



DEPARTMENT OF
ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Arizona Department of Economic Security Emergency and Disaster Preparedness Plan

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Agency Description

The Arizona Department of Economic Security (ADES) is Arizona's human services agency serving over 2.9 million Arizonans annually by way of more than 8,000 dedicated ADES employees statewide. ADES works with families, community organizations advocates and state and federal partners to realize our collective vision that every child, adult, and family in Arizona will be safe and economically secure. The Child and Community Services Division (CCSD) plays an integral role in the ADES Mission by administering child care programs that help eligible families with the cost of child care to enable parents to participate in the workforce or specific education and training activities related to employment. CCSD is equally committed to providing access to high-quality child care and promoting continuity of care to support the development and education of Arizona's children.

Coordination of Effort in Disaster Response

Under the Governor's Executive Order 2013-06, Continuity of Operations and Continuity of Government Planning, ADES has a viable Continuity of Operations Plan (COOP) that will ensure the essential governmental services are provided during emergencies and disasters and that normal operations are restored promptly. As used in this plan, the term "emergency" is a state of emergency declared by the Governor, or a major disaster or emergency defined by section 102 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. 5122.

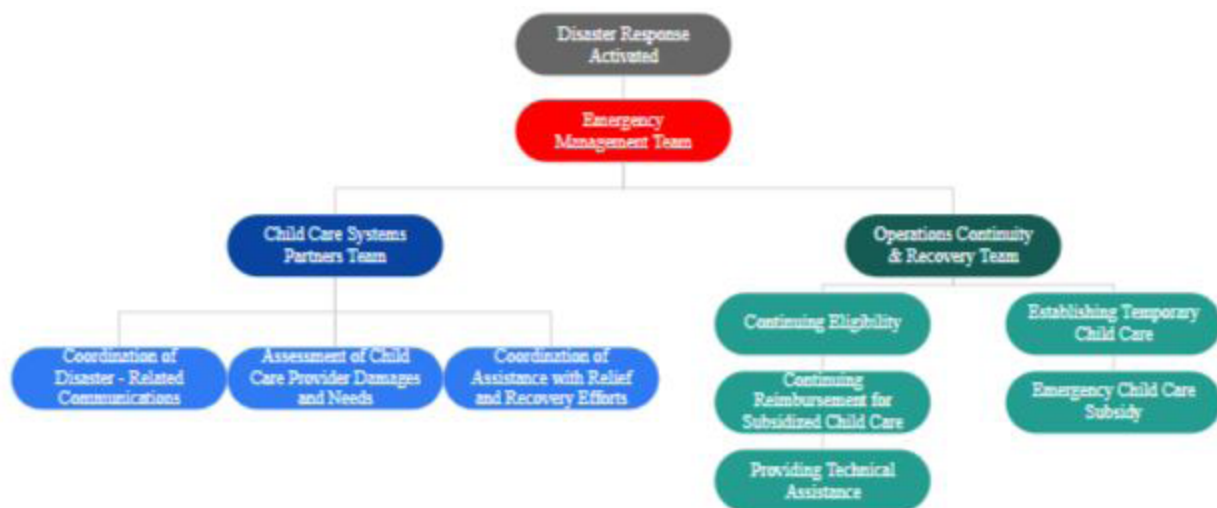
In addition to the ADES COOP the disaster response functions are established at the local government level and the child care provider level. It is required that all Arizona Department of Health Services (ADHS) child care providers and ADES contracted providers have emergency preparedness plans written and individualized to the child care facility and hours of operation, reviewed annually with child care staff, and updated as needed. These plans must be available for parental review. ADES contracted licensed centers and group homes and ADES certified family child care providers are required to have plans detailing evacuation, relocation, shelter-in-place, lockdown, communications with and reunification of families, and continuity of operations. These procedures are verified when entering into contracts and during monitoring visits. The requirement for an Emergency Preparedness Plan is included in Administrative Rule for licensed child care centers and licensed group home providers, and in the Child Care Provider Registration Agreement for certified family child care providers.

ADES contracted licensed centers, group homes, and ADES certified child care providers are required to have in place procedures for staff and volunteer emergency preparedness training and practice drills. These procedures are verified when entering into contracts and during monitoring visits.

CCSD has developed the CCSD Emergency and Disaster Preparedness Plan to ensure coordinated emergency response and to identify potential gaps in emergency support. The CCSD Emergency and Disaster Preparedness Plan provides specific instruction and actions that CCSD may take in emergency preparedness, disaster response, and disaster recovery. It is a sub-plan of the ADES COOP and a reinforcement to local and provider level plans. CCSD will adhere to the processes and procedures outlined in the CCSD Disaster Plan, as well as those in the COOP.

Disaster Response Structure

The CCSD Emergency and Disaster Preparedness Plan is structured around a central ADES Emergency Management Team that oversees two distinct disaster function teams: Child Care Systems Partners Team and Communications Team, Operations Continuity and Recovery Team. The CCSD Emergency Management Team activates the disaster teams and approves the actions in the CCSD Emergency Escalation Matrix. Each disaster function team has responsibilities for the planning and implementation of functions required before, during, and after the disaster or emergency. The two teams are separated into subsections. The Child Care Systems Partners team has three subsections, Coordination of Disaster-Related Communications, Assessment of Child Care Provider Damages and Needs, and Coordination of Assistance with Relief and Recovery Efforts. The Operations Continuity and Recovery Team has five subsections, Continuing Eligibility, Continuing Reimbursement for Subsidized Child Care, Providing Technical Assistance, Establishing Temporary Child Care, and Emergency Child Care Subsidy.



I. Disaster Response Activation Process

Based on the type and severity of the emergency, the CCSD Emergency and Disaster Preparedness Plan may be activated by one of the following methods:

- The Governor or the Department of Emergency and Military Affairs (DEMA) may initiate state continuity activation
- The County Executive or local government may initiate continuity activation at the local level
- The Division Assistant Director or designee may initiate the CCSD Emergency and Disaster Preparedness Plan activation for part or the entire administration, based on an emergency or threat directed at the agency, division, or administration

If CCSD is alerted to the possibility of an impending disaster, the CCSD Emergency Management Team will put staff on alert, and ask for disaster function team leads to review the 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.

II. Disaster Teams and Functions

A. CCSD Emergency Management Team

The CCSD Emergency Management Team will provide oversight and specific disaster response and recovery tasks will be managed by position-specific disaster function teams. A team leader is designated by position for each disaster function and will report on the CCSD Emergency Management Team.

The CCSD Emergency Management Team will make important decisions about emergency strategies, policies, and resources. Examples of decisions which Management Team may assist:

- Activation of disaster function teams, which vary per function
- Approval of new disaster responses and policies as required for a specific emergency
- Approval of requests for emergency resources such as funding, personnel, and equipment
- Approval of temporary reassignment of staff as needed to cope with a disaster or participate as part of a functional team
- Approval of press releases, disaster updates, and other written communications
- Review and approval the annual update of the CCSD Disaster Plan
- Approval of additional functions consistent with its overall mission to meet the needs of children, families, and child care providers affected by a disaster
- Follow ADES directives regarding the necessary emergency actions required
- Relocate CCSD personal to alternate ADES sites

ADES will use a team structure to plan and oversee its disaster response.

1. Team Lead

- Child and Community Services Division (CCSD) Assistant Director

2. Representatives to Assist with Disaster Functions

- CCSD Deputy Assistant Directors
- CCSD Administrators
- CCSD Performance and Strategic Initiative Team Members
- Other CCSD leaders as needed

B. Child Care Systems Partners Team

The Child Care Systems Partners Team will help with:

- Coordination of Disaster-Related Communications
- Assessment of Child Care Provider Damages and Needs
- Coordination of assistance with Relief and Recovery Efforts

To develop and disseminate emergency preparedness information to child care providers in areas affected by a disaster. Information regarding emergency child care and other types of assistance will be shared to inform parents in the affected areas.

The ADES website and the Arizona Child Care Resource and Referral (CCR&R) website will be ADES's main communications sites to help inform families and providers of the interim office locations and emergency procedures. If communication with providers or potential temporary care providers is interrupted, the Child Care Systems Partners Team may work with partners to send an alert to emergency management and through the media, or request for the local office supervisors to make contact on-site if possible.

1. Team Lead

- CCSD Division Deputy Assistant Director

2. Partners to Assist with Disaster Functions

- Arizona Child Care Resource & Referral (CCR&R)
- Arizona Department of Health Services
- Arizona Department of Child Safety
- Arizona Department of Education
- Arizona Tribes and the Inter-Tribal Council of Arizona
- First Things First
- Arizona Early Childhood Alliance (AZECA)

Coordination of Disaster-Related Communications

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

A. Before a Disaster

- Develop and maintain the CCSD [Emergency Escalation Matrix](#) that outlines how the information will be disseminated
- Establish critical information necessary to gather in the event of a disaster using as a resource, the ADES Emergency Preparedness Web Map and AZ Emergency Bulletin: <https://ein.az.gov/emergency-bulletins>

B. During a Disaster

- Request assistance from emergency management resources, as applicable
- Disseminate relief and recovery efforts information via the ADES website, upon approval from the Emergency Management Team
- Coordinate with partner agencies to assist with communication efforts across media outlets in the affected areas
- Work closely with local partners to disseminate information and make partners' disaster efforts known to child care providers and families

C. Following a Disaster

- Provide routine updates of the recovery process to help identify any remaining gaps in emergency support.

Assessment of Child Care Provider Damages and Needs

Evaluate the extent of damage to child care facilities affected by the disaster.

A. Before a Disaster

- Establish the assessment process and define roles in collaboration with CCSD and ADHS to assess the needs and damages of child care facilities and homes

B. During a Disaster

- Collect information about licensed, certified, and non-certified relative child care providers in the area
- Develop an implementation plan for conducting the assessments in collaboration with CCSD, ADHS, and CCR&R
- Manage and update a centralized tracking spreadsheet with the status of affected providers
- Share data and assessment reports with the Eligibility Management Team

C. Following Disaster - Steps to Implement Special Response

- Provide the Emergency Management Team with the latest information on needs to develop appropriate responses
- Assessments are continued or repeated periodically until child care providers have resumed normal operations

Coordination of Assistance with Relief and Recovery Efforts

Serve as a central point of contact to ensure emergency personnel have accurate information. Alert child care providers in the threatened areas about the emergency response efforts and provide information on available assistance.

A. Before a Disaster

- Identify data and specific information, such as lists of child care facilities by county and estimates of the number of children at each facility, that may be helpful for emergency response
- Establish a process to utilize the ADES GIS mapping and the CCR&R website information to identify child care facilities impacted by the disaster or emergency
- Obtain a list of locations designated by local authorities in advance as possible relocation/evacuation sites where affected children in child care arrangements could be taken

B. During a Disaster

- Obtain information as to where evacuating providers are relocating and coordinate communication to parents or emergency personnel
- Coordinate with CCR&R to ensure that all providers in the area are aware of any evacuation actions and inform providers of assistance available to transport children to the designated relocation site
- Coordinate records on the location and status of children who were evacuated
- Disseminate information to parents as quickly as possible concerning where their children are and the process for parents to pick up their children

C. Following a Disaster

Confirm recovery efforts have taken place and children are accounted for and safely reunited with their families.

C. Operations Continuity & Recovery Team

The Operations Continuity & Recovery Team will help with:

- Continuing Eligibility
- Continuing Reimbursement for Subsidized Child Care
- Providing Technical Assistance
- Establishing Temporary Child Care
- Emergency Child Care Subsidy

The Operations Continuity & Recovery Team will evaluate the impact on ADES operations, and support the child care providers and families in the area impacted by the disaster. This information will be shared with the Emergency Management Team so that the appropriate emergency response is activated.

1. Team Lead

- Division Deputy Assistant Director

2. Representatives to Assist with Disaster Functions

- CCSD Family Support & Eligibility
- ADES Division of Technology Services
- CCSD Program Development Unit
- CCSD Provider Monitoring Team
- CCSD Certification Team
- CCSD Payment Processing Unit
- ADES Office of Facilities Management
- CCSD Policy

Continuing Eligibility

Ensure that families can continue to apply for and receive child care assistance during an emergency or disruption of CCSD operations.

A. Before a Disaster

- Reference the ADES Continuity of Operations Plan (COOP) to align with the emergency response plan for affected ADES offices and operations, and the continuation of CCSD eligibility and payment
- Maintain the network and files backup storage of the Arizona Child Care Automated Tracking System (AZCCATS) to the LAN server, per state procedures

B. During a Disaster

- Determine how ADES field staff have been affected, what resources are needed to resume operations and any information about the status of providers and partners in their areas
- Work with the Emergency Management Team to identify impacts on staff, the offices, and computer/phone systems and what emergency response is appropriate
- Contact partner agencies to determine the status of their local counterparts
- Establish communication with the Emergency Management Team with information on the extent and estimated duration of the disruption
- Process eligibility applications and referrals manually and retained in the case record until data entry into AZCCATS can resume

C. Following a Disaster

- Review and assess the effectiveness of the emergency response operations and report findings to the Emergency Management Team
- Reconcile the manual eligibility and payment processing within AZCCATS

Continuing Reimbursement for Subsidized Child Care

Ensure that child care providers are reimbursed as quickly as possible.

A. Before a Disaster

- Reference the ADES Continuity of Operations Plan (COOP) to align with the emergency response plan for affected ADES offices and operations, and the continuation of CCSD eligibility and payment
- Maintain the network and files backup storage of the Arizona Child Care Automated Tracking System (AZCCATS) to the LAN server, per state procedures

B. During a Disaster

- Determine how CCSD field staff have been affected, what resources are needed to resume operations and any information about the status of providers and partners in their areas
- Work with the Emergency Management Team to identify impacts on staff, the offices, and computer/phone systems and what emergency response is appropriate
- Establish communication with the Emergency Management Team with information on the extent and estimated duration of the disruption
- Assure essential payments by issuing hand warrants and maintaining hard copy records until data entry into the AZCCATS system can resume

C. Following a Disaster

- Review and assess the effectiveness of the emergency response operations and report findings to the Emergency Management Team

Providing Technical Assistance

Provide ongoing technical assistance, training, resources, and support to partners, providers, and parents during the emergency or disruption.

A. Before a Disaster

- Referenced in the Provider Registration agreement for the Initial ADES Health and Safety Training, per Arizona's CCDF State Plan, the following training component must be met by providers, 'emergency preparedness.'
- Following CCDBG, providers are required to have plans detailing evacuation, relocation, shelter-in-place, lockdown, communications with and reunification of families, and continuity of operations. The requirement for an Emergency Preparedness Plan is included in for licensed child care centers and licensed group home providers, and in the the Child Care Provider Registration Agreement for certified family child care providers.

B. During a Disaster

- Communicate technical assistance availability
- Assist providers, parents, and emergency personnel to implement required emergency plans
- Provide technical assistance to providers who are willing and able to provide care for additional children
- Provide technical assistance to child care providers who sustain damages to determine if operating, must temporarily close or reduce enrollment, or need to relocate

C. Following Disaster

- Maintain communication and provide technical assistance until it is no longer needed
- Review and assess the effectiveness of the technical support provided and report findings to the Emergency Management Team

Establishing Temporary Child Care

To protect the health and safety of children, as well as promote family and community efforts to recover from natural disasters. Work with partners to ensure that healthy and safe child care arrangements are accessible to meet the needs of children and parents.

A. Before a Disaster

- Establish conditions and develop procedures under which temporary child care and emergency subsidy may be allowed
- Promote ongoing awareness of the importance of emergency preparedness and provide links to information and resources
- Determine process to track and request emergency child care funds that could be made available to help local partners finance temporary care arrangements

B. During a Disaster

- Determine what kind of temporary child care arrangements are needed
- Work with partners to facilitate local agencies' development of temporary care arrangements
- Enroll new or temporary providers into the subsidized child care program or the temporary expansion of capacity of current subsidized child care providers
- Provide emergency child care reimbursement information to temporary providers so that eligible costs can be tracked and submitted to CCSD

C. Following Disaster

- Maintain communication and oversight of temporary child care until it is no longer needed

Emergency Child Care Subsidy

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. Before a Disaster

- Review criteria for the activation of emergency child care procedures

B. During a Disaster

- Contact the Local Eligibility Supervisors in affected areas to determine the situation and provide a recommendation to the Emergency Management Team about the local conditions and needs
- Upon approval from the Emergency Management Team, implement the emergency child care procedures and notify the CCSD Family Support & Eligibility (FSE) staff that emergency child care procedures have been activated
- Establish temporary eligibility functions in locations to best serve the impacted population
- Verify the funding available for emergency child care and establish the necessary tracking and reporting processes

C. Following a Disaster

- Confirm that operations have resumed to normal functioning and establish a clear end date for the emergency child care subsidy
- Verify that the emergency funding is appropriately tracked and reported to the required state and federal standards

III. Regular Review and Update of Disaster Plan

The CCSD Disaster Plan will be reviewed annually. The CCSD Emergency Management Team will oversee the annual review of the plan, which will involve review by disaster function teams with input from partner agencies to update team members and partner directory as needed, and draft recommended changes to the plan. After approval from the CCSD Emergency Management Team, the finalized revised plan will be distributed to CCSD staff and partners.

IV. Training and Ongoing Emergency Preparedness Awareness

The Department performs routine evacuations and drills in all ADES offices across the state annually. Additionally, the DES offers Emergency Response Training, designed to familiarize emergency team members with their roles and responsibilities during emergencies. The Division will complete periodic testing of the CCSD Emergency and Disaster Preparedness Plan on an annual basis. This testing will focus on likely scenarios for the area being tested, such as geographic areas prone to extreme weather and natural disasters such as fires or floods. Testing will utilize the Emergency Escalation Matrix to determine the appropriate escalation of each scenario. Emergency preparedness and response awareness will be ongoing and include CCSD staff and key partners.

The Department and the Division perform tabletop exercises, functional simulation exercises, and full-scale exercises with DEMA and FEMA in the annual evacuee Reception and Care Center exercise with the Palo Verde Nuclear Generating Station. The one-day practice and training familiarize continuity personnel with their roles and responsibilities in support of the performance of essential functions during a continuity event. Periodic testing ensures that equipment and procedures are kept in a constant state of readiness.

All CCSD Emergency Management and Regional Team members, CCSD staff members, and key partners will have access via CCSD's Internet and the CCR&R website to the Disaster Plan. Before the update of the Disaster Plan each year, a subgroup consisting of the disaster function team leads and key partners will be asked to walk through a given disaster scenario and identify the steps they would take to respond to the situation. After the drill, each disaster team would discuss the challenges it faced and how, in a real disaster, the response could be improved. Teams will be encouraged to use the disaster scenario drills in correlation with the CCSD's Emergency Escalation Matrix to test their procedures and develop recommendations to improve the plan.

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