

DISASTER PLAN

When disaster or emergency events occur in Missouri, such as tornadoes, damaging winds, flooding and power outages, and local assistance such as shelters/feeding operations or multi-agency resource centers need to be open, Department of Social Services (DSS) Emergency Management employees staff the Emergency Support Function (ESF) 6 desk at the State Emergency Operations Center (SEOC) during the response or work on the event remotely. They provide information immediately to Children's Division staff including daily situation reports regarding Mass Care activities such as daily shelter reports and other situational information throughout the event. This allows Children's Division (CD) staff to be aware of the area(s) of the state affected and the seriousness of the event. Children's Division staff can then follow pre-established disaster response procedures, pursuant to the Division's Emergency Operations Plan, to begin assessing the well-being and potential needs of both children and resource providers. Activities may include making contact with all resource providers caring for children in Children's Division custody to assess needs and provide assistance as needed. Children's Division Early Childhood and Preventive Services, along with the Department of Health and Senior Services, may need to make contact with licensed and registered providers in the affected areas to assess any disruption in child care services and provide assistance if needed. This reach out to resource providers is the expectation for field staff in all disaster and emergency events, regardless of scope.

Resource providers and residential care facilities that serve children under state care or supervision are required to have an emergency plan. Resource providers' plans are to address various disasters and include a plan for what will happen if disaster strikes when the resource provider is away from the child. The plan is to display contact telephone numbers, including a number for local and regional Children's Division staff, and a toll free number to be used to contact Children's Division administration if other communication channels are not available to contact local or regional staff. The family disaster plan is to be reviewed with foster youth in the home every six months, which is documented in the resource provider's record.

The Children's Division has a statewide Emergency Operations Plan. This plan, in its entirety, was reviewed and updated by the Children's Division's Emergency Management Team over the past year. (See *Attachment C CD Emergency Operations Plan*, *Attachment D CAN Emergency Plan*, and *Attachment E Out of Home Care Emergency Plan*) The Children's Division Emergency Operations Plan includes direction and considerations in the accounting for, and responding to the needs of, children under state care or supervision. In addition, plans to continue essential agency functions, such as responding to and providing services in new reports of child abuse or neglect, are incorporated into the statewide plan.

The Children's Division's Emergency Operations Plan recognizes that following a disaster, it is likely children under the care or supervision of the agency may be relocated out of state. If the child remains out of state longer than twenty-eight days, Interstate Compact for the Placement of Children (ICPC) protocols should be followed. Missouri Children's Division ICPC staff members have an established relationship with ICPC staff in other states throughout the country.

Each Children's Division office is required to have a local emergency plan that is regularly reviewed with staff and shared with stakeholders. The local emergency plan is an all-hazards plan that describes the local response with considerations for agency and community resources. Quality Improvement staff review the plan annually with each circuit to ensure the plan is updated and to make appropriate changes. Each circuit maintains emergency contact information for staff and managers, so essential child welfare personnel are able to be located following a disaster. The Child Abuse Neglect Hotline Unit also maintains contact information for staff and managers.

Essential program records are maintained electronically in Missouri's SACWIS system, the Family and Children Electronic System (FACES). The records are accessible to Children's Division staff throughout the state. The records are backed up and efforts are made to ensure that they would continue to be accessible immediately following a disaster. The Information Technology Services Division (ITSD) maintains and provides technical support for FACES and has an established disaster recovery plan. In addition, ITSD staff members are to have a presence at the State Emergency Management Agency if needed following a disaster to help maintain essential operations.

All employees are required to receive basic emergency management training through online courses offered through the Employee Learning Center (ELC). The required training curriculum is reviewed annually and the assigned curriculum varies based on the employee's level of response in an emergency. This practice equips all employees with basic information about responding to emergencies, which will make them better able to respond when a disaster occurs. The availability of training through the ELC has proven to be a useful tool for our agency and is readily available for staff at their convenience.

Department of Social Services (DSS) Central Office Emergency Management staff staffed the Emergency Support Function (ESF) 6 desk at the State Emergency Management Agency (SEMA) State Emergency Operations Center or worked remotely when needed in early January 2014 and early February 2014 during winter weather events. They monitored weather conditions, maintaining contact and coordinating information with Mass Care partners, and providing information to SEMA leadership regarding partnership involvement and potential shelter information for situational reports as necessary.

On Sunday, March 2, 2014, SEMA activated the SEOC as a pro-active response to a winter storm predicted by the National Weather Service. Snow and sleet accumulations of up to 10 inches in the north and ice accumulation of up to ½ inch in the southeast had been predicted. DSS Central Office Emergency Management staff worked in coordination with other state agencies as well as Mass Care partners to monitor weather conditions, road conditions, and power outages to determine potential sheltering needs and also developed standby shelter locations.

On Thursday, March 27, 2014, a tornado touched down north of Trenton, Missouri, in Grundy County damaging several homes and other buildings. Local DSS field staff contacted the Grundy County Emergency Management Director who confirmed that all families who lost their home had secured a place to stay and did not need assistance that evening. Most of the impacted structures were agriculture buildings.

On April 3, 2014, when storms swept through Missouri, the counties of Ripley, Butler, Osage and St. Louis were affected. A tornado touched down in the early morning hours of April 3 in University City in St. Louis County - three homes were destroyed, four had major damage and 20 had minor damage.

Severe weather continued in April and early morning flash flooding on Monday, April 28, in Campbell, Missouri, in Dunklin County, resulted in residents being evacuated from a local apartment building. They were taken to the Campbell Community Center and the American Red Cross was contacted to support sheltering operations for 15 residents; however, the residents quickly found other places to stay. The same day a shelter was open due to flooding in the town of Lilburn in New Madrid County. Seven residents stayed Monday and Tuesday night before finding other housing.

Late on Saturday, May 10, 2014, spring storms resulted in three tornadoes in Jackson and Ray Counties. The most serious was a tornado that touched down in Orrick, Missouri, in Ray County, a town of 800 residents. It was determined to be an EF-2 tornado by the National Weather Service and was on the ground for more than 11 miles. Fortunately no one was killed or seriously injured; however, more than two hundred homes and other buildings were damaged. Because the high school suffered serious damage, classes had to be canceled for the final three school days and graduation ceremonies were moved to the nearby town of Excelsior Springs. The American Red Cross opened a shelter the night the tornado touched down in nearby Richmond, but it was later closed for lack of population. DSS field staff participated in a Multi-Agency Resource Center (MARC) ensuring that Orrick residents were aware of Food Stamp Replacement Application procedures as well as other Family Support Division and Children's Division programs available.

On Sunday night, June 29, 2014, flash flooding occurred in southern Missouri in Fremont in Carter County. The American Red Cross immediately opened a shelter for approximately 20 affected residents in nearby Van Buren; however, residents were able to secure other places to stay. Quickly that week, a Multi-Agency Resource Center (MARC) was set up as a "one stop shop" for disaster recovery resources and DSS Family Support Division field staff members were on site immediately, ensuring again that Fremont residents were aware of all DSS programs available.

In late June 2014, storms in the Upper Midwest caused Mississippi river levels to rapidly rise, and Missouri farmland flooded along with roads and bridges. At Clarksville (Lincoln County), the river was projected to crest ten feet over flood stage and about two feet below the record set during the 1993 flood. An AmeriCorps team established a Volunteer Reception Center to manage volunteers, donated resources, and lead a sandbagging effort. United Way 2-1-1 was another key partner in the effort by assisting with the recruitment of volunteers resulting in approximately 150 St. Louis area volunteers – more than half of the nearly 270 volunteers that helped there. A flood barrier was completed on July 9 to withstand a 35.5 foot crest. The Mississippi crested that day just less than 35 feet and the historic town was protected from significant flood damage. DSS Emergency Management staff assisted SEMA Emergency Human Services staff with monitoring the situation during that time and coordinating information sharing.

Beginning on August 11, 2014, DSS Emergency Management staff monitored events in Ferguson, Missouri, where civil unrest and several days of rioting followed the August 9 Ferguson Police shooting of a Ferguson resident, Michael Brown. The Unified Command Center was located in the parking lot of one of our local DSS St. Louis County office buildings, and on August 18 the Missouri National Guard was mobilized in a limited role of providing security at this Center. Children's Division staff continued to work with children and families and responded to new reports of child abuse or neglect, according to the Children's Division's Emergency Operations Plan. Regional management was in regular communication with Central Office management to assess the needs of children, families, and staff that lived in, or worked, in the affected area.

The Children's Division Director, Regional Director, and local management are members of the Resiliency Coalition, established in August 2014. This is a broad coalition of St. Louis behavioral health and social services provider agencies whose purpose is to address the complicated issues that emerged from the death of Michael Brown and subsequent concerns identified in Ferguson and broader areas of North St. Louis County and City. The coalition will work with families and school personnel in teaching resilience and promoting hope for a better life for all children who live in the North St. Louis area. The coalition will work cooperatively with a broader coalition of individuals, organizations, and agencies to tangibly support the emotional health and stability of children and families who live in the area.

In late November and December, DSS Central Office Emergency Management staff and St. Louis field staff participated in Ferguson Inter-Agency Round Table conference calls coordinated by the United Way of Greater St. Louis. St. Louis Children's Division staff and Family Support Division staff participated in a Ferguson/Dellwood Community Fair held on Saturday, December 20, along with approximately 40 area agencies. Children's Division staff answered questions about our foster care program and other available services. Family Support Division staff provided adult medical, food stamp, family medical, and child care applications along with informational temporary assistance flyers and resource center location flyers.

Northern Missouri experienced a severe storm system that brought damaging straight line winds and widespread flooding to that part of the state on September 9 and 10. On October 31, Missouri received a federal major disaster declaration for 20 northern Missouri counties – Adair, Andrew, Atchison, Daviess, Gentry, Grundy, Harrison, Holt, Knox, Lewis, Linn, Livingston, Macon, Mercer, Nodaway, Putnam, Ralls, Shelby, Sullivan and Worth. Governor Nixon requested the declaration for public assistance on October 22 allowing local authorities to seek assistance for response and recovery expenses associated with the severe weather and flooding. No Mass Care response was needed.

Although the SEMA SEOC wasn't activated in December 2014, DSS Central Office Emergency Management staff monitored weather conditions as needed, maintaining contact with SEMA Emergency Human Services staff and other Mass Care partners throughout the month.

Throughout all of the above operations, numerous partner organizations assisted in the response and recovery operations. In addition to Mass Care activities, DSS Emergency Management Central Office management provides leadership through roles in the Governor's Partnership and the State Mass Care

Committee in the coordination and communications necessary for partner organizations to respond and work together in a coordinated manner.

In addition to responding to disaster or emergency events, Children's Division staff members are involved in emergency management planning, training and exercise events throughout the year. While Children's Division staff members serve on the DSS Emergency Management Team and/or serve as DSS Responders to the SEMA State Emergency Operations Center (SEOC), CD also has its own CD Emergency Management Team with members that represent each area of the state. This team meets quarterly to plan for specific divisional emergency management needs and worked together to review and update the CD Emergency Operations Plan.

On June 16-20, 2014, Children's Division staff members were important participants in an eight-state New Madrid Seismic Zone (NMSZ) Earthquake Exercise sponsored by the Central United States Earthquake Consortium (CUSEC) – CAPSTONE-14. CAPSTONE-14 was designed to build from lessons learned during the New Madrid Seismic Zone Catastrophic Planning Project and National Level Exercise 2011 (NLE 11). Children's Division staff participated in CAPSTONE-14 at the Missouri SEMA State Emergency Operations Center, along with SEMA staff and other ESF 6 Mass Care partners, such as American Red Cross, Salvation Army, Southern Baptist Convention, United Way 2-1-1, etc. In preparation for CAPSTONE-14, Children's Division staff attended a DSS coordinated CAPSTONE-14 orientation on April 25, 2014.

In November 2014, a number of Children's Division staff members were important participants in the Children and Youth in Disaster Subcommittee of the Access and Functional Needs Committee of The Governor's Faith-Based and Community Service Partnership for Disaster Recovery (The Partnership), which serves as the State Citizen Corps Council per Executive Order 09-25. The mission of the Children and Youth in Disaster Subcommittee is to promote and facilitate comprehensive interagency planning for the needs of children and youth in emergencies and disasters in Missouri.

Children's Division or other Department of Social Services staff actively participate in five of the six Work Groups of the Subcommittee and co-chair three of the Work Groups – Children in State Custody or Congregate Care (CD Co-Chair), Child Care (CD Co-Chair), Pediatric Behavioral Care, Emergency Services for Children and Youth (DSS Co-Chair), and Education. The remaining sixth Work Group of the Subcommittee is Public Health and Medical. The highlight of the Subcommittee's work in 2014 was the November Children and Youth in Disaster's Summit held in Columbia, Missouri. The main focus of the Summit was the development of a three-year strategic plan for Missouri relative to children's issues in emergency planning, preparedness and response.

The Children's Division is the lead agency for the Child Care Assistance Program, which provides assistance with payment for child care for eligible parents/guardians. The Children's Division assumed a leadership role in working with its partners at the federal, state and local level to develop an emergency preparedness plan for the Child Care Assistance Program in an effort to ensure the continuity of service to children and families. The Missouri Child Care Assistance Disaster Plan was written with a multi-agency approach providing a solid foundation for planning, and is posted on the Children's Division

website. A Children's Division Child Care staff member co-leads the Child Care Work Group of the Children and Youth in Disaster Subcommittee.

On Tuesday, March 3, 2014, Children's Division offices across the state participated in the annual Statewide Tornado drill. The drill is part of Severe Weather Awareness Week in Missouri, which focuses on all severe weather, including severe thunderstorms, flooding and lightning. The drill begins at 1:30 p.m., outdoor warning sirens sound where available, and Safety Coordinators ensure CD staff members take shelter in previously identified safe places.

Information regarding the October 16, 2014, Central US Shakeout and earthquake preparedness information was shared with all Children's Division staff, as well as all DSS staff. Information will be shared again regarding the October 2015 Central US Shakeout.