CAPSS is used statewide by Human Services to maintain information on their clients regarding child welfare and family support services provided by the agency. CAPSS was implemented in October 2001 and currently supports approximately 1,500 users statewide.

CAPSS resides on the users 'desktop and is also available via remote access through a dial up connection. CAPSS GUI presentation was developed in Visual Basic, yet CAPSS maintains data storage on the mainframe (ADABAS/NATURAL) and also requires some data entry for financial and other management functions on the mainframe as well.

Appendix C
DSS State Office Disaster Recovery Contacts
Primary Contact: Tim Smith
Title: Network and Communications Management Director
Office Phone: 803-898-7260
Work Cell Phone: 803-315-6051
Pager: N/A
Personal Cell Phone: N/A
Home Phone: 803-397-2069
Email: tsmith@dss.sc.gov

Other Contact: Johnny Brunson
Title: Network Manager
Office Phone: 803-898-7322
Work Cell Phone: 803-315-6025
Pager: N/A
Personal Cell Phone: 803-682-4043
Home Phone: 803-536-9239
Email: jbrunson@dss.sc.gov

Other Contact: Elaine McGwier
Title: Database Administration Manager
Office Phone: 803-898-7395
Work Cell Phone: N/A
Pager: 803-698-4012
Personal Cell Phone: 803-240-5642
Home Phone: 803-783-1900
Email: emcgwier@dss.sc.gov

Other Contact: Carla Brooks
Title: Database Administration
Office Phone: 803-898-7316
Work Cell Phone: 803-315-4710
Pager: N/A
Personal Cell Phone: 803-606-1263
Home Phone: 803-755-1729
Email: cbrooks@dss.sc.gov

Other Contact: Gregg Tanner
Title: Network Administration
Office Phone: 803-898-7328
Work Cell Phone: 803-315-6078
Pager: N/A
Personal Cell Phone: 803-546-5500
Home Phone: N/A
Email: gtanner@dss.sc.gov

Other Contact: Andi Hall
Title: Data and Telecommunications Manager
Office Phone: 803-315-7326
Work Cell Phone: 803-315-4498
Home Phone: N/A
Email: ahall@dss.sc.gov