

BUTLER COUNTY CHILDREN SERVICES

POLICY NO.: 1.16	SUBJECT: AFTER HOURS, WEEKEND AND ON-CALL COVERAGE
OAC: 5101: 2-34-32	EFFECTIVE DATE: 9/27/05
PCSAO: 2.1 (Twenty-four hour availability)	REVISION DATE:
COA: 10.1.04	REVIEW DATE: 11/28/06

PURPOSE:

To ensure that the agency provides 24 hour coverage and that all investigations of allegations/referrals of child abuse and neglect are responded to in a timely manner.

POLICY:

- 1.16.1 Agency staff will be available to answer calls after normal office hours from referents. The supervisor, on duty at the time of the referral will be responsible for ensuring that referrals which meet the referral and screening criteria will be accepted for assessment /investigation.
- 1.16.2 All referrals will be assigned as Priority 1 or 2, depending upon the circumstances.
- 1.16.3 If referrals are determined to be inappropriate for investigation, CSB will provide assistance in locating the appropriate resources.
- 1.16.4 Emergency services will be provided, if necessary whether the allegation is received during business hours or after hour. This occurs when it is determined that there is an imminent threat to the child's safety or there is insufficient information to determine whether or not the child is safe at the time of the report.

PROCEDURES:

1. Coverage from 5:00 p.m. to 10:00 pm.

Between the hours of 5:00 p.m. and 10:00 p.m. Monday through Friday, an After Hours Supervisor and a SSW4 will be on staff in the office.

Responsibilities include:

- a. Answering calls and recording information from the referent.
- b. Ensuring that referrals which meet the criteria will be accepted for investigations as a priority 1 or 2 per policy # 1.1 Referral & Screening and 1.2 Prioritizing Reports and Initiating the Assessment.
- c. Contacting the worker on-call to respond when needed. (See on-call workers responsibilities.)
- d. Process reports prior to the end of the shift.
- e. Transfer the hotline to the on-call supervisor cell phone at the end of the shift.

2. Coverage from 10:00 p.m. and 7:30 a.m. Monday through Friday.

Between the hours of 10:00 p.m. and 7:30 a.m. Monday through Friday, a Supervisor will be on-call. Responsibilities include:

- a. Receive calls and process referrals per above process.
- b. Contacting the worker on-call to respond when needed. (See on-call workers responsibilities.)
- c. Transfer the hotline back to the agency at 7:30 a.m.
- d. Turn in paperwork to screeners between 7:30 a.m. to 8:00 a.m. for processing of referrals.

3. Coverage on Saturdays and Sundays.

- a. The On-call Supervisor on duty will transfer the hotline telephone to the agency at 9:00 am on Saturday at which time the After Hours Supervisor will be responsible for answering the hotline. (Responsibilities are the same as above, however, there are

weekend workers to respond. (See weekend workers responsibilities.)

- b. At 5:30 p.m. the After Hours Supervisor will transfer the hotline back to the On-Call Supervisor on duty. The same will occur on Sunday.
- c. The On-Call Supervisors shift will end at 7:30 a.m. on Monday and the Supervisor will transfer the hotline back to the agency.

- **ON-CALL WORKERS RESPONSIBILITIES**

- a. Workers are on-call beginning on Friday for one week.
- b. Workers must keep cell phone on at all times.
- c. On-call supervisor will contact worker at home first and then by cell phone.
- d. Workers must carry the on-call bag and car seats in their car. The bag must contain placement packet, shelter care hearing notices, voluntary care agreements, safety plans, baby formula, diapers, and wipes.
- e. Workers must respond within one hour from the time the on-call supervisor contacts them to go out in the field.
- f. Workers called out must write up their involvement the next working day and provide it to the screeners. On-call workers are not expected to conduct intake investigations, however, they are expected to make placements, check relatives when requested, and perform other duties as requested by the supervisor.
- g. Workers wanting to switch on-call weeks or days are responsible for finding the coverage. If coverage can't be found then the worker is responsible for covering the shift.
- h. If the worker switches on-call with another employee, for one night during their week of on-call, it will be their responsibility to pay that person for that day. Personnel will not split the week between employees for pay purposes.

- **WEEKEND WORKER RESPONSIBILITIES**

- a. Weekend workers may pick up case assignments on Fridays or on Saturday mornings.
- b. Cases will be staffed with the screener–supervisor on duty. The screener-supervisor will have a copy of each referral the weekend worker has been assigned.
- c. Weekend workers hours will reflect a fifteen hour work week. Workers must be available during these hours, but will not routinely receive case assignments after 11:00am on Sundays unless otherwise instructed.
- d. Weekend workers will attempt contact on all cases assigned. Contacts will involve home visits and collateral contacts. If contact is attempted on Saturday and there is no response, a second attempt may be made later that day if time permits or on Sunday.
- e. Weekend workers are to make initial contact and investigate the allegations. Weekend workers will complete all appropriate paperwork necessary in order to transfer cases to other employees and/to to close cases. Contact sheets should also be completed in their entirety.
- f. Weekend workers will staff all cases on Sunday with supervisors. Cases being closed by weekend worker will be submitted when all elements of the investigation are completed and no later than the start of their next weekend shift.

- **CASES ACCEPTED BY WEEKEND WORKERS**

- a. Non-emergency child abuse/neglect referrals received on Friday's on cases that are not active may be assigned to the weekend workers.
- b. Referrals received Monday through Thursday are to be assigned following existing procedures.
- c. Referrals received after regular office hours on Friday and Saturdays whether they are new or active cases may be assigned to the weekend workers.

- d. Non-emergency referrals received on Sundays may be assigned to weekend workers if deemed necessary by supervisor on duty.
 - e. Referrals received on Sunday will normally not be assigned to the weekend workers after 11am unless instructed by the supervisor on duty.
 - f. Other cases and referrals can be staffed with the Intake Director or a designee for assignment to a weekend worker but may not be accepted for assignment.
- **REQUEST WEEKEND WORKER ASSISTANCE ON AN ACTIVE CASE:**
 - a. Active cases are to be staffed with Screener Coordinator or designee on the day of the request.
 - b. Assigned worker will complete the worker request form located in filing cabinet.
 - c. Brief summation and details of what is being requested. A copy of the contact sheet, relevant court orders, summary of interviews already completed and other pertinent information.
- **BACK UP PLAN FOR AFTER HOURS AND WEEKEND COVERAGE:**
 - a. If coverage is needed for an after hours supervisor on-call due to illness, vacation or other reasons, the Screener Coordinator will be notified and supervisor should obtain coverage from other supervisors. Supervisors who cover shifts for after hour supervisors will be requested from a volunteer pool. Once the volunteer pool is exhausted supervisors will be on a mandatory rotation. The rotation will be based on agency seniority. The senior employees will start the rotation.
 - b. If coverage is needed for a screener supervisor in office, the Screener Coordinator will be notified and the supervisor shall obtain coverage from other supervisors and other screeners.
 - c. Once coverage is achieved supervisor/screener shall e-mail Screener Coordinator and other after hours staff in order for the change to be documented on the on-call calendar by the Screener Coordinator.

- d. If coverage is needed for a weekend worker shift due to illness, vacation, or other reasons, the Supervisor, and Screener Coordinator will be notified and the worker requesting time will notify all interested persons via e-mail. After responses have been received a determination will be made and all parties will be notified.

Refer to Policy No. 1.1 Referral and Screening, Policy No. 1.2 Prioritizing Reports and Initiating the Assessment, Policy No. 1.3 Intake Assessment and Interviews)