

CHILD CARE SUBSIDY PROGRAM
MISSOURI
DEPARTMENT OF SOCIAL SERVICES
CHILDREN'S DIVISION



DISASTER PLAN

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I. OVERVIEW OF DISASTER CONCEPT

Department of Social Services (DSS), Children's Division (CD) coordinates with the Missouri State Emergency Management Agency (SEMA) during disaster events. This document is developed to support the Child Care Subsidy Program infrastructure in Missouri with continued assistance to emergency solutions due to disaster related events. Disaster planning is sorted into four phases: Preparedness, Response, Recovery, and Mitigation.

CD will prepare by identifying four distinct areas to respond to Disaster events: Communication, Child Care Regulation, Assessment, and Subsidy.

CD has identified planned steps and courses of action in a Disaster Situation:

Before – In some events hazards that may impact CD may be anticipated, i.e. tornadoes.

- Establish Communication - Update staff, partners, and providers on possible events.
- Encourage a readiness and preparedness posture.
- Ensure section notification trees are updated with accurate information.
- Provide information on shelter locations. (Shelter information is provided by the CD liaison)
- Assist with information on evacuations or emergency transportation.
- Assess provider operations and need to evacuate children.

During – Monitor, communicate, and if safe, assess vulnerable areas.

After

- Activate CD notification tree to assess damage to CD staff & partners.
- Alert partners (Head Start, Department of Health and Senior Services, Department of Elementary and Secondary Education, Community Partnerships, CCR&R, County DSS offices) to damage and needs.
- Assess provider operations utilizing an electronic or phone assessment tool.
 - Utilize GovDelivery and DHSS listserv
 - Coordinate calling with DHSS and the Resource and Referral agency
- Assess need for emergency subsidy or subsidy payment assistance. CD will work with DHSS to determine which child care facilities were impacted and if emergency child care subsidy payments are necessary.
- Assess need for license variances or other child care regulatory needs (Regulatory Staff) – DHSS Child Care Facility Specialist conduct facility inspections.
- Coordinate with local DSS office and/or American Red Cross to address emergency child care at shelters.
- Assess provider needs and advise of local resources or donation opportunities.
- Advise partners and providers of local, state, federal resource assistance. Work with partners on safety issues– DNR, DHSS(Health and Sanitation(mold)), State Fire Marshal, DSS, SEMA, Red Cross, Resource and Referral agency.
- Track cost, if applicable.
- Track staff time spent on disaster.

Overall Responsibilities for Disaster and Emergency Coordination

II. PLAN SUMMARY

A. Plan Purposes

In the event of an emergency, the role of CD is to support child care providers and to assist in the provision of safe and healthy child care alternatives for families during and after disasters or emergencies. CD’s Disaster Plan provides specific actions that the Division may take in emergency situations. This includes provisions for:

- coordination and communication in the event of a disaster or emergency,
- coordination in the relocation of children in affected child care settings,
- assessment of the ability of CD/partner agencies to function,
- assessment of child care providers’ needs, and
- provision for the establishment of temporary child care.

CD has developed this plan to support child care providers and give families safe and healthy alternatives for the care of their children during and after disasters. These aims tie in to “common functions” outlined in the latest State of Missouri Emergency Operations Plan such as “mass care.” This plan provides information to instruct staff regarding emergency preparedness, disaster response, and disaster recovery.

B. Emergency Preparedness

CD’s emergency preparedness efforts include:

- Review and update the CD disaster plan with partners, which may include a dialogue of their roles.
- Encourage child care providers to be trained and prepared for all types of emergency situations.
- Ongoing development of partnerships with emergency response agencies.
- Ensure training of Children’s Division staff, which includes CD Emergency Response Team members.
- Ensure timely distribution of alerts about potential disasters.
- CD Emergency Management Officer/Safety Officer’s ongoing maintenance and testing of emergency procedures.
- Nightly automatic backup of CD and state information systems.
- Ongoing maintenance of section notification trees for CD local and field staff.
- Extra preparations if given notice of an imminent disaster.

C. Possible CD Disaster Functions

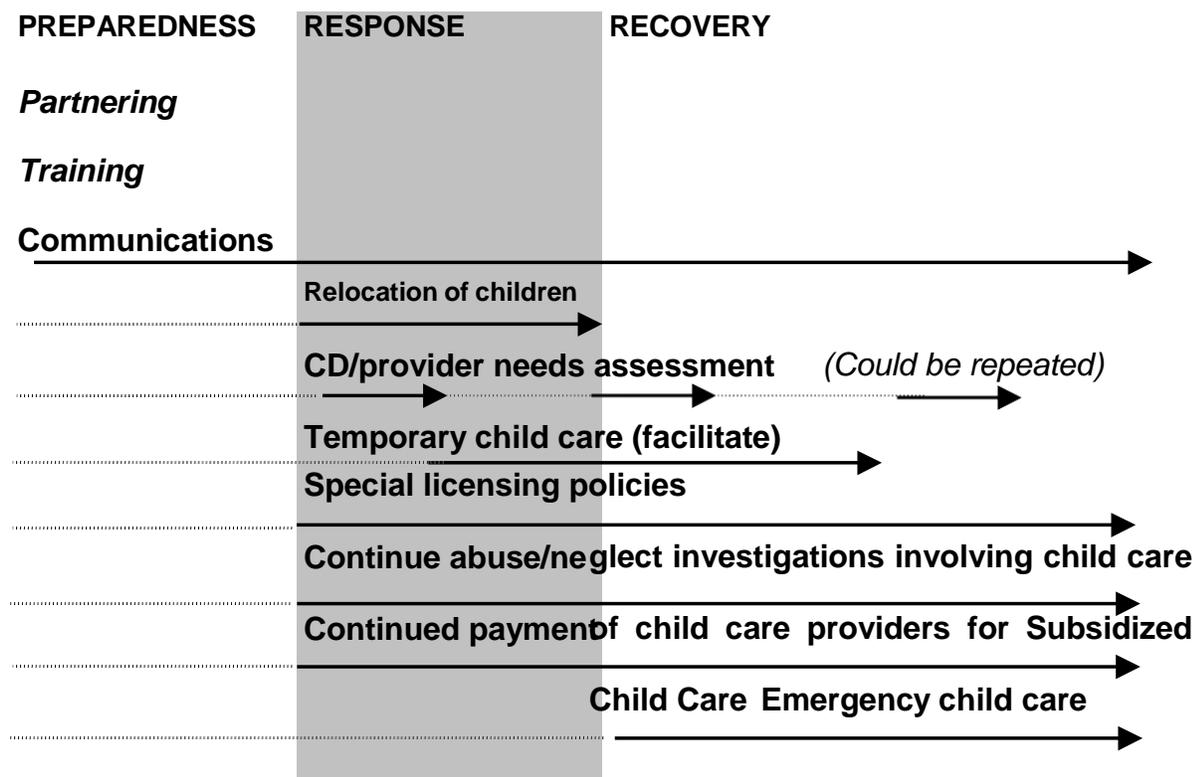
CD has identified the following functions or possible actions it *might* carry out before, during, or

after a disaster to make sure that children remain safe and healthy:

- Maintain communication with employees, partners, and families throughout all phases or stages of an emergency event.
- Ensure that children are relocated off-site if hazardous materials, fire, or another emergency poses a threat to their safety while they are in child care.
- Assess whether the Division’s capacity to carry out its roles has been affected by the disaster and making provision for the continuation of core Division functions (e.g., subsidized child care services, child care provider relations functions).
- Assess all child care facility damages and needs resulting from a disaster.
- Facilitate the development of temporary child care arrangements to improve access to child care.
- Consult with DHSS, Section for Child Care Regulation about special licensing policies to assist in reestablishing safe and healthy child care options.
- Implement use of child care subsidy funds to pay for emergency child care due to extraordinary circumstances.
- Tailor assistance to address specific disaster needs.

The diagram below shows approximately when in the disaster/emergency management cycle CD disaster functions might be carried out. (Dotted/dashed lines show when staff would prepare for the disaster function.) Disaster *response* refers to actions that occur immediately before, during, or directly after a disaster. Disaster *recovery* refers to assistance that occurs later to return the community to normal or near-normal conditions. Phases of disaster/emergency management tend to overlap to some degree.

Timeline -- Disaster Preparedness, Response, Recovery



It should be noted that disaster functions could require extra staff, equipment, supplies, or financial resources. Whether or not CD carries out an individual disaster function depends on the specific needs at the time, as well as the resources available to CD. CD Executive Team will determine which disaster activities or functions will be carried out.

D. Coordination of Effort In Carrying Out Disaster Response Functions

The DSS Emergency Management Director will notify the CD Emergency Management Officer when emergency management plans have been activated. The CD Emergency Management Officer will notify the Division Director and Child Care Program Administrator to report the activation, email unit managers to include Child Care Provider Relations Unit (CCPRU) supervisor, Child Care Payment Unit (CCPU) supervisors, and support staff informing them of the situation. This communication will continue during the disaster or emergency. Decisions will be made at the Division level by a team assembled by the Division Director.

If called upon, the CD Emergency Management Officer will also confirm that CD State Emergency Responder members are able to report to the Emergency Operations Center (EOC) to ensure coverage of shift assignments. The specific role of CD will be clarified during the assignment at the EOC. CD State Emergency Responder members will coordinate with other State Emergency Responder members and communicate needs and issues back to CD Emergency Management Officer and/or CD Director/designee. Municipalities, such as county governments, have the lead responsibility for emergency response and formal support requests to the state via Missouri State Emergency Management Agency.

The CD Director or Executive Team will determine which disaster areas to activate and which functions in the CD Child Care Subsidy Disaster Plan are to be executed. CD staff and partner agencies will be called upon, as needed, to assist in support response and/or facilitating communication. CD staff may also be temporarily reassigned to carry out specific duties.

Whenever possible, CD ERT members should coordinate with other state agencies and partners to ensure that efforts are not duplicated in the communication with impacted county DSS offices and entities.

After the disaster or emergency, recovery functions will be put into place. Assessments should continue periodically thereafter until CD determines that child care providers impacted by the disaster or emergency are able to offer families safe and healthy child care.

III. COMMAND AND CONTROL

A. Disaster Response Activation Process

- The notification and process to consider activation will normally be the CD Emergency Management Officer who will notify the CD Director/designee for an activation decision. The decision for activation of overall CD disaster response will be made by the CD Director/designee. The CD Director will notify the Child Care Program Administrator and Unit Managers with activation guidance.

- Considerations for activation of a disaster response:
 - ⇒ Declaration of state of emergency by the President of the United States, Governor of Missouri, or other leader(s)
 - ⇒ Activation of State Emergency Response Team/State Emergency Operations Center
 - ⇒ Need for action by CD
- Because disasters may require immediate action, the Director or his/her designee has full authority to activate disaster functions and temporarily reassign staff as needed to carry out response functions. The Early Childhood Section will review its data, as provided by Research and Evaluation, to determine the number of child care providers and households impacted in the disaster area.

B. Executive Team Structure

CD will use a team structure to plan and oversee its disaster response: an *Emergency Executive Team* will provide oversight, and specific disaster response tasks will be managed by position specific *disaster areas*.

- The **CD Executive Team** will make important decisions about emergency strategies, policies, and resources and will serve as the Division's *Emergency Executive Team*. Examples of decisions with which Executive Team may assist the Director:
 - ⇒ activation of disaster areas, which vary per function.
 - ⇒ development of new disaster responses/policies as required for a specific emergency.
 - ⇒ development of requests for emergency resources (funding/personnel/equipment).
 - ⇒ Temporary reassignment of staff as needed to cope with a disaster or participate as part of a functional team.

C. Linkages to the Broader Disaster Response

- CD will collaborate with other agencies on disaster response activities through the SEMA. Led by the State Emergency Management Agency, the SEMA is the coordinating team through which government, military, and nonprofit partners work during and in the recovery phase of a disaster. CD State Emergency Responder members are assigned to the SEMA and are on standby to report to the State Emergency Operations Center (SEOC) for up to 24-hour coverage if a disaster occurs that requires support for child care providers or children in child care. At the Emergency Operations Center, CD State Emergency Responder members will work alongside other agency State Emergency Responder members to identify needs and solve problems. As CD State Emergency Responder members consider disaster response actions, they will interface with the overall CD Emergency Management Officer for the Children's Division.
- The CD Director or designee will participate in any statewide emergency planning processes and make strategic decisions about coordination with other agencies and support for partners and providers.
- The CD Emergency Management Officer will participate in DSS-sponsored Disaster meetings and share information about emergency management/DSS efforts with CD Executive Team, CD State Emergency Responders and CD Emergency Response Team members.

IV. EMERGENCY PREPAREDNESS

A. Regular Review and Update of Disaster Plan

The CD Child Care Subsidy Disaster Plan will be reviewed annually. The Child Care Program Administrator will oversee the annual review of the plan, which will involve review of each disaster area (with input from partner agencies), updating of team member and partner lists as needed, and development of recommended changes for CD Executive Team's review. After CD Executive Team decides on changes, the Early Childhood Section will finalize the plan and distribute the revised version to CD staff and partners. The Children's Division shall conduct an After Action Review (AAR) within 30 days after the disaster.

B. Training of CD Staff and Partners

- Distribution of Plan Materials – All CD Management and SEMA Team members will be provided with copies of the current Child Care Subsidy Disaster Plan and CD's emergency procedures. All CD staff members and key partners will have access to the Disaster Plan.

Training for disasters– Children's Division staff may be asked to participate in emergency drills or attend meetings to discuss disaster roles or procedures.

- Disaster scenario drills – Prior to the update of the Child Care Subsidy Disaster Plan each year, the Children's Division and its partners may be asked to walk through a given disaster scenario and identify the steps they would take to respond to the situation. The CD Emergency Management Officer, with feedback from the Division Director, would plan and facilitate the "table-top" drills. After the drill, each disaster area would discuss the challenges it faced and how, in a real disaster, the "response" could be improved. CD staff and its partners will be encouraged to use the disaster scenario drills to test their procedures and develop recommendations to improve the plan.
- For CD staff members (and possibly partners) tasked with disaster response roles, CD will explore the possibility of training that the Federal Emergency Management Agency, Department of Health & Senior Services, the Missouri SEMA, or CD itself could provide.

C. Specific CD Preparations for Storms and Major Disasters

- CD Executive Team list with names and contact information will be a confidential document maintained by the CD Emergency Management Officer and reviewed quarterly and updated as needed. Each CD Executive Team member will be provided a copy.
- Orientation for Early Childhood Section staff with disaster preparedness/response roles – Orientation sessions will be tagged onto existing meetings, where possible, for all disaster areas.
- The Office of Administration – Information and Technology Division should ensure that it has a process in place to backup/restore critical applications and data on shared drives.

- The Office of Administration – Information and Technology Division should ensure that it has a Disaster Recovery Plan in place and the plan should be tested periodically to ensure the restoration of operational facilities, computing resources and IP network communications, and to identify and provide recovery of all ITSD supported applications.
- *Inventory of staff information.* As part of its disaster plan, CD might ask staff each year to update their contact and emergency contact information to help CD Executive Team quickly develop solutions in emergencies. For example: Staff could be solicited for volunteers who live within five or 10 miles of the office, staff who live within an impacted area, speak a foreign language, or have other resources or attributes that could be useful in an emergency.
- *Quick review of disaster roles and processes.* If CD is alerted to the possibility of an impending disaster, the Division’s Management Team should put their staff on alert, ask them to review the disaster plan, verify contact lists, identify steps they might take to respond to the specific scenario, and contact partners to walk through how they might work together to respond to the disaster.
- *Actions to prepare CD offices.* Management Team and CD’s Safety Officer should encourage CD staff to take simple steps to reduce the risk of injury (e.g., if an emergency occurs while staff are in the office) or damage to CD property. The Safety Officer will be responsible for maintaining a safe environment and carrying out periodic emergency drills.
- *Communications to child care providers prior to disasters.*
 ⇒ The Division will share emergency preparedness information with child care providers via the internet at <https://dss.mo.gov/cd/child-care/child-care-providers/> The Department of Health and Senior Services, has resources for the child care providers and families to prepare for emergencies. Resources include the Child Care Emergency Plan Template, AAP Family Readiness Kit, and Ready in 3.

The Division will maintain information on its web site about how child care providers can prepare for emergencies and develop their own emergency/disaster plans

V. DISASTER AREAS

CD could undertake the following disaster functions in order to fulfill the Division’s role in supporting child care providers and providing families with safe and healthy alternatives for child care during and after disasters or emergencies.

A. COMMUNICATIONS

- Help develop and disseminate emergency preparedness information.
- Disseminate information to help child care providers in areas affected by a disaster.
- Help disseminate information about Emergency Child Care and other types of assistance to parents in affected areas.
- Coordinate efforts to ascertain operating status of child care providers and partnerships and damages incurred.
- Collect and share information on response/recovery efforts with CD partners (act as a central clearinghouse to reduce the chance of duplication).

1. Coordination of Disaster-Related Communications

Ensure that child care providers, the general public, and partners are aware of CD and other agencies' assistance. Facilitates communication among partner agencies to improve collaboration and avoid duplication.

a. CD Partners Who May Be Enlisted to Help Carry Out Function

- Child Care Resource and Referral agency
- Head Start programs, MO Head Start Association
- Department of Health and Senior Services
 - ⇒ Section for Child Care Regulation
 - ⇒ Local Health Departments
 - ⇒ Sanitation
 - ⇒ Child and Adult Care Food Program
- Department of Elementary and Secondary Education
- Department of Mental Health
- Department of Public Safety –Public Information Officer
- Local Departments of Social Services offices
- Office of Child Advocate
- Local emergency management coordinators
- Providers in affected areas -- may be a conduit for information to families
- Community colleges

b. Before a Disaster

- 1) The Children's Division, in conjunction with its partners, develops a plan for information to convey to CD staff, partners, child care providers, and families in preparation for emergencies.
- 2) The CD Executive Team will work to develop and disseminate information to CD staff and partners.
- 3) The Children's Division and its partners may develop/collect information to share with child care providers to encourage them to be prepared for disasters. Examples include: Emergency Preparedness Tips for Child Care Providers; Child Care Facility Emergency Plan Template.

c. Implement Special Response

- 1) The DSS Director or his/her designee activates disaster communications.
- 2) The DSS Director's Office takes the lead in preparing and reviewing press releases, disaster updates, and other written communications regarding the disaster. The Director's Office Communications staff assigns all communications responsibilities to the CD. CD Executive Team will work closely with the Director's Office on all perceived communications needs.

- 3) If children need to be relocated from child care facilities facing potential dangers, the CD Executive Team will work with FSD/CD field staff, DHSS, CD ERT, SEMA personnel, and/or providers to obtain information about relocation and assist as needed in contacting parents.
- 4) The DSS Director's Office Communications/Designee will review and approve updates to CD's web site to include pertinent information that needs to be disseminated to child care providers.
- 5) Regional Managers and staff serve as the funnel for general information between the local and state levels, and among regions.
- 6) DSS staff and DHSS field staff work closely with local partners to disseminate information to child care providers and families regarding local relief/recovery efforts.

As coordinated by the Director's Office Communications staff or designee, CD will ask partners to assist CD with communication efforts, and will in turn seek opportunities to make partners' activities known to child care providers and families. CD will work with local offices, state health agencies, SEMA, and other partners to determine what information, related to their disaster efforts, should be disseminated to providers.

2. Assistance with Relocation of Children Off-Site

"Relocation" (also known as "off-site evacuation") refers to the movement of children away from regulated child care facilities to a safer location during an emergency.

The Children's Division does not have the authority to require child care providers to relocate children, but will assist providers, parents, and emergency personnel as needed. The Children's Division recommends that child care providers will have a plan for relocating children as part of their emergency procedures. (Per CCDF subsidy provider language (CCDF-ACF-IM-2017-02) and licensing language (19.30-62.090). The Children's Division recommends that child care providers designate the site where children would be relocated in advance, periodically notify parents of this relocation site, and plan for safely transporting the children. Providers are expected to follow instructions from local authorities regarding when to relocate children.

The Children's Division's role in case of relocation will be to serve as a central point of contact to:

- ensure that emergency personnel who may be activating the evacuation/relocation have accurate information so that they can find all the providers in the area
- ensure that all providers in the area being relocated by local authorities are aware of evacuation
- inform providers, as needed, of sites designated by local authorities where they might relocate
- assist providers, as needed, by sharing information about transportation resources available in their area
- obtain information as to where evacuating providers are relocating and when they leave (to relay to parents or emergency personnel as needed)

- remind providers who are relocating children of safe transportation procedures so that there is the safe accounting for every child
- inform child care resource and referral agencies of providers who are relocating and whether they need assistance

a. Partners Outside CD Who May Help with this Function:

- Department of Public Safety (SEMA, MSHP, MONG)
- Missouri Department of Transportation
- DHHS, Section for Child Care Regulation
- Local Emergency Management Coordinators
- Local Law Enforcement
- Child Care Resource and Referral agency
- Department of Mental Health

Before a Disaster –

- 1) Identify relocation areas that are safe for children and providers.

Children’s Division will ensure the following:

- 1) Identify information that may be helpful for SEMA members to have at the Emergency Operations Center to assist with relocation of children.
- 2) Determine the specific information Emergency Management Coordinators in their areas may desire to have in advance of a disaster – e.g., lists of child care facilities in their areas, estimates of the number of children/adults at each facility, and contact information for Child Care Licensing field staff.
- 3) If possible, CD will obtain a list in advance of possible relocation/evacuation sites where affected children in child care arrangements could be taken. The list should be obtained through the DSS Emergency Management Director.
- 4) Work with SEMA and the DSS Center for Management Information to make key data available.

b. During Disaster – Steps to Implement a Special Response

- 1) The Division will activate the relocation function to assist child care providers who may face health/safety concerns due to the emergency.
- 2) CD will work with its partners as needed to collect information about the nature of the threat, the geographic area involved, child care providers that may be at risk and the number of children and adults who should be relocated. If time allows, providers in the affected area could be polled to determine whether they have child seats/vehicles that could be used to transport children and adults to safety.

- 3) The CD Emergency Management Officer would immediately discuss the needs with the key Emergency Management personnel, and request help from emergency management resources, as directed by the Department.
- 4) Child care providers in the impacted area(s) would be alerted about the relocation and told what key emergency supplies and child records to gather. CD staff will be in contact with other partners to determine whether state or local emergency personnel are contacting child care facilities. If so, CD and DHSS will ensure that emergency personnel have the latest information on location of child care facilities, and find out where emergency personnel are directing facilities to relocate. If emergency personnel are not contacting facilities, CD and DHSS will find out from state or local emergency personnel where providers could relocate, if needed. CD will enlist partners (such as the local child care licensing specialist or local child care resource and referral staff) to assist in calling child care facilities to alert them of the relocation, and to share information from emergency personnel on relocation sites. DSS Regional Managers and DHSS will be alerted so that they will know and pass the information that is being communicated to providers.
- 5) To the extent possible, CD staff or partners would work with child care providers throughout the relocation to coordinate records on the location and status of children/adults who were evacuated. Information would be made available to parents as quickly as possible concerning where their children are and how/when the parents could pick up their children. CD will keep other partners or local emergency personnel informed of providers who have relocated with the affected children. Strict procedures would be established to make sure that children are released only to adults who have been authorized by each child's parent/guardian and that the names/contact information of these authorized persons is recorded and taken to the relocation/evacuation site.
- 6) Depending on the nature of the relocation, CD would work with the Department of Mental Health to offer mental health services to children who might have been traumatized by the evacuation.

B. ASSESSMENT

Evaluate how FSD/CD staff, equipment, and offices may have been affected by the emergency in order to develop appropriate Division responses. Assess key partners about their functionality to be able to provide appropriate services or disaster response activities. Assess providers on ability to continue healthy and safe operations.

1. Assessment of CD/Partner Agency Functionality

Determine how CD and/or key partners' ability to function has been affected by the emergency.

a. Partners Outside CD Who May Help with this Function:

- Department of Health and Senior Services
 - ⇒ Section for Child Care Regulation
 - ⇒ Local Health Departments

- ⇒ Sanitation
- ⇒ Child and Adult Care Food Program
- Child Care Resource and Referral agency
- Department of Mental Health
- ITSD, or Information Technology Services Division (if state computer systems have been affected)

b. Before a Disaster –

CD Emergency Management Officer will clarify which roles may likely be assumed in assessing CD/key partner functionality.

c. Following Disaster -- Steps to Implement Special Response

As soon as possible after the disaster:

- 1) If the St. Louis area were impacted by the emergency, the Division Director would work with the Management Team to identify any impacts on St. Louis-based staff, offices, and computer/phone systems – and what resources may be needed to address negative impacts. DSS Continuity of Operations Plan (COOP) should be referenced under this scenario. Key personnel of the DSS St. Louis based staff, if necessary, could relocate to alternate sites.
- 2) DSS management would activate notification trees to determine how the field staff have been affected, what resources would be needed to enable the field staff to resume operations, and any information the field staff know about the status of child care providers and partners in their areas.
- 3) FSD/CD staff members in St. Louis contact their supervisors to learn the general status of their work situation.
- 4) If the St. Louis office were so severely impacted that St. Louis -based FSD/CD staff were unavailable to assume leadership roles in the immediate aftermath of the emergency, the FSD/CD Central Offices could play the primary leadership role for the Division until St. Louis staff were available to reassume these responsibilities. The FSD/CD Central Offices designated leadership would coordinate with the team members and the other Regional Team Leaders to carry out the assessment of CD functionality and the status of staff.
- 5) If areas outside St. Louis were impacted, DSS Management would activate notification trees to determine how their field staff have been affected, what resources would be needed to enable the field staff to resume operations, and any information the field staff know about the status of partners in their areas.
 - ⇒ FSD/CD Central Offices would survey the Regional Managers to determine how they and their areas have fared in the disaster, what disaster-related conditions may interfere with their work, and what help they may need.
 - ⇒ FSD/CD staff members in St. Louis contact their supervisors to learn the general status of Subsidy Services field staff and local departments of social services that serve as Local Purchasing Agencies (LPA).

- 6) At the direction of the Division Director or designee, CD ~~might~~ may contact key partners such as the Department of Health and Senior Services, Head Start/Early Head Start, and Child Care Resource and Referral agency to determine the status of their local counterparts.
- 7) CD Emergency Response Team would work with key partners as needed to collect information about the nature of the threat, the geographic area involved, child care providers who may be at risk and the number of children and adults who should be relocated.

2. Assessment of Child Care Providers' Damages and Needs

Identify child care facilities affected by the disaster/ the extent of the damage.

a. Partners Outside CD Who May Help with this Function (mostly in follow-up stage):

- Children's Division – Child Care Provider Registration Unit (CCPRU)
- Children's Division-Child Care Payment Units (CCPU)
- Educare
- Child Care Resource and Referral agency
- Department of Public Safety
 - MO SEMA
 - Highway Patrol
 - National Guard
 - Fire Safety
- Department of Health and Senior Services
 - ⇒ Section for Child Care Regulation
 - ⇒ Local Health Departments
 - ⇒ Sanitation
 - ⇒ Child and Adult Care Food Program
- Department of Elementary and Secondary Education
- Red Cross (does initial assessments)
- Local Emergency Management Coordinators

b. Before a Disaster --

CD will clarify roles partners may be likely to assume in assessing the needs/damages of child care providers, which includes licensed, license-exempt and DSS registered child care providers.

c. Following Disaster -- Steps to Implement Special Response

- 1) The Director will implement the needs assessment area.
- 2) Implementation steps for assessments
 - ⇒ CD will coordinate with DHSS or Child Care Resource and Referral agency to use a survey for gathering information about licensed child care providers in their area.
 - ⇒ The Child Care Program Administrator will have CCPRU or Educare to use the survey

for assessment of non-licensed providers and transportation-only providers who are approved for subsidy payments.

⇒ DHSS child care licensing specialist utilizing partner assistance will give information they gather to their supervisors and indicate which child care programs may require additional follow-up.

⇒ Additional staff may be required to help follow up assessments by making phone calls to child care providers whom local consultants or partners could not reach.

- 3) The Child Care Program Administrator shares the data gathered through the needs assessment with CD Executive Team. CD Executive Team uses this information to help determine what types of disaster responses may be needed.

C. REGULATORY SERVICES

1. Facilitating the Development of Access to Child Care

Work with partners to ensure that healthy and safe child care arrangements are accessible to meet the needs of children and parents.

Definition of “temporary child care” for the purposes of this plan: organized supervision of unrelated children that may ordinarily be subject to child care licensure, but due to the severity of a disaster, may be allowed to operate with a variance for a limited amount of time. Alternative child care arrangements would be allowed to protect the health and safety of children, as well as promote family and community efforts to recover from natural disasters.

a. Partners Outside CD Who May Help with this Function:

- Church of the Brethren – “Disaster Child Care” program
- Save the Children
- Child Care Aware of America-Child Care Prepare
- Department of Health and Senior Services
 - ⇒ Section for Child Care Regulation
 - ⇒ Local Health Departments
 - ⇒ Sanitation
 - ⇒ Child and Adult Care Food Program
- Red Cross chapters
- Department of Social Services
- FEMA
- Department of Public Safety (SEMA, MSHP, MONG) Possibly local Emergency Management coordinators
- MO Head Start Association/Migrant Head Start
- Child Care Resource and Referral agency
- MOVAD
- Other National Partners

As a special emergency preparedness activity, the CD and DHSS will work with the partners listed above to make them aware of conditions under which alternative child care may be allowed and encouraged:

- 1) Existing licensed child care providers are temporarily or permanently unable to continue providing services (i.e., overall supply of child care in the community is no longer sufficient, as determined through the needs assessment/other sources).

Note: In Federal declaration, child care facilities will often fall into categories for the community and may be eligible if damaged for assistance through FEMA and SEMA. Contact with MO SEMA Public Assistance Team in a federally declared disaster and also the Small Business Association.

Public Information Officer, complex planning efforts, someone assigned to provide information to the public, media, possibly in Region VI, CD Constituent Services coordinates with the Department.

- 2) families need child care while they are seeking disaster assistance or living in temporary housing/shelters so they can focus on recovering from the disaster and their children can obtain special attention.
- 3) emergency workers with young children need child care to be able to report for duty.

b. Following Disaster -- Steps to Implement Special Response

- 1) Decides whether additional child care slots are needed to supplement existing capacity or make child care more easily accessible to families and communities affected by the disaster or assisting with the relief effort. If additional child care slots are needed, the CD Director determines the appropriate scope of CD involvement.
- 2) Using information on family needs, the CD Director works with its Early Childhood Section (ECS), SEMA, DHSS, and Child Care Resource and Referral agency to determine what kind of temporary child care arrangements may be allowed and encouraged.

Examples might include:

- ⇒ ad hoc child care arrangements set up at such locations as utility offices, police departments, or hospitals for the children of these employees who must work during or just after disasters, when licensed child care facilities may still be closed
- ⇒ child care in emergency shelters if shelters are expected to be open for an extended amount of time (e.g., longer than a week)
- ⇒ child care at Disaster Application Centers to provide safe supervision of children while parents work with Federal Emergency Management Agency (FEMA), Small Business Administration (SBA), and other disaster relief representatives
- ⇒ care offered at temporary housing sites if no existing child care providers in the area can accommodate extra demand (or if transportation obstacles prevent access)
- ⇒ use of child care arrangements that are license-exempt and would not normally serve children receiving subsidy services

2. Reestablishment of Safe/Healthy Care

Provide flexibility for child care programs meeting basic health and safety standards to reopen or expand capacity.

a. Partners Outside CD Who May Help with this Function:

- Department of Health and Senior Services
 - ⇒ Section for Child Care Regulation
 - ⇒ Local Health Departments
 - ⇒ Sanitation
 - ⇒ Child and Adult Care Food Program
- Local building, fire and environmental health inspectors
- Child Care Resource and Referral agency

b. Following Disaster -- Steps to Implement Special Response

- 1) Activation of special licensing policies occurs on a case-by-case basis, DHSS have the authority to approve special licensing policies.
- 2) DHSS, Child Care Facility Specialist provide technical assistance to licensed providers who sustain damages. Child Care Facility Specialists help child care providers whose facilities were damaged by the disaster determine whether they can continue operating, must temporarily close/reduce enrollment, or relocate. If a provider decides to relocate, Child Care Facility Specialists help the provider reestablish licensed care on a temporary basis in the new location.
- 3) If the local child care supply is impacted by the disaster and DHSS decides that it is necessary to expand capacity, DHSS Child Care Facility Specialists provide technical assistance to any of the largely-unaffected providers who are willing to provide care for additional children.

If communication with providers is interrupted, DHSS may work with partners to send an alert to emergency management and through the media on how Child Care Facility Specialist can provide assistance.

D. SUBSIDY SERVICES

1. Continuing the Reimbursement for Subsidized Child Care to Child Care Providers

Ensure that child care providers who offer subsidized child care are reimbursed as quickly as possible.

a. Partners Outside CD Who May Help with this Function:

- Children’s Division-Child Care Provider Registration Unit
- Children’s Division- Child Care Payment Units
- Family Support Division Field Staff
- Department of Health and Senior Services
⇒ Section for Child Care Regulation
- Child Care Resource and Referral agency
- Red Cross

b. Steps to Reestablish Function

- 1) The first day of disruption, the Division Director will call together the Executive Team. The team determines the extent and estimated duration of the disruption.
- 2) If the Family Assistance Management Information System (FAMIS) is down throughout the state and it is not anticipated that the system can be reestablished within two weeks, the Executive Team will identify procedures for counties to follow in the interim. The ECS

will make local FSD/CD Offices aware of new procedures. In the event that phone, fax, and email communications are disrupted, ECS will make contact on-site if it possible to travel. The Children's Division will coordinate with Child Care Provider Registration staff and Child Care Payment Units to ensure accurate and timely payment to child care providers. It will be critical to identify areas within the disaster where providers can access a computer to complete their online billing. Also, for the few providers and/or adoptive parents or legal guardians who receive paper check reimbursement, the Division will need to coordinate secure mailing of their paper check, which may include in-person pick up with identification. Persons with direct deposit may not necessarily be impacted.

- 3) If the FAMIS experiences only partial disruption, the CCPU will continue payment processing and assistance for unaffected counties.

2. Child Care Subsidy Emergency Procedures (“Emergency Child Care”)

Identify the needs of families currently receiving subsidy services, and implement procedures to process new applications for families needing assistance as a result of the emergency.

a. Partners Outside CD Who May Help with this Function:

- Children's Division and Family Support Division Field Staff
- Department of Health and Senior Services
⇒ Section for Child Care Regulation
- Child Care Resource and Referral agency

b. Following Disaster – Steps to Implement Special Response

- 1) Based on information provided by CD staff, partners, or statewide disaster reports, the CD Director or the Director's designee will determine if emergency child care procedures are needed. The CD Fiscal Liaison will determine the level of funding available for emergency child care.
- 2) After confirming that funding exists and obtaining permission from the CD Director and/or Executive Team to activate emergency child care procedures, the CD will notify local FSD/CD Offices that emergency child care procedures have been activated.
- 3) The CD will coordinate with the local FSD/CD in affected areas to process requests for assistance. If shelters or Disaster Application Centers are set up following the disaster, CD will work with local FSD/CD staff to ensure child care applications can be processed on-site for emergency child care, along with other public assistance services to ensure continuity of care.
- 4) The Division will also let all FSD/CD Offices know who their primary contact with CD will be and try to funnel information through that person to the best extent possible.
- 5) The FSD/CD Offices will follow the Emergency Child Care Policy implemented by the Division. These procedures outline an initial eligibility period of two months for families needing emergency child care. If extenuating circumstances continue beyond the two months, these families may be approved for extended emergency child care for an additional two months.

As part of their special emergency preparedness efforts, the Children's Division will:

- Share information about the plan with their partners so that all local child care contacts are familiar with the disaster plan and their roles.
- Once a year, review the partners' respective roles/adjust responsibilities as appropriate; talk through a mock disaster scenario to clarify how agencies would work together; and make suggestions for the annual update of CD's Child Care Assistance Disaster Plan.

VI. GENERAL SUPPORT/CD ASSISTANCE WITH PARTNER-LED EFFORTS

To help CD address the child care needs of disaster-stricken children and families without duplicating other agencies' efforts, the Division has (with the input of partners) identified collaborative activities that could be carried out in a future disaster. The following are services that would generally be led by other agencies, or services that involve especially flexible responses by CD and therefore do not lend themselves to the step-by-step descriptions.

- Assistance to parents so they know where to find child care
- Inspections required for child care facilities to reopen
- General assistance to regulated child care providers (child care centers and family child care homes)
- General assistance to license-exempt child care providers or DSS exempt child care providers serving child care subsidy families.
- Donation collection/distribution
- Volunteer coordination to assist child care providers
- Efforts to help children and their providers cope with disaster-related stresses

Partners may want to clarify their roles after a disaster strikes. Because disasters are inherently unpredictable, CD and partners may need to modify functions and roles after the disaster event.

Children's Division Disaster Plan

Acronym Glossary

AAR- After Action Review
CACFP- Child and Adult Care Food Program
CCPRU- Child Care Provider Relations Unit
CCR&R- Child Care Resource and Referral
CD- Children's Division
CD ERT- Children's Division Emergency Response Team
COOP- Department of Social Services Continuity of Operations Plan
DESE- Department of Elementary and Secondary Education
DFAS- Division of Finance and Administrative Services
DHSS- Department of Health and Senior Services
DMH- Department of Mental Health
DNR- Department of Natural Resources
DPS- Department of Public Safety
DSS- Department of Social Services
ECPS- Early Childhood and Prevention Services
EHS- Early Head Start
EOC- Emergency Operations Center
FAMIS- Family Assistance Management Information System
FEMA- Federal Emergency Management Agency
FSD- Family Support Division
HS- Head Start
ITSD- Information Technology Services Division
LHD- Local Health Departments
LPA- Local Purchasing Agencies
MHSA- Missouri Head Start Association
MODOT- Missouri Department of Transportation
MONG- Missouri National Guard
MSHP- Missouri State Highway Patrol
OA - Office of Administration
OCA- Office of Child Advocate
PIO- Public Information Officer
SBA- Small Business Administration
SCCR- Section for Child Care Regulation
SEMA- State Emergency Management Agency
SEOC- State Emergency Operations Center