

*NEW MEXICO*

*CHILDREN, YOUTH & FAMILIES DEPARTMENT*

*PROTECTIVE SERVICES*

*ALL-HAZARD*

*EMERGENCY RESPONSE PLAN*

*2015-2019*

TABLE OF CONTENTS

I.	Introduction .....	1
II.	Purpose .....	1
III.	Authorities .....	1
IV.	Situation .....	2
V.	Planning Assumptions .....	3
VI.	Concept of Operations .....	5
	A. Activation of PSD Emergency Response Plan .....	5
	B. Chain of Command .....	5
	C. Emergency Coordination .....	5
	D. Essential Functions .....	5
	E. Continuity of Operations .....	7
	F. Recovery .....	7
VII.	Roles and Responsibilities .....	8
	A. Foster Care Providers .....	8
	B. PSD Placement Staff, Private Placement Agency Staff .....	9
	C. PSD County Offices .....	9
	D. PSD Regional Managers .....	11
	E. PSD Central Office Staff .....	11
	F. PSD Statewide Central Intake .....	14
	G. Facilities Providing Residential Care for Children in PSD Custody .....	14
VIII.	Training and Plan Maintenance .....	14
Annexes:		
	A. CYFD Information Technology Services Disaster Recovery Plan .....	15
	B. PSD County Office Emergency Response Plan Template and Contact Information .....	26

## **I. INTRODUCTION**

The New Mexico Children, Youth & Families Department (CYFD) provides child welfare, juvenile justice, and family services such as child care and home visiting. CYFD's Protective Services is responsible for investigating reports of child abuse and neglect and, when there is reason to believe the child is at risk, placing the child in an appropriate and safe place until he or she can safely return home. Protective Services (PSD) only assumes custody of a child when the District Court issues a custody order or when law enforcement turns over temporary custody of the child in an emergency situation.

In the event of a wide-scale emergency, PSD has the responsibility for the children in its custody, but also plays a role in the protection of other children who have become separated from their caregivers because of the emergency. The federal government has recently recognized the importance of these responsibilities for child welfare agencies across the nation, as codified in the Child & Family Services Improvement Act of 2006. In response to this Act, and in acknowledgement of its responsibility to the children entrusted to its care, CYFD Protective Services has developed this All-Hazard Emergency Response Plan.

Over the next two years Policy, Procedure, Training and Federal Reporting bureau staff will work with Regional Managers to assist in improved compliance with The PSD Emergency Response Plan, drills or "practices" and further expand the PSD plan. PSD began this process in 2014 through work with the Department of Health, specifically with Heather Stanton, to assist in developing a disaster plan specific to children. Throughout the next five years, PSD will participate in multidisciplinary meetings, led by the Department of Health to continue this effort.

## **II. PURPOSE**

This plan is designed to assure that the New Mexico Children, Youth & Families Department (CYFD) Protective Services, in the event of a wide-scale emergency, is capable of performing the following essential functions:

- locating and ensuring the safety of children in state custody, especially those placed in out-of-home care;
- assisting in ensuring the safety of unattended children separated from their parents, custodians, or guardians during emergencies;
- locating and ensuring the safety of agency staff; maintaining ongoing communication with staff;
- cooperating with, sharing information, and assisting child welfare agencies in other jurisdictions in providing emergency response as necessary;
- ensuring continuity of operations (COOP), including maintaining records, continuing payments to providers, communicating with staff and foster care providers, documenting costs of response effort, etc.

## **III. AUTHORITIES**

New Mexico Civil Emergency Preparedness Act [12-10-1 et seq 1978]

New Mexico Children, Youth and Families Department Act [[9-2A-1](#) et seq 1978]

New Mexico Children's Code [Chapter 32A NMSA 1978]

New Mexico All-Hazard Emergency Operations Plan (July 2007)

Robert T. Stafford Disaster Relief and Emergency Assistance Act [PL 93-288]

Child & Family Services Improvement Act of 2006

#### **IV. SITUATION**

New Mexico is largely safe from common large-scale emergencies such as hurricanes, tornados, and earthquakes. However, the state is vulnerable to several types of natural or human-caused disasters which could have large-scale consequences. Natural disasters might include wild land fires (both grassland and forests), floods, winter storms, and epidemic and pandemic illness. Human-caused disasters could include pipeline or refinery explosions, mass transportation incidents, or chemical, radiological, or biological exposures from various causes. The presence of Los Alamos and Sandia National Laboratories, White Sands Missile Range, and several large research and military facilities potentially increases the state's vulnerability.

Any of these emergency situations could result in wide-scale consequences, affecting large numbers of the state's population, if not the entire state. In many situations, children could be separated from their parents, custodians, or guardians, temporarily or even permanently. PSD recognizes the responsibility for children in its custody and acknowledges shared responsibility for ensuring the safety of unaccompanied children as a consequence of an emergency.

Emergency response in New Mexico is complicated by several factors:

- There are large rural and frontier areas across the state, with long travel times and limited resources, including limited access to cellular and other communication.
- New Mexico shares an international border with Mexico, with complex jurisdictional, legal, and resource-sharing issues involved. New Mexico's border with Mexico includes three counties (Luna, Hidalgo, and Doña Ana) and three official border crossings (Antelope Wells, Columbus, and Santa Teresa). Over 2.5 million people live along the U.S./Mexico border in New Mexico and in the El Paso, Texas, and Juarez, Chihuahua, areas. Many of these people live in remote or poor communities with minimal access to basic infrastructure needs such as electricity, water, communication.
- There are undocumented individuals residing in New Mexico, many of whom do not speak English and many of whom may be reluctant to seek services.
- New Mexico is home to 22 sovereign Indian tribes, including 19 Pueblos, 2 Apache Tribes, and the Navajo Nation; each tribe has its own government, laws, customs, and emergency response authorities and capabilities. There are several different languages used among the various tribes.

## V. PLANNING ASSUMPTIONS

- It is commonly understood across the nation that, while national and state-level capability and response must be carefully planned and coordinated, essentially all emergency response is local. In New Mexico, anticipates that response will be at the county level, under the command and control of the County Emergency Manager. (Some larger cities in New Mexico have their own City Emergency Managers.). PSD central office will provide logistical support and coordination to local offices when their ability to respond is exceeded.
- PSD County Offices will have local response plans and if possible coordinated with their respective county Emergency Operations Plan.
- The State of New Mexico All-Hazard Emergency Operations Plan (EOP) follows the basic Incident Command System (ICS), part of the National Incident Management System (NIMS) mandated by the federal government and the Governor of New Mexico. Local emergency response also follows a pre-determined ICS structure. PSD has responsibilities that fit within this structure at both the local and the state level. The ICS includes Command functions (including public information), with other functions organized into four main sections: Operations, Planning, Logistics, and Finance/Administration. As part of the EOP, PSD will provide existing personnel, services, supplies, equipment, and facilities to the response and recovery effort. Over the next year PSD will contact Department of Health and Department of Homeland Security to further identify PSD's role.
- The New Mexico EOP specifically identifies CYFD's responsibilities as including:
  - Providing information on the State's juvenile facilities and child well-being in the affected areas;
  - Implementing in-place shelter or relocation plans for juveniles in their custody, and staff, as necessary;
  - Assisting in evacuation, mass care, and public health issues;
  - Providing equipment, resources, and facilities to support emergency response and recovery;
  - Providing personnel with skills in behavioral health, nutrition, and other community services; and
  - Assisting in needs assessment and ensuring response and recovery efforts adequately address the needs of children and families.
- The EOP also charges CYFD with general support responsibilities in terms of Evacuation and Mass Care (Annex 4 of the State EOP): "Coordinates and provides assistance to target populations identified by CYFD, local jurisdictions, or other agencies." The decision to evacuate threatened or affected segments of the population, or to require shelter-in-place, is made by local emergency response officials. Specific responsibilities for transportation, provision of medical aid, water and sanitation, food, clothing, medicine, and so forth are identified in Annex 4 of the State EOP. In terms of evacuation and mass care, there are at least three areas of specific concern to CYFD Protective Services:
  - In an evacuation and any other disaster situation, PSD must be able to account for the whereabouts and safety of each of the children in its custody, to provide emergency information to foster parents and assist them in providing for the children in their care, and to inform biological parents of their children's whereabouts and safety.
  - The Evacuation and Mass Care Annex does not envision specific response for unaccompanied children. The American Red Cross, according to the National Response

Plan as well as the State EOP, is responsible for operating disaster shelters, but they will not accept unaccompanied children. It can be assumed that many disasters will leave children with no one to take care of them, make decisions about them, and provide them with temporary and even longer term care. It can further be assumed that PSD will be called upon to assist with the care of those children. The resources available to PSD in terms of temporary foster care placements or other shelter arrangements may not be equal to the demand. Over the next two years, County Offices will work to maintain communication with local emergency management, the American Red Cross, and other community resources to continue to develop options regarding unaccompanied children.

- In disasters affecting a multi-state area, PSD may be asked to provide shelter and assure the safety of children from other states. Again, the resources available to PSD in terms of temporary foster care placements or other shelter arrangements may not be equal to the demand. Similarly, New Mexico may need to place children in state custody in other states, and questions of custody and ICPC regulations could be a barrier to placing quickly. Central Office will assist counties in ensuring timely placements for children from other states.
- PSD considers all potential hazards including natural disasters as well as human-caused (intentional or accidental) disasters.
- Effective emergency management must address preparedness, response, and recovery.
  - Preparedness includes advance planning, an understanding of lines of authorities and individuals roles and responsibility, training and exercises in implementing the plan, identifying and securing additional resources, etc. PSD substitute care providers are involved in preparedness activities, as well as staff and contract personnel.
  - PSD's response incorporates all activities taken immediately before, during, and immediately after an emergency, including notification and activation, communication, coordination with local incident command, coordination and support for other agencies, management of evacuation and sheltering in place, and caring for victims and survivors.
  - Recovery is often overlooked in emergency management, and it is easy to underestimate the time and level of effort required. For PSD, recovery involves providing for the needs of foster families and staff members and their families, including short and long term psychosocial support, and reuniting children with families.
- Normal agency operations, regulations, and procedures will be adjusted to the given emergency situation. As a result of this, PSD responsibilities during emergency situations may expand or contract from those routinely performed. Similarly, individual staff assignments during emergency situations may differ from those routinely performed, and lines of authority may shift depending on the specific response roles.
- PSD recognizes that as a result of disasters and other emergencies individuals, especially children may experience trauma resulting in the need for long term support beyond the immediate crisis intervention. PSD will assist individuals and families in seeking appropriate support services.

## **VI. CONCEPT OF OPERATIONS**

### **A. Activation of PSD Emergency Plan**

The PSD Emergency Response Plan is activated by the PSD Director with approval by the CYFD Secretary or designee. The County Office Manager or designee responds when the PSD plan is activated and/or when the local emergency manager requests assistance to deal with children and families affected by the emergency.

### **B. Chain of Command**

Primary responsibility rests with the Director, with the Administrative Deputy Director and at least one other manager serving as back-up. The Director designates a staff person and two back-ups to report to the Department Emergency Coordination Center upon request.

Each PSD County Office designates a chain of command, including at least one back-up for each key position. Each County Office has identified a liaison to local emergency management, and that liaison will report to the local emergency operations center if requested by the local emergency manager. (A list of PSD county liaisons is included in Attachment 1.)

### **C. Emergency Coordination Center**

If necessary, during an emergency PSD central office will move its operations to the Department Emergency Coordination Center (DECC), which will be located in a centralized area within Administrative Services in the basement of the PERA Building in Santa Fe. If an alternate site is needed, the Santa Fe County Office is the first option, with the Bernalillo PSD County Office on Lambertson in Albuquerque as the second option.

### **D. Essential Functions**

#### **1. Locating & Ensuring the Safety of Children in CYFD Custody**

It is imperative that PSD be able to locate and ensure the safety of each child in PSD custody in any area of the state affected by an emergency, especially any event requiring evacuation of the population. The emphasis is on those children placed in out-of-home care, as it may be assumed that children in custody but living at home will be protected by their parents or other relative caretakers.

Locating and ensuring the safety of children in out-of-home placements requires ongoing planning and preparedness on the part of substitute care providers as well as PSD placement staff and the staff of private child placement agencies. Substitute care providers are expected to develop family readiness plans and to notify their placement worker where they would relocate in the event of an emergency requiring evacuation. The substitute care provider's alternative location plan will be maintained in our division's information management system and at the time of the emergency the substitute care provider relocates to one of the locations they've pre-identified, they must contact the county office or Statewide Central Intake (SCI) within 72 hours to confirm their location and contact information. If they

relocate to a different, unplanned location, they must contact the county office or SCI as soon as possible as emergency circumstances allow. In either case, they must provide the names and ages all children in PSD custody who are with them. If their location changes, they must contact the county or SCI immediately. Foster parents will be expected to contact the county or SCI weekly as long as the emergency situation continues. PSD staff will use a master list of children in care and check off the names of the children as they are accounted for.

## 2. Providing Care for Unaccompanied Children Not in CYFD Custody

Over the next two years, County Offices will work to maintain communication with local emergency management, the American Red Cross, and other community resources to continue to develop options regarding unaccompanied children. In the last year, PSD began work with the Department of Health, specifically Heather Stanton, to assist in developing a disaster plan specific to children. Throughout the next five years, PSD will participate in multidisciplinary meetings, let by Department of Health to continue this effort.

PSD will assist in providing short-term care for unaccompanied children separated from their parents or other caretakers during an emergency. When the county office manager or designee is notified of any unaccompanied children they will make a SCI referral. SCI referrals could also be made from law enforcement, schools, day care centers, Red Cross shelters, hospitals, volunteers on the scene. PSD will investigate the referral and coordinate with local law enforcement if temporary custody is needed for the child.

PSD Regional Managers and Central Office personnel will assist in providing support and linkages to substitute care resources in other counties, including volunteer care providers included in regional registries.

PSD staff will obtain as much identifying information as possible from the referral source about the children coming into agency care and maintain documentation of where the child is placed, the duration of the placement, and all costs involved. When the emergency situation is over, PSD staff works with other community resources to attempt to reunite the children with their families.

## 3. Locating, Communicating With, and Supporting Agency Staff

Each County Office and Central Office is responsible for developing a system for notifying all staff when an emergency occurs and when it is necessary for staff to report to the office or the off-site emergency operations center. If the staff member or his/her family needs help, he or she will be referred to the appropriate health care center, emergency shelter, or other service provider. Directories of staff home, cell phone numbers and potential re-location sites have been created and will be updated periodically.

## 4. Cooperating with and Providing Information to Other Jurisdictions

If PSD is asked to accept dependent children from another state for placement in New Mexico during an emergency in that other state, the PSD Director will request that the sending state first obtains custody

of the children that are not already in that state's custody. The sending state will also be asked to initiate an expedited Interstate Compact process, sending the appropriate ICPC paperwork to the PSD ICPC Coordinator. PSD will place the out-of-state child in an approved regular or emergency foster home. If the sending state is unable to obtain custody of the child due to the magnitude of the emergency, PSD will accept the child for placement if an appropriate emergency responder from the sending state makes the request.

New Mexico is a member of the Emergency Management Assistance Compact (EMAC). Through EMAC, a disaster-impacted state can request and receive assistance from other member states quickly and efficiently. PSD works with the State EOC to provide assistance to other states through EMAC as requested. In coordination with local and state emergency operations staff, PSD provides information and other assistance to child welfare agencies in other states. PSD also assists other states, upon request, to locate children in that state's custody whose substitute care providers may have been relocated to New Mexico during an emergency.

#### **E. Continuity of Operations (COOP)**

CYFD Information Technology Services (ITS) has developed a Disaster Recovery Plan (originally developed in 2006 and updated 2014) which provides for limited FACTS availability during a disaster and the resumption of normal operations in a short timeframe. This Plan is attached as Annex A. ITS takes an "all hazards" approach to data recovery planning. To ensure access ITS maintains backup servers and IT redundancies so electronic records and critical applications can be recovered and accessed remotely. ITS tests the Disaster plan periodically.

Much of PSD COOP preparation goes beyond this service area and involves Administrative Services, Information Technology etc. Over the next five years PSD policy and procedures will be adjusted as appropriate. Over the next year PSD will obtain updated county office plans to ensure continuity of operations including maintaining records, communicating with staff and foster care providers, documenting costs of response effort, etc. If it is necessary to record names of anyone receiving services, the plan will ensure that this information is kept confidential, stored in a locked file cabinet, and destroyed when no longer needed.

#### **F. Recovery**

When the immediate emergency situation is over, PSD staff continue to work with local and state emergency operations personnel to assist in recovery activities. These activities will include, but are not limited to:

- Returning to normal business operations;
- Reuniting children separated from their families;
- Informing biological parents and other caregivers of the location and status of their children who are in PSD custody;

- Providing or securing psychosocial support (crisis response, short and long term counseling, etc.) for survivors, victims, and responders, including CYFD PSD personnel;
- Assisting foster care providers in obtaining other support needed in the aftermath of an emergency, including housing, food, clothing, medical care, etc.;
- Documenting any expenses incurred during the emergency for possible reimbursement from FEMA or other agencies;
- Debriefing the agency's efforts during the emergency to identify lessons learned and revise emergency response plans as necessary.

## **VII. ROLES AND RESPONSIBILITIES**

- PSD's priority will always be to meet the child protective needs of the state, as available, PSD staff may be available to communities to address any non-abuse or neglect needs as a result of a disaster.

### **A. Foster Care Providers**

1. Each foster care provider will develop a family readiness plan, to include:
  - Evacuation procedures identifying at least three locations where the family might seek refuge in an emergency and listing the name, address, and phone number of a contact person at each location; at least one of the possible evacuation locations should be in a different community than where the foster home is located;
  - Identification of a family meeting place, known to all family members, when it's not possible to go home;
  - Contact numbers of in-town and out-of-town relatives or friends the family members can contact when they're separated at the time of an emergency;
  - Identification of a safe spot in the home if sheltering in place (remaining at home during an emergency);
  - A packet for each foster child, to be taken with them if an evacuation is necessary. This packet will include the child's birth certificate, social security card, Medicaid card, a list of medications the child is taking, and a list of any special needs. It will also include the name and phone number of the child's PSD permanency planning worker.
2. At the time the foster care provider is licensed, provides the PSD worker the contact information for the three alternate locations in the event of an evacuation and the in-town and out-of-town emergency phone numbers. This information is updated and reviewed annually at re-licensure. If the foster care provider is licensed by a private child placement agency, they will provide the emergency information to the private agency as well as the PSD worker.
3. At the time of an emergency, if the foster care provider relocates to one of the locations they've pre-identified, they will contact SCI or the county office within 72 hours, or as soon thereafter as emergency circumstances allow, to confirm their location and contact information. If they relocate to a different, unplanned location, they will contact SCI or the county office as soon as

possible. If their location changes at any point, including a return home, they will contact SCI or the county office immediately. In either case, they will provide the names and ages all children in PSD custody who are with them. During the course of the emergency, foster care providers will contact SCI or county office at least once a week.

**B. PSD Placement Staff, Private Placement Agency Staff**

1. Both PSD and private agency placement staff work with foster care providers to ensure they understand the emergency readiness requirements and are familiar with the procedures which will be implemented in the event of an emergency, including the phone numbers to call to report their location if an evacuation is required.
2. PSD Placement Staff will develop and maintain regional registries of volunteer foster care providers:
  - Placement staff works with the Adoption and Foster Care Bureau staff to develop a list of potential volunteers. This list would include individuals who have had a criminal background check within the last ten years, such as formerly licensed and inactive foster parents, adoptive parents, and PSD staff. The list will be screened annually to eliminate individuals whose licenses were denied or discontinued by the agency. In addition, a FACTS check is conducted on all potential volunteers.
  - Each person on the list are queried to determine if they are interested in providing emergency care for children coming into the custody of PSD temporarily as a result of a wide-scale emergency.
  - A copy of the final list, with current contact information, will be maintained by Placement staff both electronically and in hard copy. Back-up copies are provided to the Regional Manager, the Deputy Director, and the Adoption and Foster Care Bureau.

**C. PSD County Offices**

1. Each PSD County Office will have an emergency response plan which is consistent and coordinated with the local emergency operations plan. The Policy, Procedure, Training and Federal Reporting bureau staff will assist county and staff in reviewing and updating plans annually. The plan will include:
  - Identification of county office manager and officer in charge, with at least one back-up for each position;
  - Location of the emergency coordination center within the agency and an alternate location if necessary;
  - Specific plans and responsibilities for performing key essential functions during and after an emergency.
  - Maintain liaison with the local emergency manager's office.

- Develop a protocol (e.g., a phone tree, a 24/7 call-in number, etc.) to notify all staff in the event of an emergency when they are needed to report to the office for assistance.
  - Develop a protocol on how abuse and neglect referrals will be investigated if field staff are not available.
  - Develop a protocol on how children and families will access services if local services are not available.
  - Assist in locating substitute care providers displaced from other states.
  - Over the next two years county offices will develop a process to preserve critical, but not yet scanned, paper records in a flood.
  - Over the next two years county offices will develop a process to identify what documents need to be maintained electronically in case of a disaster.
2. Provide the emergency manager with a copy of the County's plan.
  3. In order to locate staff in the event of an emergency, maintain current emergency contact information for all staff, including:
    - the staff member's home and cell phone numbers;
    - at least three locations where the staff member and his/her family might seek refuge in an emergency, listing the name, address, and phone number of a contact person at each location; at least one of the possible evacuation locations should be in a different community than where the foster home is located;
    - contact numbers of in-town and out-of-town relatives or friends the family members will contact if they become separated at the time of an emergency;
  4. Maintain a current registry of all children in PSD custody placed in out-of-home care, including the name and phone number of the foster care provider and the name and number of the biological parents or guardians. In the event an evacuation is necessary, work with placement staff to document the location and status of each child as soon as it is verified.
  5. Provide information to biological parents and other caretakers about the location and status of children in PSD custody.
  6. PSD will investigate the referral and coordinate with local law enforcement if temporary custody is needed for the child.
  7. Work with Placement staff to locate emergency foster care placements for children coming into PSD care as a result of the emergency.
  8. Assist in reuniting unaccompanied children with family members as soon as safely possible.
  9. Maintain documentation of all activities undertaken, expenses incurred, staff time required, etc.

10. Ensure that all staff are trained in the County Office plan and participate in drills and exercises regularly. Debrief drills and exercises, as well as actual responses to emergencies, to identify lessons learned and revise protocol accordingly.
11. Be knowledgeable about the facility (i.e. RTC, JJS facility) emergency response and evacuation plan and request facility staff notify SCI or county office of the status and location of a child in the event of an emergency.

**D. PSD Regional Managers**

1. Maintain updated copies of the emergency operation plans of each County Office in the region.
2. Provide 24/7 contact information to County Office Managers for them to report their activities and especially in the event regional or state support is needed.
3. Report to normal office location unless otherwise directed by PSD Director or designee.
4. As needed, coordinate staff augmentation in local offices, identifying available staff from other counties to support the affected county if possible.
5. As needed, assist placement staff in locating additional foster care resources, including foster care providers in other counties.
6. Serve as liaisons to state central office, relaying the need for additional support if the region's resources are overwhelmed.

**E. PSD Central Office**

1. Director's Office:
  - Identify a staff person to serve as liaison with the Department Emergency Coordination Center.
  - Provide 24/7 contact information to Regional Managers for them to report their activities and especially in the event regional resources are overwhelmed and state support is needed.
  - As needed, coordinate staff augmentation in local offices, identifying available staff from other counties to support the affected county if possible.
  - As needed, assist placement staff in locating additional foster care resources, including foster care providers in other counties.
  - Manage communication with child welfare agencies in other states in order to secure additional resources as needed in New Mexico or to assist the other states as needed.
2. **Financial Management Staff**
  - Assure expenditures are documented and all records are backed-up.
  - Maintain financial business as usual to the extent possible.
  - Assist County Offices in meeting their financial needs during and after an emergency.
  - Implement recovery efforts as soon as possible.

### **3. Research, Assessment and Data Bureau**

- Assist in ongoing response planning during an emergency, including analyzing data, requests for assistance from County Offices and Regional Managers, calls to SCI, review information provided by the state EOC and other sources, etc. in order to project needs for placement and other resources, staffing considerations, and other planning issues.
- Assist with emergency abuse/neglect background checks as needed.
- Assure all critical data is backed-up and implement other responsibilities designated in the IT Disaster Recovery Plan.

### **4. Foster Care & Adoption Bureau Staff**

- Assist County Offices, Placement staff, and Regional Managers in finding emergency placements for children coming into care.
- Oversee County and Regional efforts to locate and ascertain the safety of all current foster children.
- Assist County Offices in obtaining services needed by children in PSD custody during and after an emergency, including counseling and crisis intervention.

### **5. ICPC Unit**

- Develop and implement emergency protocol to accept and place children from other states.
- Develop and implement emergency protocol to place children in New Mexico custody in other states if other placement options are not available.
- Ensure that the location of children in the custody of another state currently placed in New Mexico under ICPC is known and the status of the child has been determined.
- Assist field staff in help locate substitute care providers displaced from other states.
- Locate children in New Mexico PSD custody placed in other states where an emergency has occurred affecting that state.
- Ensure that staff temporarily assigned to ICPC to perform these functions during an emergency are trained in the necessary procedures and record keeping.

### **6. Policy, Training & Federal Reporting Bureau**

- Coordinates with Academy for Training and Professional Development to assist in developing training on emergency planning.
- Maintain the Emergency Response Plan, updating it as necessary and revising it based on lessons learned from exercises, drills, and actual events.
- IV-E unit manager will assist with queries and requests for assistance from tribes with IV-E JPA agreements with respect to issues relevant to those JPAs. Regional IV-E Unit Staff will report to and assist County Offices as needed.

- Perform other emergency functions as assigned.

#### **7. Community Services Bureau**

- IV-B staff will assist with queries and requests for assistance from contractors and perform other functions as assigned.
- IV-B staff will assist the ICPC unit in accepting and processing requests for placement of children from other states.
- CRC staff will assist in emergency background checks for foster care providers and other volunteers and perform other functions as assigned.
- Perform other emergency functions as assigned.

#### **7. Youth Services Bureau**

- Locate and ascertain well-being of all youth in independent living status.
- Ensure youth know how to access SCI in case of an emergency and assist in informing youth how to contact SCI when the original number is not available.
- Perform other emergency functions as assigned.
- Youth Transition Specialists will assist County Offices as needed.

#### **8. Children and Family Support Services Bureau**

- Constituent Manager will coordinate with the CYFD Public Information Officer in dealing with constituent questions and public information.
- Other bureau personnel will report to the county office (if that county is impacted by the emergency) and assist with emergency response as assigned.
- Perform other emergency functions as assigned.
- Domestic Violence staff will assist with queries and requests for assistance from contractors and perform other functions as assigned.

#### **9. Children's Court Attorneys**

- The Managing Attorneys and Children's Court Attorneys will report to their local office and assist with emergency response as assigned, unless otherwise directed by the Chief Children's Court Attorney or PSD Director.
- Perform other emergency functions as assigned.

#### **10. Administrative Staff**

- Assist in locating central office staff and ensuring that all work assignments within the EOC are covered 24/7.
- Perform other emergency functions as assigned.

#### **11. Other Central Office Personnel**

- Report to the PSD Central Office and assist with emergency response as assigned.

**F. PSD Statewide Central Intake (SCI)**

1. Develop a plan to augment SCI capacity (in terms of both phone lines and staffing) to be able to accept incoming calls from:
  - Foster care providers reporting their locations in the event of an evacuation or emergency;
  - Biological parents or other caretakers seeking information about the location and status of their children;
  - PSD staff reporting their locations in the event of an evacuation and/or seeking information about whether or not and where to report for duty;
  - Ongoing abuse/neglect referrals as usual.
2. In the next two years develop a process to inform PSD staff and community of protocol to reach SCI in the event of evacuation or emergency if original number is not operational.
3. Develop protocols for responding to queries from clients and others, including pre-scripted messages, referring to other agencies, and handling media. Develop and provide training for staff, including staff assigned to augment SCI staff, on protocols.
4. As instructed by the PSD Director or designee, expand SCI to emergency capacity.
5. Conduct emergency FACTS abuse/neglect background checks, as necessary.

**G. Facilities Providing Residential Care for Children in PSD Custody**

1. Notify each County Office immediately if a child in PSD custody in their county has been moved to another location.
2. Notify each County Office immediately if a child in PSD custody in their county needs special services as a result of the emergency.

**VIII. TRAINING AND PLAN MAINTENANCE**

PSD will coordinate with Academy for Training and Professional Development an e-learning on emergency planning that will be completed by the end of September 2015. This e-learning will be required to be completed by all new and existing PSD staff by September 2016.

**ANNEX A**

**CYFD INFORMATION TECHNOLOGY SERVICES**

**DISASTER RECOVERY PLAN**



*DISASTER RECOVERY*

**INFORMATION TECHNOLOGY SERVICES**

**2015-2019**

## CONFIDENTIALITY STATEMENT

This entire Disaster Recovery Plan, all Appendices, attachments, and all other documents prepared or gathered in preparing this Disaster Recovery Plan comprise the confidential information of CYFD. Many of the documents and information sources referenced in this Disaster Recovery Plan are also the confidential information of CYFD. Disclosure of these documents and information sources may compromise the information systems and the confidential information contained therein. For these reasons, only general reference will be made herein to the documents and information sources. This confidential information will not be disclosed without express written authorization from CYFD, and then only to persons that have a legal right to such information. Additionally, such persons to whom this confidential information is disclosed must agree, in a form and manner acceptable to CYFD, that they will not further disclose such information except as expressly permitted by CYFD.

New Mexico has a law entitled the “Inspection of Public Records Act”. This law is very broad and has only limited protections for this Disaster Recovery Plan. For this reason, the CYFD legal department may reject such a broad Confidentiality Clause. It will be important to work with the CYFD legal staff on a confidentiality strategy for this Disaster Recovery Plan.

## I. Overview of Disaster Recovery Planning at CYFD

### 1.0 Introduction

The Information Technology Division (ITD) has the responsibility to maintain a mission critical database (FACTS – Family Automated Client Tracking System) for the Children, Youth and Family Department (CYFD). In the event of a disaster the first priority will be to restore the FACTS database and resume operations in a short timeframe. The Disaster Recovery Plan will enable ITD to resume the 24/7 FACTS availability with efficiency and organization.

### 1.1 Disaster Recovery Objective(s) and Requirements

#### 1.1 Objective:

The primary objective of a Disaster Recovery Plan is to enable CYFD ITD to survive a disaster, provide limited FACTS availability prior to reestablishing normal FACTS operations, and to reestablish normal FACTS operations. CYFD ITD must assure that critical operations can resume normal processing within a reasonable timeframe.

#### 1.1.2 Nature and Likelihood of Disaster Threat

- Fire. Most Likely Threat. Could destroy 300 San Mateo or render it unavailable for an extended period of time (days, months).
- Hazmat Incident. Likely Threat, but would probably not render 300 San Mateo unavailable for more than 72 hours.
- Earthquake. Unlikely Threat. Could destroy 300 San Mateo or render it unavailable for an extended period of time (days, months).

- Civil Disturbance. Unlikely Threat, but would probably not render 300 San Mateo unavailable for more than 72 hours.
- Cyber Attack (Including Disruption by Disgruntled Employee). Unlikely Threat. System security measures are in place. Also, if the system were attacked, recovery would probably take less than 72 hours.
- Work Stoppage. Extremely Unlikely Threat. The New Mexico Public Employees Bargaining Act prevents employees from strikes or lockouts. Striking employees could not legally prevent other CYFD employees from entering a building such as 300 San Mateo.
- Accidental Airplane Crash. Extremely Unlikely Threat. 300 San Mateo is near Kirtland Air Force. Could destroy 300 San Mateo or render it unavailable for an extended period of time (days, months).
- Terrorist Attack of Site. Extremely Unlikely Threat. Could destroy 300 San Mateo or render it unavailable for an extended period of time (days, months).
- Flood. Extremely Unlikely Threat. Geographic and hydrologic conditions in Albuquerque, New Mexico make a flood extremely unlikely.

### 1.1.3 Requirements:

- ✓ Minimize the duration of a serious disruption to CYFD operations.
- ✓ A thorough assessment of the computing and communications environment including personnel practices; physical security, operating procedures; backup and contingency planning; systems development and maintenance; systems and access control software security; application controls and individual workstations. This requirement will help to identify existing vulnerabilities.
- ✓ Select a project team.
- ✓ Define the scope.

## 1.2 Disaster Recovery Definitions, Terms and Assumptions

### 1.2.1 Definitions:

A Service Interruption is a problem that restricts services to one or several CYFD users, but not all CYFD users, for a limited period of time. This may, for example, result from a faulty disk drive, interruption of LAN/WAN connectivity. Service interruptions can be expected to occur during normal operations and are not considered disasters. These occurrences should be resolved through the normal CYFD help desk procedures, CYFD ITD Operations Manual Procedures, and other CYFD procedures.

A Minor Disaster involves the disruption of services to most or all sites for a period of 72 hours or less. The CYFD management team will make the decision whether the disaster is minor, or the Disaster Recovery Plan should be invoked.

A Major Disaster involves the disruption of services to most or all sites for a period exceeding 72 hours. The CYFD management team will decide whether to invoke the Disaster Recovery Plan.

Recovery Plan Activation (RPA) is the time at which the Disaster Recovery Team declares that a Major Disaster has occurred and invokes the Disaster Recovery Plan. This sets the base time for the events timing within the Disaster Recovery Plan.

### 1.2.2 Terms:

Warm Site is a fully equipped computer configuration, located away from ITD's normal data processing center, that is available on short notice during an emergency to run CYFD's mission critical application, FACTS. As an integral part of its recovery plan, ITD has built a warm site at the NM Department of Information Technology (DoIT) datacenter at Santa Fe that has been operational for disaster recovery purposes since April, 2012.

Cold Site is a reserved area that is already conditioned (power, cooling, cabling, etc.) for use as a data center, but does not have equipment installed.

Emergency Command Center will be located in Albuquerque, but outside of 300 San Mateo, which will accommodate the ITD management team, critical support staff and some team members during the process of recovering from a disaster. The Emergency Command Center may be located in any CYFD facility outside of 300 San Mateo.

Virtual Environment is a hardware designed to allow for multiple server instances to run in software on shared hardware.

Normal Operating Conditions is the condition of availability and performance of ITD systems that existed prior to the declaration of a Major Disaster.

### 1.2.3 Assumptions:

- A Major Disaster occurs causing complete interruption of services at the ITD San Mateo Center. An event occurring at one or multiple sites is not addressed by this plan.
- A Major Disaster renders the ITD facility inoperable or inaccessible or causes complete destruction. It cannot be assumed that the site, or any of the processing equipment, can be reused.
- ITD personnel will be adequately trained in disaster recovery procedures, and the plan will be tested bi-annually, or more frequently if required.

## 1.3 Scope

The scope of this plan is to enable the CYFD Information Technology Division (ITD) to resume critical services after a Major Disaster and to reestablish normal business operations in a specific timeframe.

This plan outlines the procedures to follow in the event of a "Major Disaster" as defined in the definition section of this plan.

### 1.3.1 Brief Description of Disaster Recovery Plan.

The main component of the CYFD Recovery Activation Plan is FACTS database availability at the Warm Site.

Warm Site Database Activation.

- ITD has implemented a Warm Standby Virtualized Server Environment. Data from the main FACTS Server is block mirrored to the Virtualized Environment at an almost constant rate. The virtualized environment is housed at:

New Mexico Department of Information Technology  
715 Alta Vista Street  
Santa Fe, NM 87505

- Database support and maintenance activities may be performed at the Warm Site or remotely from any CYFD facility/location.
- It is anticipated that there would be minimal potential for data loss, as the warm site and production site are replicated constantly.
- Once a disaster is declared, the Disaster Recovery Team would “switch” to the warm site.

## II. Project Organization

The Disaster Recovery Team is comprised of key management personnel from all departments in the Information Technology Services (ITD) Division and all of the supporting user groups. The roles and responsibilities of the teams that comprise this group follows:

ITD Management team

Chairman: – CYFD CIO

Provides strategic direction to team and interacts with CYFD Cabinet Secretary and State CIO.

Co-Executive/Operations Manager – Deputy Director, ITD Operations

Provides day-to-day operational support and direction to technical services, operations, business support teams.

Co-Executive/Applications Development – Deputy Director, Applications Development

Batch Development

Online Development

Business Analysts

ITD Support team - Technical Services & Support Manager

Network & Communications

Database Administration

Information Systems Security

Network Support/Implementation

Operations team – Operations Service Management & Production Control Manager

Service Desk

Desktop Support and Administration

Production Control Support

Business Units team

Family Services Division (FSD)

Protective Services Division (PSD)

Juvenile Justice Division (JJD)

The ITD management team is responsible for the flow of information among all teams, monitors progress and maintains communication among teams. It is recommended that the Disaster Recovery Team meet at least once a year to assess the operational readiness of the current Disaster Recovery Plan, or more frequently if required.

### III. Business Impact Analysis

The project team has assessed all CYFD units that are part of the business environment. This assessment has enabled them to: identify critical systems (i.e. FACTS), processes and functions; assess the impact of denial of access to CYFD services; and assess the “pain threshold”, that is, the length of time CYFD can survive without access to systems, services and sites.

This Business Impact Analysis (“BIA”), set out below, identifies critical time-sensitive business functions and the timeframe in which they must be recovered after interruption.

A. Mission of CYFD. CYFD offers a safety net to New Mexico families by providing a spectrum of preventive, protective and rehabilitative services. In 1992, CYFD was created by state statute by combining elements from four state agencies for the purpose of addressing the needs of children, youth and families.

CYFD’s basic functions and responsibilities structure the services we provide:

1. CYFD operates a system of early childhood programs, including childcare assistance (Family Services).
2. CYFD regulates and oversees funds, and uses behavioral health programs that provide mental health services to children and families (Family Services).
3. CYFD operates a system to safeguard children and adults who have been abused, neglected or exploited (Protective Services).

4. CYFD offers critical components of the juvenile justice system including rehabilitation facilities and probation and parole services (Juvenile Justice Services).

B. Brief Description of CYFD information systems. CYFD has one of the State's most advanced and layered information systems. The CYFD network is comprised of over 2200 desktop computers and laptops and over 175 network printers at 43 field offices throughout the State. These field offices utilize Cisco networking equipment with QMOE, MPLS and MPPLS and circuits that provide high speed LAN and WAN access to CYFD's production and education networks in addition to a disaster recovery site located at the Department of Information Technology in Santa Fe, NM.

C. Critical Systems Determination. Critical System Analysis has been performed. The Mission Critical System is the FACTS system. The FACTS system must retain nearly uninterrupted operation for CYFD to perform its essential functions. CYFD has determined that Email, WAN, LANs, Novell Network and other systems can tolerate longer interruptions. Further, there are existing procedures for recovery for non-Major Disaster incidents. These procedures are contained in the CYFD ITD Operations Guide and elsewhere. Also, CYFD Email is hosted and distributed by State of New Mexico-DoIT and is not maintained by CYFD ITD.

D. Costs of Disaster.

1. Disruption in Client Services. If activity in a case cannot be documented, necessary services for a client could be disrupted. The results of such disruption could range from inconvenience to a client to actual harm (physical or mental) to a client.
2. Lost productivity. CYFD ITD estimates that each hour of FACTS Interruption will cost CYFD \$13,200 in lost workforce member productivity. This is based upon the following assumptions:
  - \$22.00 per hour average wage of FACTS user.
  - Average of 600 FACTS users per hour.

Each day of lost production will cost CYFD \$316,800 in lost productivity. IMPORTANT: Political and legal ramifications are not factored here.

E. Application Development Services. The major functional areas of Application Development Services (ADS) are:

1. Batch Development.
2. Online Development.
3. Business Analysis.

Critical ADS Disaster Recovery Plan components are its operational documents that are stored on CYFD ITD shared drives. These critical documents and information include, but are not limited to:

1. Source Code.
2. Support Documents for FACTS system and Batch Processing and Development.
3. ADS workstation images and related software for ADS Developers and Batch Developers.

It is anticipated that ADS involvement with the Disaster Recovery Plan and the Recovery Plan will occur after the FACTS System is reestablished at the Warm Site or other recovery location. After the FACTS system database server is reestablished, functional assessments will be made and the need for ADS services will be determined at that point.

F. Operations Service Management & Production Control. The Operations Service Management & Production Control Team is responsible for insuring customer computer operations are available for staff to carry out their jobs. Along these lines, the Service Desk staff will be the first-point-of-contact for any technical issues and communications; the Desktop Support staff will handle those calls that get escalated through the Service Desk; the JAS staff will be concerned with fiscal operation's technical support; the Production Control staff will be concerned about FACTS production batch jobs, scheduling, file transfers, and warrants. The Operations Team's role therefore will be the following:

1. Communicate and review the Disaster Response Plan with CYFD staff prior to a disaster.
2. Communicate status to business recovery coordinator and managers.
3. Insure accurate, essential, and timely information to employees is related about what has happened and how the recovery plan is working.
4. Maintain a customer contacts notification's list and log.
5. Coordinate with impacted customers in order to minimize their impact.
6. Processes all end-user inquiries and requests concerning the recovered computer systems during the recovery effort.
7. Develop start-up/recovery user plans.
8. Assists customers in implementation of manual procedures, when feasible.
9. Provide technical support for CYFD staff.
10. Create alternative methods and procedures for user communications.
11. Supports restoration of Production Control utilities, critical applications and schedules for all production applications.
12. Define escalation procedures to other ITD staff.
13. Works with programming staff as necessary in testing.

#### **IV. Disaster Declaration and Recovery Plan Activation**

- A. Initial Disaster Declaration. When a Minor Disaster occurs, available Disaster Recovery Team Members will make a service interruption assessment to determine if it is a Major Disaster or a Minor Disaster. Disaster Recovery Members may meet in person, by telephone, or

communicate by email or other method. If there is disagreement among the Disaster Recovery Team Members regarding the level of Disaster, the CYFD CIO shall make the final Disaster level determination.

- B. Recovery Plan Activation. When a Major Disaster is declared, the Recovery Plan shall be activated. The date and time of the Disaster Declaration shall be documented.
- C. Recovery Plan Manager. Immediately upon the Recovery Plan Activation, the Disaster Recovery Team shall designate a Recovery Plan Manager who will oversee the Recovery Plan implementation and operation and report to the Disaster Recovery Team. It is anticipated that the Recovery Plan Manager will be the ITD Bureau Chief or the Technical Support Services Manager.
- D. Notification to Recovery Sites. The Recovery Plan Manager shall notify the Warm Recovery Site and the Emergency Command Center (if applicable) that a Major Disaster has been declared and that designated ITD workforce members will require immediate access to these facilities.
- E. Notification of ITD Section Managers. The Recovery Plan Manager shall notify ITD Section Managers that a Major Disaster has been declared and that the Recovery Plan has been activated.
- F. Notification of First Responders. The Recovery Plan Manager shall then notify Team Members who are designated First Responders, below.
- G. Notification of CYFD Secretary and Other Designated Individuals. The Disaster Recovery Manager or the CYFD CIO shall contact the CYFD Secretary and other individuals set forth in Appendix XII. He/she shall advise them that a Major Disaster has been declared and that the Recovery Plan has been activated.
- H. Communications Director Notification. The Communications Director shall notify all Field Offices and all CYFD workforce members of the Disaster Declaration and the activation of the Recovery Plan (Note that, because of the Century Link cloud, the user community will connect to the warm site from their respective sites). The Communications Director or his/her designee shall control all communication with the media, the general public, and other sources regarding the Disaster and the Recovery Plan.
- I. Emergency Expenditure Authority. The Disaster Recovery Manager will be authorized to make necessary expenditures for hardware, software, communications infrastructure, and other equipment and supplies as he/she determines necessary to facilitate Disaster Recovery. CYFD will assure that Purchase Documents for these items will be expedited.
- J. First Responders Designation. Certain Disaster Recovery Team Members, Team Leaders, and Team Members will be designated as First Responders. A list of First Responders by job description, their initial Recovery Plan duties, and contact information is attached as Appendix XI.

K. ITD Section Managers shall notify their Team Leaders/Supervisors as set forth in Appendix X.

## **V. Recovery Strategies**

- A. Emergency Command Center. The Disaster Recovery Team will designate the location of the Emergency Command Center at the time of the Major Disaster Declaration. The Emergency Command Center may be located at a location designated by the Disaster Recovery Team. At such time that a disaster is declared, the warm site will be activated.

## **VI. Testing**

- A. Bi-Annual or More Frequent Testing of Disaster Recovery Plan. This Disaster Declaration procedures and Recovery Plan shall be tested bi-annually, or more frequently, as determined by the Disaster Recovery Team.
- B. Pre-Test Procedures. Prior to testing, the Disaster Recovery Team, and/or their designees, shall develop a Disaster Recovery Test Plan. This Disaster Recovery Test Plan shall identify the scope of the test, the systems and procedures to be tested, and the desired testing outcomes.
- C. Post-Procedures. When the Disaster Recovery Plan testing is complete, the Disaster Recovery Team and/or their Designees shall review the test against the Disaster Recovery Test Plan and consider any revisions to the Disaster Recovery Plan.

## **VII. Maintenance – Change Management**

This plan is a living document and will be treated as such. The Disaster Recovery Plan must reflect changes to the environments that are supported by the plan. Change management processes must take the recovery plan maintenance into account.

The Bureau Chief or Recovery Plan Manager or their designee is responsible to assign a “Keeper” of the Disaster Recovery Plan. The Keeper of the Disaster Recovery Plan is set forth in Appendix XVI. No less than quarterly, the Keeper will assess the current environment to ascertain if there are any changes in business processes, technology or environment that would cause modifications to the Disaster Recovery Plan and, if so, change it accordingly

The Keeper of the Disaster Recovery Plan shall update the Disaster Recovery Plan periodically and assure its storage and distribution as provided below:

1. 300 San Mateo.
2. Santa Fe at CYFD Headquarters.
3. DoIT, 715 Alta Vista, Santa Fe, NM 87505

## **VIII. Technical Specifications**

This Section briefly describes the components of the FACTS infrastructure: operating systems, databases, servers, networks (LAN and WAN). As mentioned in Section IV, CYFD has one of the State’s most advanced and layered information systems. The CYFD network is comprised of over 2200 desktop

computers and laptops and over 175 network printers at 43 field offices throughout the State. These field offices utilize Cisco networking equipment with QMOE, MPLS and MPPLS and circuits that provide high speed LAN and WAN access to CYFD’s production and education networks in addition to a disaster recovery site located at the Department of Information Technology in Santa Fe, NM.

**IX. Miscellaneous**

**FACTS Disaster Recovery – FY15 Q1 Accomplishments**

Activity	RESULTS	PURPOSE
Designed and planned for enhanced disaster recovery site (A Simms “Flexpod” similar to the Flexpod at 300 San Mateo)	Successful	To allow for the planning and design for a future enhanced disaster recovery site at the DoIT datacenter
Test fail-over configuration (server-to-server)	Successful	Proof of concept – verify our ability to direct FACTS users between primary and secondary servers
Update documentation file	Successful	Maintain up-to-date DR documentation

**X. CYFD Chief Information Officer Approval**

I have reviewed this Disaster Recovery Plan and approve the terms of this Disaster Recovery Plan.

\_\_\_\_\_

Damien Aragon

Chief Information Officer

Children, Youth and Families Department

\_\_\_\_\_

Date

## ***ANNEX B***

# ***PROTECTIVE SERVICES COUNTY OFFICE EMERGENCY RESPONSE PLAN TEMPLATE***

***NEW MEXICO CHILDREN, YOUTH & FAMILIES DEPARTMENT***

***PROTECTIVE SERVICES COUNTY OFFICES***

***ALL-HAZARD EMERGENCY RESPONSE PLAN TEMPLATE***

**County Office:** \_\_\_\_\_

**I. INTRODUCTION**

In the event of a wide-scale emergency, PSD has the responsibility for the children in its custody, but also plays a role in the protection of other children who have become separated from their caregivers because of the emergency. The federal government has recently recognized the importance of these responsibilities for child welfare agencies across the nation, as codified in the Child & Family Services Improvement Act of 2006. In response to this Act, and in acknowledgement of its responsibility to the children entrusted to its care, CYFD Protective Services has developed this All-Hazard Emergency Response Plan.

The PSD plan is based on the principle that “all response is local.” In New Mexico, that response is at the county level. PSD county offices will work with local emergency managers and responders. PSD central office assists with logistical components statewide response will essentially be logistical and resource oriented – providing support and coordination to local offices when their ability to respond is exceeded. PSD County Offices shall each have a local response plan, which is coordinated with their respective county Emergency Operations Plan.

This plan is designed to assure that, in the event of a wide-scale emergency, this PSD County Office, in coordination with local emergency managers and responders, is capable of performing the following essential functions:

- locating and ensuring the safety of children in state custody, especially those placed in out-of-home care;
- assisting in ensuring the safety of unattended children separated from their parents, custodians, or guardians during emergencies;
- locating and ensuring the safety of agency staff; maintaining ongoing communication with staff;
- cooperating with, sharing information, and assisting child welfare agencies in other jurisdictions in providing emergency response as necessary;
- ensuring continuity of operations (COOP), including maintaining records, continuing payments to providers, communicating with staff and foster care providers, documenting costs of response effort, etc.

**II. PLAN DISTRIBUTION**

As verified by the signature of the recipient, this plan has been provided to the following individuals:

Co. Emergency Manager \_\_\_\_\_ Date \_\_\_\_\_

PSD Regional Manager \_\_\_\_\_ Date \_\_\_\_\_

PSD Central Office \_\_\_\_\_ Date \_\_\_\_\_

CYFD Emer Resp Coord. \_\_\_\_\_ Date \_\_\_\_\_

**III. CONCEPT OF OPERATIONS**

**A. Chain of Command**

<b>Position</b>	<b>Name</b>	<b>Phone</b>	<b>Cell Phone</b>	<b>24/7 #</b>	<b>Email</b>
County Office Manager					
Back-Up					
Officer in Charge					
Back-Up					

**B. Location of Emergency Operation Center (EOC) & Emergency Manager contact**

In the event of an emergency requiring activation of a PSD emergency coordination center, the following locations will be used:

EOC Primary Location: \_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone

EOC Alternate Location: \_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone

Emergency Manager: \_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone

**IV. ESSENTIAL FUNCTIONS**

Specific plans will be developed and included for each of the following essential functions. Responsibility for each task will be assigned to specific staff, with alternates and back-ups identified as well. Staff should be prepared to work outside their normal job descriptions if needed for the duration of the emergency as well as the immediate recovery period.

**A. Locating & Ensuring the Safety of Children in PSD Custody**

1. Task: Maintain a current registry of all children in PSD custody in the county. Include in the registry children in the custody of another state placed in New Mexico through ICPC and children living in residential treatment centers in other states. The registry will include the date of birth, social security number if available, parents or guardians of each child (if applicable), name and phone number of the foster care provider, list of child’s medications, and a list of child’s special needs and equipment needs. Provide copy of registry to Regional Manager.

Responsibility: \_\_\_\_\_  
\_\_\_\_\_

2. Task: Inform foster parents to contact SCI or the county office in the event of evacuation to inform county office of the child and their location. Document their location and on the registry. If the family reports any immediate needs, document those and, as soon as possible, provide or refer them for services. Report the location and status of ICPC children in another state’s custody to the ICPC Coordinator in Santa Fe.

Responsibility: \_\_\_\_\_  
\_\_\_\_\_

3. Task: Determine the process to be followed to provide information to biological parents and other caretakers about the location and status of their children.

Responsibility: \_\_\_\_\_  
\_\_\_\_\_

4. Task: If necessary, assist Placement in locating children in the event of an evacuation. Placement will have emergency contact information for all foster care providers in the county, and if they don’t call in as required, calls or even visits to their home or evacuation locations may be necessary.

Responsibility: \_\_\_\_\_  
\_\_\_\_\_

5. Task: As soon as possible during or immediately after the emergency, whether or not an evacuation is required, contact foster care providers to ascertain the safety and well-being of the children in their care. Provide or refer them for services.

Responsibility: \_\_\_\_\_  
\_\_\_\_\_

**B. Placing Non-Custody Children in the Event of an Emergency**

1. Task: Work with the local emergency manager and local law enforcement to develop a protocol for accepting unaccompanied children into care immediately in the event of an emergency. (Telephone approval may be sufficient. Central Office will provide further advice on this issue.)

Responsibility: \_\_\_\_\_  
\_\_\_\_\_

2. Task: Assist Placement in finding temporary foster care placements for these children and youth. In addition to the county's regular foster care pool, Placement will develop and maintain regional registries of volunteers screened and willing to take emergency placements. Maintain documentation (electronically and in hard copy) of all placements (children's names, ages, social security numbers if available, parents' names and phone numbers if available, providers names and contact information, etc.)

Responsibility: \_\_\_\_\_  
\_\_\_\_\_

3. Task: Working with local emergency management personnel and other community resources, identify and develop a plan to set up and staff an "unaccompanied children's center(s)" for children for whom other emergency foster care placements are not available. The center could be located in the County Office or in another location known to staff. Work with the local emergency manager to ensure that there are sufficient beds and/or blankets, food, safe water, and other emergency supplies if the center must be activated. Work with other community resources to secure books and toys for the center if possible.

Responsibility: \_\_\_\_\_  
\_\_\_\_\_

**Unaccompanied Children's Center:**

Location: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Location: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

4. Task: Assist in reuniting unaccompanied children with family members as soon as safely possible.

Responsibility: \_\_\_\_\_  
\_\_\_\_\_

**C. Locating, Communicating With, and Supporting Agency Staff**

1. Task: Create and maintain a directory of staff home and cell phone numbers, both electronically and on paper. In addition, for each staff member include, contact information for at least three sites (including one out-of-town site) where they would relocate in the event of an evacuation, as well as contact numbers of in-town and out-of-town relatives or friends the family members will contact if they become separated at the time of an emergency. Provide a back-up copy of the directory to the Regional Manager.

Responsibility: \_\_\_\_\_  
\_\_\_\_\_

2. Task: Develop and implement a system for notifying all staff when an emergency occurs, and it is necessary for staff to report to the office or the off-site emergency operations center. At the time of an emergency, through a phone tree (or some other notification system to be defined), each staff member will be located and his or her current status (including the safety and health of the staff member and his/her family) ascertained. If the staff member is needed and able to report for duty, he or she will be told when and where to report. If the staff member or his/her family needs help, he or she should be referred to the appropriate health care center, emergency shelter, or other service provider.

Responsibility: \_\_\_\_\_  
\_\_\_\_\_

3. Task: As soon as possible during or immediately after the emergency, whether or not an evacuation is required, contact all staff members to ascertain their safety and well-being. If needed, provide or refer them for services, including crisis counseling.

Responsibility: \_\_\_\_\_  
\_\_\_\_\_

**D. Cooperating with Other Jurisdictions**

1. Task: Most interaction with other jurisdictions will occur through the PSD Central Office. County Offices may be requested to provide information about the location and status of children in the custody of another state placed in New Mexico. In addition, County Offices may be required to find an emergency placement for a child in another state’s custody who needs to be placed in New Mexico during the duration of an emergency situation in the other state. The County Office should identify a staff person (and back-up) to serve as liaison to the ICPC Coordinator in Santa Fe.

ICPC Liaison: \_\_\_\_\_

Back-Up: \_\_\_\_\_

**E. Ensuring Continuity of Operations (COOP)**

1. Task: Develop a plan to ensure continuity of operations (COOP), including maintaining records, communicating with staff and foster care providers, documenting costs of response effort, etc. Ensure that accurate records are kept of hours worked, activities, numbers participating, etc. If it is necessary to record names of anyone receiving services, ensure that this information is kept confidential, stored in a locked file cabinet, and destroyed when no longer needed.

Responsibility: \_\_\_\_\_

\_\_\_\_\_

2. Task: Consider maintaining a certain amount of cash on hand, in a locked location, for use in the event of an emergency. Develop procedures regarding access to that cash and the approved purposes for expenditure. Develop procedures for access to CEME funds in an emergency.

Responsibility: \_\_\_\_\_

\_\_\_\_\_

**V. RECOVERY**

When the immediate emergency situation is over, County Office staff will continue to work with local emergency operations personnel and other CYFD personnel statewide to assist in recovery activities.

These activities will include, but are not limited to:

- Returning to normal business operations;
- Reuniting children separated from their families;
- Informing biological parents and other caregivers of the location and status of their children who are in CYFD PSD custody;
- Providing or securing psychosocial support (crisis response, short and long term counseling, etc.) for survivors, victims, and responders, including CYFD PSD personnel;
- Assisting foster care providers in obtaining other support needed in the aftermath of an emergency, including housing, food, clothing, medical care, etc.;

- Documenting any expenses incurred during the emergency for possible reimbursement from FEMA or other agencies;
- Debriefing the office's efforts during the emergency to identify lessons learned and revise emergency response plans as necessary.

## **VI. TRAINING AND PLAN MAINTENANCE**

In the next year, PSD will work with Academy for Training and Professional Development to develop an e-learning on the emergency response plan process. New staff will obtain the e-learning during the first week of Foundations of Practice. Current staff will complete the training by December 2016.

## PSD COUNTY EMERGENCY CONTACT LIST

COUNTY	NAME	ADDRESS	EMAIL	PHONE
Bernalillo	Joseph Madrid, COM or Delphine Trujillo	300 San Mateo, Suite 300 Albuquerque NM 87108 or 1031 Lamberton Pl. NE, Albuquerque, NM 87107	<a href="mailto:joseph.madrid@state.nm.us">joseph.madrid@state.nm.us</a> or <a href="mailto:delphine.trujillo@state.nm.us">delphine.trujillo@state.nm.us</a>	841-2910 or 841-7800
Chaves	Matthew Rael, COM	#4 Grand Ave. Plaza Roswell NM 88201	<a href="mailto:matthew.rael@state.nm.us">matthew.rael@state.nm.us</a>	624-6071
Cibola	Edward Gould, COM	1019 E. Roosevelt Ave., Suite A Grants NM 87020	<a href="mailto:edward.gould@state.nm.us">edward.gould@state.nm.us</a>	285-6673
Colfax	Al Haberman, COM	1900 Hospital Dr. Raton NM 87740	<a href="mailto:al.haberman@state.nm.us">al.haberman@state.nm.us</a>	445-2358
Curry	Melissa Hardin, COM	221 W. Llano Estacado Clovis NM 88101	<a href="mailto:Melissa.Hardin@state.nm.us">Melissa.Hardin@state.nm.us</a>	763-0014
Dona Ana	Cecelia Rosales, COM	760 Motel Blvd, Suite A Las Cruces NM 88005	<a href="mailto:cecilia.rosales@state.nm.us">cecilia.rosales@state.nm.us</a>	524-6400
Dona Ana/Anthony	Cecilia Rosales, COM	PO Box 1576 Anthony NM 88021	<a href="mailto:cecilia.rosales@state.nm.us">cecilia.rosales@state.nm.us</a>	882-7900

Eddy	Maria Calderon, COM	2215 West Main St. Artesia NM 88210	<a href="mailto:maria.calderon@state.nm.us">maria.calderon@state.nm.us</a>	748-1221 ext.111
Grant	Andy Anderson, COM	214 Black St. Silver City NM 88062	<a href="mailto:richard.anderson@state.nm.us">richard.anderson@state.nm.us</a>	538-2945
Hidalgo	Andy Anderson, COM	PO Box 1467 Silver City NM 88062	<a href="mailto:richard.anderson@state.nm.us">richard.anderson@state.nm.us</a>	538-2945
Lea	Patricia Garza	732 E. Michigan Hobbs NM 88240	<a href="mailto:Patricia.Garza@state.nm.us">Patricia.Garza@state.nm.us</a>	397-3450
Lincoln	Larry Wisecup, COM	507 Mechem Dr. Ruidoso NM 88345	<a href="mailto:charles.wisecup@state.nm.us">charles.wisecup@state.nm.us</a>	257-9217
Luna	Debbie Orona, COM	PO Box 911 Deming NM 88031	<a href="mailto:debbie.orona@state.nm.us">debbie.orona@state.nm.us</a>	546-6557
McKinley	Charles Reado	1720 East Aztec Gallup NM 87301	<a href="mailto:Charles.Reado@state.nm.us">Charles.Reado@state.nm.us</a>	863-9556
Otero	Larry Wisecup, COM	2200 Indian Wells Rd. Alamogordo NM 88310	<a href="mailto:charles.wisecup@state.nm.us">charles.wisecup@state.nm.us</a>	434-5950
Quay/Harding/DeBaca	George Arguello, COM	1110 E. High St. Tucumcari NM 88401	<a href="mailto:george.arguello@state.nm.us">george.arguello@state.nm.us</a>	461-0110
Rio Arriba/Los Alamos	Paula Dominguez, COM	912 North Railroad Española NM 87532	<a href="mailto:paula.dominiguez@state.nm.us">paula.dominiguez@state.nm.us</a>	753-7191

Roosevelt	Melissa Hardin, COM	1223 W. Fir Portales NM 88130	<a href="mailto:melissa.hardin@state.nm.us">melissa.hardin@state.nm.us</a>	356-6688
San Juan	Nichole Garcia, COM	2840 Farmington Ave. Farmington NM 87401	<a href="mailto:nichole.garcia@state.nm.us">nichole.garcia@state.nm.us</a>	327-5316 ext.1034
San Miguel/ Mora/ Guadalupe	Christine Archuleta, COM	2518 Ridge Runner Rd. Las Vegas NM 87701	<a href="mailto:christina.archuleta@state.nm.us">christina.archuleta@state.nm.us</a>	425-9335
Sandoval	Sarah Blackwell, COM	560 Camino del Pueblo Bernalillo NM 87004	<a href="mailto:Sarah.Blackwell@state.nm.us">Sarah.Blackwell@state.nm.us</a>	867-2373
Santa Fe	Matt Esquibel, COM	1920 5 <sup>th</sup> St., Santa Fe, NM 87505	<a href="mailto:mathewaesquibel@state.nm.us">mathewaesquibel@state.nm.us</a>	827-7450
Sierra	Tina Van Winkle, COM	161 New School Rd., Truth or Consequences, NM 87901	<a href="mailto:tina.vanwinkle@state.nm.us">tina.vanwinkle@state.nm.us</a>	894-3414 ext. 1006
Socorro	Tina Van Winkle, COM	104 S. 6 <sup>th</sup> St., Socorro, NM 87801	<a href="mailto:tina.vanwinkle@state.nm.us">tina.vanwinkle@state.nm.us</a>	835-2716 ext. 12
Taos	Melissa Montoya, COM	1308 Gusdorf & Roys Rd., Taos, NM 87571	<a href="mailto:MelissaD.Montoya@state.nm.us">MelissaD.Montoya@state.nm.us</a>	758-8871
Torrance	Valree Lopez, COM	215 S. 5 <sup>th</sup> St., Estancia, NM 87016	<a href="mailto:valree.lopez@state.nm.us">valree.lopez@state.nm.us</a>	384-2745
Union	Al Haberman, COM	P.O. Box 276, Clayton, NM 88415	<a href="mailto:al.haberman@state.nm.us">al.haberman@state.nm.us</a>	445-2358

Valencia	Kim Chavez-Buie	475 Courthouse, Rd, Los Lunas, NM 87031	<a href="mailto:kim.chavezbuie@state.nm.us">kim.chavezbuie@state.nm.us</a>	865-4634
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