NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Child Development and Early Education

DCDEE Disaster Plan

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I. OVERVIEW OF DISASTER CONCEPT

The Division of Child Development and Early Education (DCDEE) serves as a member of the Department of Health and Human Services (DHHS) State Emergency Response Team (SERT) which is a member of the North Carolina SERT. The disaster mission of DCDEE to the state is to support the Child Care community with continued child care assistance or emergency assistance due to disaster/pandemic related events. Disaster planning is sorted into four phases: Preparedness, Response, Recovery, and Mitigation.

The Division of Child Development and Early Education (DCDEE) is the state agency responsible for:

- Making funding available to localities for the Subsidized Child Care Assistance (SCCA) Program so low to moderate income families can afford quality child care;
- Licensing and monitoring child care providers to ensure that children are being cared for according to state regulations;
- Investigating complaints against child care providers to determine if child maltreatment has occurred in facilities or to identify non-compliance with child care requirements;
- Running criminal background checks on potential child care providers, tracking the educational standards met by child care providers, and promoting a better-educated child care workforce;
- Making parents aware of early childhood services and information that helps them make child care decisions;
- Funding initiatives that improve the quality and availability of child care for preschool and school-age children; and
- Coordinating with other agencies to build seamless services for children and families.

As directed by General Statutes, the North Carolina Emergency Management (NCEM) under the Department of Public Safety (DPS) is the coordinating agency through which government, military, and non-profit partners work during and in the recovery phase of a disaster.

The DHHS SERT Coordinator responsible for Emergency Support Function (ESF) #6 – Mass Care, Emergency Assistance, Housing, and Human Services, will notify the DCDEE Director and Disaster Coordinator when NCEM Emergency Operations Center (EOC) has been “activated”. Activation of the NCEM EOC requires designated NC State Agencies to assume disaster response posture and provide representation pending Emergency Operations Center activation level. The DCDEE Disaster Coordinator will: notify the DCDEE Director to report the activation, contact section Assistance Directors/Managers to include regional managers, disaster team leaders, and DCDEE SERT members for disaster readiness and response activities. This communication will continue during the disaster or emergency. Response actions and decisions will be made at the division level by the current DCDEE Executive Disaster Team (EDT). The DCDEE EDT will be expanded to include the Disaster Coordinator during potential disaster events.

As directed by DHHS SERT, the DCDEE SERT Coordinator will report to the NCEM EOC for shift assignments in support of ESF – 6 activities. DHHS SERT Coordinator will facilitate and provide communication to DHHS SERT members and DHHS Divisions. Municipalities, such as county

governments, have the lead responsibility for emergency response and formal support requests to the state via NCEM.

DCDEE SERT actions will be to coordinate in collaboration with DCDEE EDT the assessment of all areas of a disaster's impact on child care operations, coordinate appropriate response activities, and communicate with key partners and providers resources to assist impacted communities. The Division's authority to assume these roles stems from the laws, regulations, plans, and policies identified in (**Appendix 1**).

Any support requests made during a disaster or emergency should be made to the local governing body (county, city, town etc...) who, if necessary, should request assistance from the state through "WebEOC" (restricted tracking software for NCEM), this would include assistance for child care facilities, for needs such as transportation, staff, and special food or supplies. A large part of DCDEE communication efforts is advising partners and providers of the process for assisting with needs assessments and requesting assistance. DCDEE Regulatory homebased staff assessment activities should be utilized in identifying which child care facilities are impacted by the disaster or emergency and assisting in their recovery efforts. Under certain specific circumstances, special licensing policies may also need to be implemented.

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

DCDEE has developed a disaster response checklist to guide planning considerations and course of actions for all phases of a disaster situation: (**See Appendix 2**)

II. PLAN SUMMARY

A. Plan Purposes

In the event of an emergency, the role of DCDEE is to support child care providers, support communities with continuation of child care operations, assist in the provision of safe and healthy child care alternatives for families, partner agencies, and to assess overall impact of disaster events to child care and NC Pre-K operations. DCDEE's Disaster Plan provides specific actions that the Division may take in emergency situations. These actions align with the "common functions" outlined in the current State of North Carolina Emergency Operations Plan. https://files.nc.gov/ncdps/documents/files/Divisions/EM/EOP/NCEOP_2020_FINAL-Entire-Plan-488-Pages.pdf This plan provides guidance on disaster preparedness, response, recovery, and mitigation.

B. Disaster Preparedness

DCDEE's disaster preparedness efforts include:

- NCEM and DHHS SERT Training for disaster response, annual review and update of DCDEE Disaster Plan.

- Implementation of Child Care Rules requiring providers to be trained and prepared for emergencies.
- Ongoing development of partnerships with emergency response capabilities.
- Planning and training DCDEE State Emergency Response Team (SERT) members and home-based staff.
- Distributing alerts to DCDEE staff about potential disasters and pandemic response/guidance.
- DCDEE Disaster Coordinator's ongoing maintenance and testing of emergency procedures.
- Nightly automatic backup of DCDEE and state information systems.
- Ongoing maintenance of section phone trees for DCDEE local and home-based staff.
- Providing disaster specific communications, preparedness resources and plans if given notice of an imminent disaster.

C. DCDEE Disaster Response Functions

DCDEE has identified most likely functions or actions it might carry out before, during, or post disaster:

- Communicating with employees, child care key partners and providers throughout all phases or stages of an emergency/disaster event.
- Assign Liaison to SEOC as requested.
- Ensuring that providers are implementing emergency evacuation or closures if hazardous conditions pose a threat to the safety of children and child care operations.
- Provide technical and statistical information on child car facilities statewide.
- Assessing whether the Division's capacity to carry out its roles has been affected by the disaster and making provisions for the continuation of core Division functions (e.g., maltreatment investigations, subsidized child care services, and NC Pre-K operations).
- Coordinate with the SERT Human Services Branch as required.
- Collecting assessments of child care facility damages and needs resulting from a disaster.
- Facilitating the development of temporary child care arrangements to improve and maintain access to child care in communities.
- Activating special licensing policies and re-establish safe and healthy child care options.
- Evaluating potential ACF waivers and approve temporary child care services to temporarily support disaster response activities or needs.
- Investigating use of subsidy funds to pay for emergency child care.
- Facilitate assessment and operational needs of childcare to support Department pandemic response.

D. Disaster Recovery Functions

- Collecting assessments of child care facility damages and operational status by county.
- Identifying and collaborating with partners and other disaster relief organizations.
- Distribute assessments to various partners to assess support or relief capabilities.
- Monitoring NCEM/DHHS SERT operations and FEMA support activities.
- Assist with Multi-Agency Shelter Transitional Team (MASTT) activities, as needed and requested.
- Assessing DCDEE regulatory and subsidy processes that would provide temporary assistance to child care facilities and communities.

- Overall, striving to assist providers and communities to return to normalcy and identifying and reducing the trauma or anxiety for children associated with disaster events.

III. DISASTER MANAGEMENT

A. Disaster Response Activation Process

- The decision for activation of overall DCDEE disaster response will be by DCDEE Director. The DHHS SERT Coordinator will notify DCDEE SERT Coordinator of DHHS activation level. DCDEE SERT Coordinator will then inform the DCDEE Director and DCDEE EDT.
- Because disasters may require immediate action, the DCDEE Director or their designee has full authority to activate DCDEE disaster functions and temporarily re-assign staff as needed to carry out response functions.

B. Management Structure

- The DCDEE Director and EDT will make decisions about emergency strategies, policies, and resources. (**See Appendix 3**)
- The EDT will participate in any statewide disaster planning processes and make strategic decisions about coordination with other agencies and support for partners and providers.

Examples of decisions by the DCDEE EDT:

- Activation of disaster response personnel.
- Development of new disaster responses/policies as required for a specific emergency.
- Development of requests for emergency resources (funding/personnel/equipment).
- Temporary re-assignment of staff as needed to augment disaster response efforts.

- Regulatory Services Section Assistant Director and Managers will develop teams ("Regional Teams") to facilitate provider assessments, communication, and collaboration among DCDEE, partner agencies, and providers, as well as promote clear reporting and communication between Regional home-based Staff, DCDEE SERT team, and DCDEE EDT. See Section VI of this plan for a full description.

IV. DISASTER PREPAREDNESS

A. Annually Review and Update Disaster Plan

- The DCDEE Disaster Plan will be reviewed annually. The DCDEE Disaster Coordinator will oversee the annual review of the plan collaborating with DCDEE Section and Regional Teams with input from partner agencies. After the DCDEE EDT decides on changes, the Administration Section will finalize the plan and make the revised version available on DCDEE website.

B. DCDEE SERT Staff Training

- Distribution of Plan Materials – The DCDEE Disaster Plan will be accessible to all staff on the DCDEE website under Providers/Provider Resources/Emergency Preparedness.
- The DCDEE Disaster Coordinator will participate in DHHS-sponsored Safety Officer meetings and share information about DCDEE Executive Team/DHHS efforts with DCDEE.
- DCDEE SERT Coordinators tasked by DHHS with disaster response roles will participate in training as directed by Department of Health and Human Services SERT Coordinator to include Federal Emergency Management Agency (FEMA) Incident Command System (ICS) multiple level training.
- DCDEE SERT Coordinators will participate in NCEM emergency drills, attend DHHS SERT meetings to discuss disaster roles, functions, and train in NCEM Emergency Operations Center.
- DCDEE SERT Team members will represent DCDEE sections in functions. These members will review/edit Disaster Plan data, receive NC DHHS disaster functions and awareness training, and basic FEMA ICS 100 level training.

C. DCDEE Preparations for Disasters and Emergencies

- DCDEE/DHHS backup of state computer systems. The Administration Section/ Information Management Services should ensure that regular backup processes are maintained. DHHS backs up DCDEE's network and all files maintained on its LAN server every night using a SAN backup system. DCDEE computer applications that are part of the ITS system (the automated system for the Subsidized Child Care Assistance Program, Regulatory System and the North Carolina Accounting System) are backed up per state procedures and stored in a remote location. More detailed response actions are in DCDEE Business Continuity Plan (BCP) which has restricted access to DCDEE Disaster Coordinator and DCDEE Information Management Services.
- Backup and printing of key files. Staff (particularly home-based staff with computers in home offices) should identify their own critical files and back them up/print out key documents on a regular basis. Home-based consultants maintain paper copies of facility files, which include information maintained in the Regulatory System database. A master file/A/N file that contains the same information is available in the Raleigh office for all licensed childcare facilities.

- Inventory of staff information. DCDEE might, as part of its disaster plan or assessment team identification, ask staff each year to volunteer information to help DCDEE EDT quickly develop solutions in emergencies. For example: Staff could be solicited for volunteers who live within five or 10 miles of the office or who live within an impacted area. Solicit staff who speak a foreign language or have other resources or attributes that could be useful in an emergency.
- Quick review of disaster roles and processes. If DCDEE is alerted to the possibility of an impending disaster, DCDEE management and sections should put designated staff on alert, begin to assess potential disaster roles, verify contact lists and sectional or regional recall rosters, and contact partners to walk through how they might work together to respond to the potential disaster.
- Actions to prepare DCDEE Main and home-based offices. DCDEE EDT and DCDEE's Disaster Coordinator/Safety Officer should encourage DCDEE staff to take simple steps to reduce the risk of injury (e.g. if an emergency occurs while staff are in the office) or damage to DCDEE property.

The Disaster Coordinator/Safety Officer will be responsible for maintaining a safe environment and carrying out periodic emergency drills.

- Communications to child care providers and partners prior to disasters.
- The Division will make available via the agency website materials for all regulated child care centers and homes in the state regarding emergency preparedness, safe response to disasters, and emergency resources.

DCDEE's Emergency Preparedness and Response (EPR) in Child Care Training has current information related to creating an Emergency Preparedness and Response Plan, and practicing, responding to, and recovering from emergencies and disasters. The NC Child Care Rules require one person from each licensed program to complete the EPR training, create an Emergency Preparedness and Response Plan, and review the plan with all staff at orientation and annually.

V. DCDEE SERT ROLES AND DISASTER RESPONSE ACTIVITIES

DCDEE has centered disaster planning and planned response activities around the following anticipated disaster roles: Communication, Assessments, Regulatory, and Subsidy. DCDEE will undertake the following actions to fulfill the Division's role in supporting child care providers and providing families with safe and healthy alternatives for child care during and after disasters or emergencies.

A. Communications

- Disseminate emergency/pandemic preparedness information to child care providers and partners.
- Disseminate information to help child care providers in areas affected by a disaster.
- Collaborate with key partners (**Appendix 4**) and facilitate information about Emergency Child Care and other types of assistance and resources to parents and providers in affected areas.
- Communicate known NC DHHS Public Health and DCDEE guidance, FEMA assistance programs and FEMA Disaster Recovery Centers.
- Coordinate assessments of operating status and damages of providers and partnerships.
- Collect and share information on response/recovery efforts with DCDEE partners (act as a central clearinghouse to reduce the chance of duplication).
- Ensure that child care providers, the public, and partners are aware of DCDEE and other agencies' assistance.
- Facilitate communication among partner agencies to improve collaboration and assistance.

1) The DCDEE Director's Office takes the lead in preparing and reviewing press releases, disaster updates, and other written communications regarding the disaster. DCDEE SERT Coordinator and DCDEE regulatory regional teams will work closely with DCDEE Executive Team on all perceived communications needs.
2) DCDEE Disaster Coordinator coordinates with DCDEE Executive Team to develop information on preparedness and disaster resources to disseminate to DCDEE staff, partners, child care providers, and families in preparation for emergencies.

3) DCDEE Disaster Coordinator and Executive Team develop/collect information to share with DCDEE home based staff and providers specific to their geographical location. Types of information that may be shared includes: Event specific Emergency Preparedness reminders/instructions, location of evacuation shelters, information added to website, plans for continued subsidy payments and investigations of maltreatment, potential federal and state resource information.
4) The DCDEE Executive Team will coordinate with DHHS's SERT Coordinator and Secretary's Office to help disseminate information via media outlets in the affected areas.
5) The Administration Section provides updates for DCDEE's web site https://ncchildcare.ncdhhs.gov/ under Provider/Provider Resources/Emergency Preparedness tab to include pertinent and specific event preparedness information that needs to be disseminated to partners and providers.
6) Regulatory Regional Teams, Managers and staff serve as the funnel for general information between the local and state levels, and among regions. (DCDEE Regulatory Regional Managers communicate with home-based staff, Assistant Director of Regulatory, providers and local partners.)
7) Subsidy Services and Regulatory Services' home-based staff work closely with local partners to disseminate information to child care providers and families regarding local relief/recovery efforts.
8) Share information about the plan with their local counterparts so that all local child care contacts are familiar with the disaster plan and their roles. (For example, the CCR&R contact for a regional team will be responsible for sharing information with all other CCR&Rs in the region.)
9) Relocation communication: The Division does not have the authority to require child care providers to relocate children, but will assist providers, parents, and emergency personnel as needed. Child care programs are required to have a plan for relocating and reunification of children as part of their Emergency Preparedness and Response Plan as required by Child Care Rule 10A NCAC 09 .0607 and .1714. The Division recommends that providers designate in advance the site where children would be relocated, periodically notify parents of this relocation site, and have a plan for safely transporting the children. Providers are expected to follow instructions from local authorities regarding when to relocate children.

DCDEE will work to develop and source new partners specializing in disaster response along with known partners. DCDEE will ask partners to assist DCDEE with communication and assessment efforts and will in turn seek opportunities to make partners' activities known to child care providers and families. DCDEE will work with the NC Child Care Resource and Referral (CCR&R) network, NC Partnership for Children (NCPC), local Departments of Social Services (DSS), State, Federal, local health agencies, federal Administration for Children and Families (ACF) and potentially other sourced partners to determine what information, capabilities, or resources that are related to their disaster efforts should be disseminated to providers. Regional staff should be aware of local emergency manager/coordinators and provide input and awareness for counties in the development of local DCDEE Executive Team plans ensure county plans address the need for safe care of children throughout the response and recovery phases of a disaster.

B. Assessments

Evaluate how DCDEE staff, equipment, and offices may have been affected by the emergency to develop appropriate Division responses. Assess key early childhood partners about their capacity to be able to provide appropriate services or disaster response activities. Assess providers on ability to continue to provide healthy and safe operations (**Appendix 5**).

1) If the Raleigh area were impacted by the emergency, the DCDEE Director would work with the DCDEE Executive Team to identify any impacts on Raleigh-based staff, the Division office, and computer/phone systems and what resources may be needed to address negative impacts. DCDEE Continuity of Operations Plan (COOP) managed by DCDEE's Disaster Coordinator and IMS section should be referenced by the DCDEE Executive Team under this scenario. Key personnel of the DCDEE Raleigh based staff, if necessary, could relocate to alternate sites.
2) DCDEE Executive Team would alert section management to activate phone trees to determine how their Home and Raleigh based staff have been affected, what resources would be needed to enable the various staff to resume operations, and any information the home-based staff know about the status of providers and partners in their areas.
3) DCDEE staff will contact key partners such as the local DSS, CCR&R's, and NCPC and local partnerships to determine the status of their local counterparts.
4) DCDEE's SERT members and DCDEE Disaster Coordinator would work with DCDEE Executive Team, the DHHS Disaster Coordinator, Regulatory Services staff, and other staff as needed to assess the nature of the threat, the geographic area involved, child care providers who may be at risk, and the number of children and providers impacted.
5) DCDEE Regulatory Regional Managers will have staff begin to collaborate with partners and perform assessments of operational status and damage estimates (**Appendix 5**) of all licensed child providers in the impacted area as soon as the threat has subsided (2-3 days). DCDEE NC Pre-K Management will perform the same assessments for NC Pre-K classrooms. If required, Regulatory Regional Managers will coordinate with the Licensing Consultants/Supervisors to use a survey (**Appendix 6**) for gathering information about licensed child care providers in their area.
6) Regional home-based staff will share information about the plan with their local counterparts so that all local child care contacts are familiar with the disaster plan and their roles. (For example, the CCR&R contact for a regional team will be responsible for sharing information with all other CCR&Rs in the region.)
7) DCDEE will be reporting assessment data on impact of disaster to child care and NC Pre-K operations to DHHS SERT Coordinator and DHHS Executive staff as required. DCDEE will also collaborate with partners that can utilize assessment data to best plan for resource utilization in assisting communities and child care operations.
8) Assessments should be continued or repeated periodically until the Division and key partners have returned to normal operations. DCDEE Executive Team, State Emergency Response Team members, and the DCDEE Disaster Coordinator would be provided with the latest information on needs to develop appropriate responses.

C. Regulatory Services Disaster Response

Regulatory Services Regional Managers in coordination with DCDEE Regulatory Management will take the lead in coordinating disaster efforts related to child care in their designated areas. All Regulatory and Subsidy Services home-based staff (including Investigations Unit staff) will be assigned as needed to provide disaster related response activities. Will work with partners to ensure that healthy and safe child care arrangements are accessible to meet the needs of children and parents. The following key response activities are planned regulatory considerations:

1. Temporary Child Care and Licensing

Definition of "temporary child care" for the purposes of this plan: organized supervision of unrelated children that may ordinarily be subject to child care licensure, but due to the severity of a disaster, may be allowed to operate without a license for a limited amount of time. Temporary child care arrangements would be allowed to protect the health and safety of children, as well as promote family and community efforts to recover from natural disasters.

As a special emergency preparedness activity, the Regulatory Regional Managers/Supervisors/Consultants will work with the partners and providers to make them aware of conditions under which temporary child care may be allowed and encouraged:

- Existing licensed child care providers are temporarily or permanently unable to continue providing services (i.e., overall supply of child care in the community is no longer sufficient, as determined through the needs assessment/other sources).
- Existing licensed child care facilities may be damaged and unusable, and provider has ability to relocate on temporary basis.
- Families need child care while they are seeking disaster assistance or living in temporary housing/shelters, so they can focus on recovering from the disaster and their children can get special attention.
- Emergency workers with young children need child care to be able to report for duty.

a) DCDEE Executive Team and Regulatory Management decides whether temporary child care arrangements are needed to supplement existing capacity or make child care more easily accessible to families and communities affected by the disaster or assisting with the relief effort. If temporary child care arrangements are needed, the Director determines the appropriate scope of DCDEE involvement.
b) Using information on family and provider needs gathered primarily through assessments by DCDEE home based staff, partner communication, and local community requests, the DCDEE EDT works with Subsidy Services, Regulatory Services, and Early Education Branch to determine what kind of temporary child care arrangements may be allowed and encouraged. Examples might include:
    - ad hoc child care arrangements set up at such locations as utility offices, police departments, or hospitals for the children of these employees who must work during or just after disasters, when licensed child care facilities may still be closed

- child care in emergency shelters if shelters are expected to be open for an extended amount of time (e.g., longer than a week)
- child care at Disaster Application Centers to provide safe supervision of children while parents work with Federal Emergency Management Agency (FEMA), Small Business Administration (SBA), and other disaster relief representatives
- Care offered at temporary housing sites if no existing child care providers in the area can accommodate extra demand (or if transportation obstacles prevent access)
- ad hoc child care arrangements set up through Head Start, 4-H, or other partners
- Use of child care arrangements that are license-exempt and would not normally serve children receiving subsidy services

c) If the local child care supply is impacted by the disaster and DCDEE Executive Team decides that it is necessary to expand capacity on case-by-case basis, DCDEE Licensing Consultants provide technical assistance to any of the largely-unaffected providers who are willing to provide care for additional children. (See "Procedures for Disaster-Affected Counties.") Licensing Managers have the authority to approve special licensing policies

d) DCDEE Licensing Consultants provide technical assistance to licensed providers who sustain damages. Consultants help providers whose facilities were damaged by the disaster determine whether they can continue operating, must temporarily close/reduce enrollment, or relocate. If a provider decides to relocate, consultants help the provider re-establish licensed care on a temporary basis in the new location.

e) DCDEE Licensing Consultants, with communications assistance from the Raleigh office as needed, make it known that they can assist local organizations interested in providing temporary child care. Licensing Consultants who learn of temporary child care providers should make them aware of emergency child care funding and refer temporary providers who are interested in seeking emergency child care reimbursement to the Subsidy Services Consultant in the area.

f) Subsidy staff will notify the Local Purchasing Agencies (DSS's/LPA). LPAs will follow the "Procedures for Emergency Subsidized Child Care" detailed in the Subsidized Child Care Assistance Program Manual (**Appendix 7**) regarding the enrollment of new or temporary providers into the Subsidized Child Care Assistance Program or the temporary expansion of capacity of current subsidized child care providers. Temporary child care providers may be approved for a period of up to four months. Regulatory Services Section staff members will key the change into the Regulatory System database as outlined in the emergency relocation procedures.

g) Regulatory staff works with partners as needed to facilitate local agencies' development of temporary care arrangements. DCDEE will maintain a limited role in the development of temporary child care, serving primarily to communicate with partners about child care needs and resources. Once local partners are in communication with each other and understand what their parameters/possible resources are, DCDEE's involvement may only need to be periodic communication to learn about the outcomes of temporary child care.

h) DCDEE's Budget Officer and Assistant Director of Administration determine whether funds could be made available to help local partners finance temporary care arrangements. Coordinate through

DHHS SERT to solicit assistance through FEMA: reference FEMA Fact Sheet 9580.107 – Public Assistance for Child Care Services.

2. Continuation of Child Maltreatment Investigations Involving Child Care

Investigate reports of alleged child maltreatment in child care centers and homes.

a) If the Raleigh office is impacted by the disaster, and the Intake Unit is unable to process incoming complaint reports, Investigations Program Managers/Supervisors in unaffected areas will assume that responsibility as assigned by the DCDEE Regulatory Services Senior Manager. The Investigations Program Managers/Supervisors will call the voice mail lines for each Intake Consultant and the Intake Supervisor to check for messages from callers leaving information about complaints on their voice mail. If there are messages left on voice mail, the Manager/Supervisor will contact that individual to obtain their concerns about a child care program. The Manager/Supervisor will communicate with local law enforcement, the local department of social services and the state bureau of investigation as needed. The Manager/Supervisor will assess the information received and assign a Licensing or Investigations Consultant to respond as needed based on the severity of the report. If the Manager/Supervisor has access to their computer, they will send information through email to the assigned Consultant.

b) If child maltreatment reports are received concerning child care facilities in areas affected by a disaster, investigations staff will make every reasonable effort to process the report. If investigations staff needs assistance and if other staff trained in child maltreatment investigations are available to assist, the Investigations Program Managers may temporarily reassign child maltreatment cases. If the disaster prevents investigations staff from processing reports within the mandated time frame, the DCDEE Regulatory Services Senior Manager will inform the Director of DCDEE.

D. Subsidy Services Disaster Response

1. Continuing the Reimbursement for Subsidized Child Care Assistance ensures that child care facilities who offer subsidized child care are reimbursed as quickly as possible.

a) The Subsidy section evaluates assessment of DSS/LPA's to determine scope of impact, delay, or any disruptions to subsidized child care system (NC FAST) and processes.

b) If NC FAST is down throughout the state and it is not anticipated that the system can be reestablished within two weeks, the DCDEE Subsidy section and DCDEE Executive team will identify procedures for counties and child care facilities to follow in the interim. Subsidy Services staff members contact DSS/LPA's to make them aware of new procedures. If phone, fax, and email communications are disrupted, Subsidy Services Consultants will make contact on-site if it possible to travel.

c) If NC FAST experiences only partial disruption and the Regulatory System database is not affected, the subsidy on team continues automated procedures with unaffected counties. The team and DSS/LPAs follow the procedures for manual operation (described above) in the counties that were affected by the disaster.

2. Child Care Subsidy Emergency Procedures ("Emergency Child Care")

Identify the needs of families currently receiving subsidy services and implement procedures to process new applications for families needing assistance due to emergency or disaster.

a) Based on assessments by DCDEE staff, partners, or statewide disaster reports, the DCDEE Director or the Director's designee determines that emergency child care procedures are needed. DCDEE Budget Officer or the alternate verifies that state funding is available for emergency child care. (The DCDEE Assistant Director of Administration, Budget Officer, or another member of DCDEE Executive Team might seek assistance from the DHHS Division of Budget, Planning, and Analysis, other related offices or DHHS executive staff to quickly identify funding that may be used for emergency child care.)

b) After confirming that funding exists and obtaining permission from the DCDEE Director and/or DCDEE Executive Team to activate emergency child care procedures, the emergency child care disaster response team leader (with the help of the team) notifies DSS/LPA staff that the emergency child care procedures as defined in Appendix 7 or in the Subsidy Child Care Services Manual Appendix D have been activated.

c) DSS/LPAs in affected areas will have staff available to take calls and/or see families to process requests for assistance, in accordance with the Division of Social Services Disaster Plan. If shelters or Disaster Application Centers are set up following the disaster, DSS/LPAs are encouraged to go on-site to inform and enroll families in emergency child care. (Note that emergency child care may be offered elsewhere in the community.)

d) DCDEE staff will contact the Division of Social Services (DSS) or individual LPAs in affected areas to determine the county's situation (needs of families, number of children needing care, etc.) and identify a contact person/ information for the DSS/LPA. (Particularly for counties with severe damage, DSS/LPAs may have to re-assign staff or move to different locations.)

e) The Division will also let all DSS/LPAs know who their primary contact with DCDEE will be and try to funnel information through that person to the extent possible. Depending on the disaster scenario, the DCDEE contact person could be a Raleigh-based or regional DCDEE Subsidy Services staff member.

f) The DSS/LPA will follow the instructions found in DCDEE's Subsidized Child Care Assistance Program Manual Appendix D, "Procedures for Emergency Subsidized Child Care." These procedures outline an initial eligibility period of four months for families needing emergency child care. If extenuating circumstances continue beyond the four months, these families may be approved for extended emergency child care.

VI. Recovery/DCDEE Assistance with Partner-Led Efforts

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

a) Assistance to families so they know where to find child care – NC Child Care Resource and Referral (CCR&R) Council, local CCR&R agencies, departments of social services/other local purchasing agencies, and DCDEE (Regulatory and Subsidy Services Sections). As resources and communications allow, DCDEE will maintain information on child care facilities that are operational (including relocated, new and temporary child care) in the disaster area. Partners may help with outreach.

b) Inspections required for child care facilities to reopen— Local environmental health specialist, local building inspectors, and local fire inspectors. DCDEE Licensing Consultants will help owners/directors of damaged child care facilities work with these partners to get the necessary inspections and address hazards before reopening.

c) General assistance to regulated child care programs (child care centers and family child care homes) – DCDEE Licensing Consultants; local CCR&Rs and Smart Start partnerships (with support from the NC CCR&R Council and the NC Partnership for Children); DCDEE Subsidy Services Consultants; and for school-age care programs that have chosen to be licensed additional resources are 4-H Youth Development and the North Carolina Center for Afterschool Programs. Needs and agency roles will vary depending on the disaster.

d) General assistance to license-exempt child care providers (including temporary care arrangements) – DCDEE Subsidy Services Consultants; local CCR&Rs and Smart Start partnerships (with support from the NC CCR&R Council and the NC Partnership for Children); 4-H Youth Development. Needs and agency roles will vary depending on the disaster.

e) Donation Collection/Distribution – DCDEE staff via the State Emergency Response Team (SERT), Child Care Services Association, Smart Start partnerships, the CCR&R Council/local CCR&R agencies, Cooperative Extension Service, and/or Frank Porter Graham Child Development Center. DCDEE will coordinate its efforts with agencies such as these to share its information on child care providers' needs and find additional resources for the providers who have been impacted by the disaster. DCDEE may also coordinate with the NC Commission on Volunteerism and Community Service (Governor's Office), which serve as Donations Management in the State Emergency Operations Center.

f) Volunteer coordination to assist child care providers— Smart Start – primarily local Smart Start partnerships -- possibly in conjunction with statewide efforts organized by the NC Commission on Volunteerism and Community Service (Governor's Office) and NC Volunteer Organizations After Disaster (NC VOAD). Volunteers could be used to help staff temporary care arrangements or

improve caregiver/child ratios in licensed facilities that may be short-staffed temporarily (e.g., while teachers take care of their own families' needs).

g) Efforts to help children and their child care providers cope with disaster related trauma and stresses – the Division of Mental Health/Developmental Disabilities/Substance Abuse Services (DMH/DD/SAS) and the Cooperative Extension Service, in conjunction with local CCR&Rs, the NC CCR&R Council, local Smart Start partnerships, the North Carolina Partnership for Children, DCDEE Licensing Consultants, and DCDEE Subsidy Services Consultants. DMH/DD/SA and the Cooperative Extension Service could play the lead roles. Agencies that work with parents and child care providers (CCR&Rs, local Smart Start partnerships, and DCDEE home base consultants) could help children, families, and child care providers access these services and materials.

h) Partners may want to clarify their roles after a disaster strikes. (The Regional Teams would be good vehicles for coordination with local and regional partners. See Section V.) Because disasters are inherently unpredictable, DCDEE and partners may need to modify functions and roles after the disaster event.

i) FEMA – if the event is a Presidential declared disaster then FEMA resources and assistance become available. These resources come in the form of several federal programs and when available should be communicated and encouraged for providers to seek assistance through FEMA and their Disaster Recovery Centers:

1. Individual Assistance (IA)
2. Other Needs Assistance (ONA)-Can be used for child care expenses for parents eligible.
3. Small Business Administration (SBA) – Low cost small business loans for child care providers
4. The Administration for Children and Families (ACF) can potentially offer grants through the state using CCDF & SSBG funds.
5. FEMA provides additional child care resources on their website. https://www.ready.gov/kids

DCDEE Authority to Promote Quality Child Care and Services for Families

The Division's authority to assume these roles stems from the following laws, regulations, plans, and policies:

Federal

- Child Care and Development Block Grant Act of 2014
- Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Public Law 104-193)
- Consolidated Appropriations Act of 2004 (Public Law 108-199)
- 45 CFR, Parts 98 and 99 (Child Care and Development Fund Final Rule)
- Child Care and Development Fund Plan for the State of North Carolina, FFY 2022-24

State

- North Carolina General Statutes, Article 7, Chapter 110
- Session Law 2003 – 284; Session Law 2004 – 124; Session Law 2005 - 276
- 10A NCAC Chapter 09 – Child Care Rules
- 15A NCAC 18A .2800 – Rules Governing the Sanitation of Child Care Centers
- DCDEE's Subsidized Child Care Assistance Program Manual
- 10A NCAC Chapter 10 – Rules for Subsidized Child Care
- North Carolina Governor's Executive Order No. 39
- North Carolina General Statutes, Article 36A, Chapter 14
- North Carolina General Statutes, Article 166A – 5(1) a.6
- North Carolina General Statutes, Article 143 B-476

The authority for disaster functions listed in the DCDEE Disaster Plan is implicit in these laws, regulations, plans and policies. Emergency child care is also explicitly referred to and described in the Subsidized Child Care Assistance Program Manual. DCDEE may take on other functions that are consistent with its mission and supportive of the public health and mass care goals cited in the North Carolina Emergency Operations Plan.

DCDEE Active Event/Disaster Checklist

Event Type/Name:_____

— Executive Disaster Team (EDT) Assess the Event and Identify Immediate Response Activities

— Disaster Coordinator Determine SERT Activation Status, Review DHHS SERT Guidance if applicable.

— Executive Disaster Team meet to review plan and discuss critical priorities:
* Identify Key Staff & Partners – contact & set-up communication plan.
* Establish several communication paths to reach providers & families
* Assess Regulatory and Subsidy Actions
* Establish Reporting Plan for Assessments
* Identify any Executive Orders or Health guidance

— EDT develop and implement initial and continuous communication steps to Employees, providers, and Partners.

— EDT determine or anticipate if any special rules/requests are required to the DHHS Secretary for Governor Executive Orders.

— Regulatory Management identify Regional Teams. (based on geographical location of event)

— Regulatory and Regional Teams begin planning for special actions and assistance to providers.

— Subsidy Management begin planning for SCCA actions and assistance to providers and parents.

— EDT develop helpful event updates and preparedness or recovery assistance to post on website.

— Establish key partner communication calls-Develop a regular schedule.

— Brief Regional Teams on assessment requirements. Establish assessment reporting guidelines.

— Develop daily situational report for Secretary and DHHS SERT.

— Continue to push information and helpful data to communities and partners.

— Disaster Coord. communicate daily information on FEMA assistance and programs to providers.

— EDT Collaborate with ACF on assistance options (Child Care and Development Fund/Social Services Block Grant) Funds/waivers or other State and Federal assistance that develops.

DCDEE Executive Disaster Team

Division Director
Disaster Coordinator (during potential disaster events)
Attorney General Office
Division Deputy Director
Senior Subsidy Compliance Manager
Assistant Director, Subsidy Services
Personnel Manager, Human Resources
Budget Officer
Assistant Director, Regulatory Services Section
Senior Manager(s), Regulatory Services Section
Senior Manager, Early Education Branch
IT Manager

Key Partners

Organization	Contact	Disaster Function
NC Child Care Resource and Referral Regional Network (CCR&R's)	http://childcarerrnc.org/s.php?subpage=CCRRRegions	Use Network of R&R's to gather needs, identify additional disaster partners and organizations, and collaborate on CC needs.
NC Partnership for Children (NCPC)	http://www.smartstart.org/ **919-821-7999**	Work with DCDEE to coordinate communications with county partnerships
NC Child Care Health and Safety Resource Center	http://healthychildcare.unc.edu/ **1-800-367-2229**	Statewide coaches and CCHCs are available to provide TA, help with assessments and communicate available resources.
NC Division of Social Services (DSS)	https://www.ncdhhs.gov/divisions/dss **919-527-6335**	Help Communicate with local County DSS's
NC Division of Public Health	https://publichealth.nc.gov **919-707-5000**	
Department of Public Instruction (DPI)	http://www.ncpublicschools.org/ **984-236-2100**	Assist with Public School status and assessment of NC Pre-K classrooms
Head Start State Collaboration Office	https://www.dpi.nc.gov/districts-schools/classroom-resources/office-early-learning/preschool/head-start **984-236-2100**	Assist with regulated HS CC & NC Pre-K programs
DHHS Secretaries Office *Designated Representative	https://www.ncdhhs.gov/ **1800-662-7030**	Assist/approve division response requirements
DHHS SERT Coordinator	State EOC Human Services Desk active only during declared event. See DCDEE Disaster Coordinator	Push requests and information through the NCEM network
Department of Public Safety (DPS) Division of Executive Team (NC EM)	https://www.ncdps.gov/ncem **919-825-2500**	24 Hour Operations Center
Local/County Emergency Management Agencies	https://www.ncdps.gov/Emergency-Management/EMCommunity/Directories/Counties	Manage local disaster response and collaborate with state/county officials
NC Department of Environment Quality - DEQ	https://deq.nc.gov/ **877-623-6748**	Info on how to assure healthy/safe conditions after disasters. How to properly clean-up/what the hazards are (Mold, etc...)
Donations	2-1-1 https://www.nc211.org/	Provides resources to help people recover from tragic events.
Baptists On Mission	https://baptistsonmission.org/Missions/By-MissionType/Disaster-Relief **1800-395-5102**	Disaster Relief Temporary Child Care" program

County Damage Assessments

County	Estimated Number Family Child Care Homes (FCCH) Rep	FCCH Closed Facil Dam Ope	FCCH Closed Facil Resp Dam School	FCCH Closed Facil Dam Sust Flor	FCCH Resp No Ope	FCCH Resp but No due to Clo	FCCH Closed CC Dam Sust Flor	FCCH Unas Facil Cont Asses

Provider Damage Detail Assessments

FACILITY	FACILITY	CITY/C	DAMAGE	ESTIM CO	CAN CONTI OPERA	# Child Impa

Template for Status Assessment of Child Care Providers

(Note that this template is set up as a telephone survey, but DCDEE may decide to rely on child care consultants and local purchasing agencies to do the primary round of assessments instead of using a team of Raleigh-based phone callers. Also, DCDEE may want to modify the questions below to better fit the disaster at hand.)

Instructions:

- Identify yourself as calling from DCDEE.
- Explain that the reason you are calling is to find out which child care facilities have been affected by the disaster and how, so the Division can help child care providers.
- Ask to speak with the director, if possible.
- Ask the following questions, recording the person's answers below.
- Record other relevant information the person gives you that is not reflected in the questions.
- If the person asks questions you cannot answer, ask them to call their licensing consultant if it relates to child care; ask them to call Executive Team phone numbers (see disaster plan) if it relates to resources in their community; or ask if they need someone from DCDEE to call them back later.
- Questions in Section I and IV should be asked of all providers; questions in Section II and II pertain to providers based on whether or not they are operational at the time of the call.

Information to pull from administrative records:

Name of Facility

Owner name _____ Center or Home? Child Care Center_____ Family Child Care Home_____

Licensed or Unlicensed Facility? Licensed_____ License-Exempt_____

If licensed - facility ID #

If not licensed, type of care arrangement:

GS-110_____ School_____ Camp_____ License-Exempt Home_____ Other_____

_____

County: Zip Code:

Fill out for each call:

----------Section I----------

Name and Position (director, etc.) of person interviewed

Number called:

Time called: DCDEE staff making call: _____

Specific questions to ask:

1. Which of the following best describes the extent of damages to your program and the status of your operations? {Surveyor should circle the appropriate letter.}

a) No damage to the facility, supplies, or equipment (or completely repaired by the time of this survey) – can operate at full capacity.
b) Some damages, but can still operate at full capacity. [Note: the next set of questions will address the types of damages.]
c) There were damages and the program can only operate at partial capacity as a result.
d) Program is temporarily closed but will be able to reopen.
e) Program is closed and may not be able to reopen (at any location).
f) Program is closed or only operating at partial capacity, but due to reason(s) other than physical damages. Explain briefly: _____
g) Program can reopen, but only at another, temporary location.
h) Other (explain): _____

2. Which of the following types of damages/problems does your program face due to the disaster? (Say "yes" to all that apply. If you know specifics and/or can give estimates of the cost to repair, please do so. If no problems, I will skip to Section 2.)

a) Structural damages – Yes No _____
b) Damage to heating/cooling system – Yes No _____
c) Damage to outdoor playground equipment and/or surfacing – Yes No _____
d) Damage to kitchen equipment – Yes No _____
e) Damage to other equipment and/or loss of general facility supplies – Yes No _____
f) Loss of toys, supplies for activities, and/or educational materials – Yes No _____
g) Loss of electricity – Yes No _____
h) Loss of gas service, if the program is reliant on gas – Yes No _____
i) Inadequate supply of good drinking water – Yes No _____
j) Food spoilage/inadequate supply of food – Yes No _____
k) Problems with sewage/septic system – Yes No _____
l) Other health/safety risks (e.g. mold/mildew; chemical leaks; etc.) -- Yes No _____
m) Other (describe briefly): _____

----------Section II----------

{If the program is operational, please ask the following questions. If program is not operational, skip to Section III.}

1. What hours are you currently operating?

2. Are all your regular staff able to report to work? Yes No If no, how many staff are coming to work? out of

3. Are all the children enrolled in your program attending? Yes No

a) If not, how many children are attending now?
b) If not, do you know where the children are? (At home with family; staying with relatives or friends; at the shelter; …?) _____

c) What was the average attendance before the disaster? _____

d) What is the age range of children attending now?

4. Is transportation a barrier to full attendance by workers and/or children? Yes No If yes, please explain:

_____

5. Does your program participate in the Subsidized Child Care (SCC) program? Yes No If yes…

How many children from the SCC program attended before the disaster? _____ How many are currently attending your program? _____

If no…

Would you be willing to serve children whose services would be reimbursed by the state

(--either children that qualify for the regular Subsidized Child Care program or children

rendered needy by the disaster)? Yes No

6. Would you be willing to accept more children at your center if we would allow you to temporarily exceed your

licensed capacity? Yes No

(Note: You may not exceed your licensed capacity unless your licensing consultant or another DCDEE representative gives you permission.)

If yes, how many more children could you take?

If yes, are there certain ages of children you could not take?

7. Could you extend your hours beyond your current hours of operation? Yes No

If yes, what extra hours could you operate?

8. If you have a kitchen that is operational, would you be willing for it to be used to provide food for more than just the children in your center? Yes No

----------Section III----------

{If program is not operational at the time of the call, please ask these questions.

Otherwise, skip to Section IV.}

1. Why is your program not able to operate? _____

2. Would you be willing to set up your program in another location? Yes No

a) If yes, are you aware of another place where you could relocate? Yes No

If yes, where is the location?

b) Do you need information about where you could relocate? Yes No

----------Section IV----------

{General questions to ask all programs, whether open or not:}

1. Does your program need any items to keep operating or to open up? Yes No

If yes, what do you need? _____

2. What assistance has already been provided to your program, and by whom?

_____

3. What do you know about the status of other child care programs in your area?

(Are many open, closed, with or without power, etc.?) _____

4. IMPORTANT TIP: If you've been ordered to boil your water, then do not give boiled water to infants or pregnant women due to high nitrate content in water. Infants and pregnant women should only drink bottled water. Additional infant/toddler guidance provided in NCAC 09. Child Care Rules Chapter 9

5. Do you need other information about resources or conditions in your area?

Yes No

If yes, what information do you need?

6. Can we reach you at this number in the next few days/weeks?

If not, how can we reach you?

7. In case we need to locate you – {read the address we have for the facility} – is this the correct address for your location? {Check list} Yes No

If not, where are you located?

Is there another street name or highway number that is not reflected in the address we have for you?

Thank you for all of your time. This information will help DCDEE help providers like you.

Attention Provider: Form Marked Original Must be Returned To: _____

_____ By (Date): _____

Address: _____

_____ Voucher No.: _____

EMERGENCY CHILD CARE VOUCHER

DIVISION OF CHILD DEVELOPMENT and EARLY EDUCATION DEPARTMENT OF HEALTH AND HUMAN SERVICES

(PLEASE PRINT)

Child's Name: _____

Child ID No.: _____ Child's Age and/or Date of Birth: _____

Parent's Name or Guardian's Name (Please print.): _____

Address (indicate if a relative's or friend's address):

Telephone Number (indicate if relative's or friend's telephone number): ( ) _____
Eligibility Period of Care: From: _____ Through: _____ (maximum of four months)

Hours Care is Needed: From _____ a.m./p.m. Through _____ a.m./p.m. From _____ a.m./p.m. Through _____ a.m./p.m.

Signature of Parent/Guardian: _____ Date Signed: _____

Agency Section: County: _____ Date Form Completed: _____

FEMA Claim Number: _____ Family Case Number: EMERGENCYY CATEGORY CODE: 019 FUND SOURCE: 85

Need Code for Child Care and/or Transportation. Circle the code number(s) that apply.

851: 100% Care # 852: 75% Care # 853: 50% Care # 859: Transportation

Agency Representative Signature: _____Date: _____

Print Agency Representative Name: _____

To be completed by Child Care Provider:

Provider Name: _____ Telephone: ( ) Name of Facility:
License No. or Facility ID No., if assigned: County in which care is given:

Location (address) of where child care is provided:

Owner/Sponsor of Program: _____ Telephone: ( )
Mailing Address:

Person Completing Voucher (Please print and sign name): Provider's Social Security No. or Tax ID No.: _____ Date Child Enrolled:

COMMENTS:

Original: Local DSS/LPA Copy: Provider List additional comments on back of page DCDEE-0447

Rev. 10/02

*From APPENDIX B DCDEE Subsidized Child Care Assistance Program Manual (October 2023 Rev) https://policies.ncdhhs.gov/divisional/child-development/child-care-subsidy-services/policies/appendix-b-emergency-child-care-procedures.pdf

I. OVERVIEW

Child care is a critical part of the community infrastructure that enables families to rebuild and return to work after a state or federal declared disaster. The Division of Child Development (DCDEE) has developed a disaster plan to support child care providers and give families safe and healthy alternatives for the care of their children during and after disasters. The following information was developed to instruct staff regarding emergency preparedness, emergency management, and disaster recovery. DCDEE makes the decision to activate the following emergency procedures if conditions are severe enough and if funding permits. Emergency child care is considered continued subsidy services for families rendered by a disaster.

The development of emergency child care helps to establish:

1. keeping children safe during and immediately after disasters;
2. expanding capacity/access to child care;
3. enabling emergency workers with children to work.

Conditions include natural and man-made disasters, such as fire, tornado, hurricanes, flood, power failures, chemical spills, bomb threats earthquakes, blizzards, nuclear disasters or a dangerous person or persons in the vicinity.

A. DISASTER PREPAREDNESS

Annually Review and Update Disaster Plan

The DCDEE Disaster Plan will be reviewed annually. The DCDEE Disaster Coordinator will oversee the annual review of the plan collaborating with DCDEE Section and Regional Teams with input from partner agencies. After the DCDEE EDT decides on changes, the Administration Section will finalize the plan and make the revised version available on DCDEE website.

II. FUNDING

Emergency subsidized child care occurs when funding is received and available. When DCDEE has determined that emergency subsidized child care assistance (SCCA) will be offered, guidance and instructions will be given to the local DSS/LPA that is affected.

III. APPLICANT/RECIPIENT ELIGIBILITY

Should an applicant/recipient request emergency child care, child care assistance can be provided to families affected by an emergency for up to four months without regard to income and without a parental fee. In certain circumstances, emergency services may be provided beyond the four (4) month period. Refer to Section II.B below.

A family is considered affected by the emergency when they have suffered loss due to property damage or loss of income as a result of damage to work facility. The DSS/LPA may accept the applicant/recipient's statement that they were affected by the emergency, unless questionable. If the applicant/recipient's statement is questionable, contact the Local Emergency Management Coordinator or other government agencies for verification and document that the family was affected in the comment section of the Emergency Child Care Voucher (DCDEE0447).

A. **Child Care Voucher Information**

In situations where individuals need subsidized child care assistance, the DSS/LPA should enter an application into NC FAST if the DSS/LPA has access to NC FAST. If the DSS/LPA does not have access to NC FAST, the application for Child Care Assistance (DCDEE-0456) can be completed. If the DSS/LPA does not have access to NC FAST or the, DCDEE-0456 an application does not have to be completed.

Once determined eligible, a child care voucher should be issued via NC FAST if the DSS/LPA and chosen child care provider both have access to NC FAST. If there is no access to NC FAST, the Emergency Child Care Voucher (DCDEE-0447) may be substituted.

The DSS/LPA should develop a temporary voucher by hand if there is no access to NC FAST or the Emergency Child Care Voucher (DCDEE-0447). The information noted below must be obtained from the applicant/recipient or responsible adult, the agency and the facility's information must be recorded on the temporary voucher.

1. Information needed from the applicant/recipient or responsible adult includes:

   a. Child's name;

   b. Age of child and the date of birth, if available;
   c. Applicant/Recipient's or responsible adult's name and address (must indicate if it is a relative's or friend's address);
   d. Telephone number (must indicate if it is a relative's or friend's telephone number);
   e. Eligibility period (up to four (4) months);
   f. Hours that care is needed (the Division of Child Development and Early Education will allow reimbursement for evening, overnight, and weekend care, if needed); and
   g. Signature of the applicant/recipient or responsible adult and date the responsible adult signed the voucher.

2. Agency information needed includes:

   a. The county where the agency is located;
   b. The date the form is completed;
   c. The family case number will be shown as EMERGY;
   d. The assigned voucher number; NOTE: A log of the vouchers issued must be maintained;
   e. The FEMA claim number, if available; *NOTE: Every family may not have a FEMA claim number;
   f. The Child ID Number will be assigned later;

g. The Category Code is without Regard to Income and there is no family fee;
h. The Fund Source is Emergency if funding is available;
i. The Need Reason is “Disaster Assistance” with an indication of the level of care.
j. The income and family size are not needed.

If using a temporary voucher, the agency representative must print their name, sign and date the form after it has been signed by the applicant/recipient or responsible adult. The attendance rosters must be completed and submitted through NC FAST or by hand by the agency or the operator of the child care facility.

In an emergency the facility can exceed the group size provided the staff/child ratios are maintained.

3. If there is a hand-written voucher the following information about the facility must be included on the emergency voucher.

a. Facility name;
b. Facility telephone number;
c. Facility ID Number or license number, if assigned;
d. County in which care is given;
e. Address of the site where the child is receiving care;
f. Owner or sponsor of the program;
g. Telephone number of the owner or sponsor of the child care program;
h. Mailing address for payment;
i. Signature of the person accepting the voucher and their name in print;
j. Enrollment date of the child.

In the event of an emergency situation, all emergency child care vouchers and attendance rosters must be completed and submitted to the DSS/LPA.

B. Procedure for Extending Emergency Care

In some situations, there may still be a justifiable need for emergency subsidized child care beyond the four (4) month period. These cases must be approved for extended emergency care by the DSS/LPA and by the Subsidy Services Consultant or DCDEE staff in the Subsidy Services Section. The following procedures apply:

1. The local DSS/LPA must verify circumstances if a child still needs care after four (4) months of emergency child care;
2. The applicant/recipient or responsible adult must apply for extended emergency care;
3. The DSS/LPA should document in the case narrative a brief description of the need for and length of extended emergency subsidized child care.
4. If there is a hand-written voucher, the DSS/LPA must update the voucher stating the reason of the extension.

III. CHILD CARE FACILITY PARTICIPATION

A. Licensed Programs Currently Enrolled that are Affected by a Disaster

If a licensed child care facility is already enrolled in the SCCA Program but is not operational due to flooding or fire from hurricane, adverse weather or other disasters, the child care facility may operate temporarily in another location. The following procedures will apply:

1. A Division of Child Development (DCDEE) Regulatory Services Section Licensing Consultant must make an on-site visit to the temporary location.
2. Programs providing emergency child care must have at least one (1) qualified child care staff person present at the location. Other staff may be temporary. Reasonable staff/child ratios will need to be maintained and approved by DCDEE staff.
3. If DCDEE staff receives information that a licensed child care facility is operating in a temporary location, every effort will be made to inform the DSS/LPA, so they will be aware of the site where the children are being served.
4. If the DSS/LPA receives information that a licensed child care facility is operating in a temporary location, then the DSS/LPA should immediately inform the local Regulatory Services Section Licensing Consultant or staff at the DCDEE office in Raleigh. Once DCDEE obtains the address of the site where the care is being provided, they will arrange for an on-site visit of the facility to be conducted.
5. If a child care facility temporarily relocates to another county, they would not have to re-enroll unless a new family requests assistance for their child in the new county. If a licensed facility is operating in a temporary location, the facility should complete enrollment in the NC FAST Provider Portal and complete enrollment with the state's payment vendor.
6. A Child Care Voucher must be issued for each child. Refer to section A. above regarding child care voucher information.
7. Accurate attendance must be kept. Attendance should be entered into the NC FAST Provider Portal if the child care facility has access. If the child care facility does not have access to the NC FAST Provider Portal, the DSS/LPA should make a supply of attendance rosters available to the child care operator.

B. Enrolling Licensed Programs on a Temporary Basis

If a 3, 4, or 5 star-licensed child care facility is not already enrolled in the SCCA Program, the child care operator must enroll through the NC FAST Provider Portal in order to receive payment. If they do not have access to the Provider Portal, provider enrollment applications can be completed via telephone call with the local DSS/LPA Provider Manager. A Subsidized Child Care Assistance (SCCA) Approval Notice must be generated. The following procedures will apply:

1. The payment rate will be the private rate, or county market rate whichever is lower;
2. Payment will be made through Fund Source Emergency;

3. A Child Care Voucher must be completed for each child. Refer to section A. above regarding Child Care Voucher Information.
4. Accurate attendance must be kept. The DSS/LPA should make a supply of attendance rosters available to the child care operator.

In the event of an emergency situation, all emergency child care vouchers and attendance rosters must be completed and submitted to the DSS/LPA.

C. Child Care Payments

In the event of an emergency, and NC FAST is not available, child care facilities that are due payments for services rendered must complete a W-9 and submit the W-9 along with their attendance rosters to the local DSS/LPA. The DSS/LPA will calculate the payment due to the child care facility and submit the request to DCDEE. Once DCDEE receives the request, the request will be forwarded to the Department of Health and Human Services Comptroller's office where the payment will be issued.

If the DSS/LPA is unable to calculate payments for the rosters submitted, then child care facilities must complete a W-9 and submit the W-9 along with their attendance rosters to DCDEE. Once DCDEE receives the request, the request will be forwarded to the Department of Health and Human Services Comptroller's office where the payment will be issued.

NC Child Care Emergency Preparedness and Response Plan Rules

Child Care Rule 10A NCAC 09 .0607 and .1714 require the Emergency Preparedness and Response Plan of both Centers and Family Child Care Homes to include:

1) written procedures for accounting for all in attendance including:
(A) the location of the children, staff, volunteer and visitor attendance lists; and (B) the name of the person(s) responsible for bringing the children, staff, volunteer and visitor attendance lists in the event of an emergency.
(2) a description for how and when children shall be transported;
(3) methods for communicating with parents and emergency personnel or law enforcement;
(4) a description of how children's nutritional and health needs will be met;
(5) the relocation and reunification process;
(6) emergency telephone numbers;
(7) evacuation diagrams showing how the staff, children, and any other individuals who may be present will evacuate during an emergency;
(8) the date of the last revision of the plan;
(9) specific considerations for non-mobile children and children with special needs; and
(10) the location of a Ready to Go File. A Ready to Go File means a collection of information on children, staff and the facility, to utilize, if an evacuation occurs. The file shall include, a copy of the Emergency Preparedness and Response Plan, contact information for individuals to pick-up children, each child's Application for Child Care, medication authorizations and instructions, any action plans for children with special health care needs, a list of any known food allergies of children and staff, staff contact information, Incident Report forms, an area map, and emergency telephone numbers.

In addition, child care operators are required to conduct quarterly lockdown or shelter-in place drills.

- 10A NCAC 09.0102 (29) Defines lockdown drill.
- 10A NCAC 09.0102 (43) Defines shelter-in-place drill.
- 10A NCAC 09.0604(u); .1719 A shelter in place or a lockdown drill must be conducted every three months in both Centers and Family Child Care Homes.

Providers are required to complete the *Emergency Preparedness and Response in Child Care* training which includes practicing, responding to, and recovering from disasters and provides details regarding what to include in each aspect of the Emergency Preparedness and Response Plan. https://rmp.nc.gov/portal/#