**BUTLER COUNTY CHILDREN SERVICES**

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<th>POLICY NO.: 1.16</th>
<th>SUBJECT: AFTER HOURS, WEEKEND AND ON-CALL COVERAGE</th>
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<td>EFFECTIVE DATE:</td>
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<td>REVISION DATE: 10/19, 12/19</td>
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**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:**

1.6.1 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.

1.6.2 All referrals will be assigned, ensuring that referrals, which meet the criteria, will be accepted for investigations as a priority 1, 2 or 3.

1.6.3 If referrals are determined to be inappropriate for investigation, BCCS will provide assistance in locating the appropriate resources.

1.6.4 Emergency services will be provided, if necessary whether the allegation is received during business hours or after hours. 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 the child is safe at the time of the report.

**PROCEDURE:**

**Coverage from 5:00 p.m. - 11:30 p.m. Monday through Friday,**

Between the hours of 5:00 p.m. - 11:30 p.m. a part-time Supervisor and part-time staff member will be in the office. Responsibilities include:

1. Receive calls and process referrals per above process.

2. Ensure that referrals, which meet the criteria, will be left pending for Group Decision Making (GDM) unless immediate action needs to be taken to ensure a child(ren) safety.

3. Process reports referrals prior to the end of the shift.
4. If a referral is called in to the agency and deemed an emergency, then the afterhours staff member will initiate the investigation to ensure child(ren) safety.

5. After hours staff will also be responsible for completing other job duties as assigned.

- **Coverage from 11:30pm – 8:00 a.m. Sunday through Thursday Supervisor On-Call Responsibilities**
- **Coverage from 11:30pm-8:00am. Friday through Saturday Supervisor On-Call Responsibilities (Including Holidays)**

1. Between the hours of 11:30 p.m. and 8:00 a.m. Sunday through Saturday, a On-call supervisor and a worker will be on-call from home.

2. The On-call supervisor will be responsible for ensuring all telephones are logged out, for the hotline telephone to transfer to the on-call supervisor’s telephone at 11:30pm Sunday through Saturday. The On-call supervisor shift will end at 7:30am Sunday-Thursday and 8:00am, Friday-Saturday. For Holidays, the On-call supervisor shift will end at 8:00am.

3. When a call is received, that a child is at imminent risk and in need of placement, the Supervisor will contact the on-call worker. The On-call supervisor and/or on-call worker will assess appropriate placement resources (such as kinship relatives, non-kinship relatives, and non-custodial parents). If these options are not appropriate or available, the child will be placed in a foster care placement.

4. The on-call worker will transport the child(ren) to the appropriate placement.

5. The Supervisor On call will complete a written summarization regarding the referral and submit to the daytime screeners by 9 am the following day. The reports taken between the hours of 11:30pm-7:30am Sunday through Thursday will be processed by the day screeners the following morning and be reviewed through Group Decision Making (GDM) and then be assigned to the appropriate supervisor to complete an assessment/investigation.

6. If the volume of emergency cases received during the on-call shifts requires more than one worker, the Supervisor On call will contact workers on the on-call back-up list.

7. Supervisors On call needing to switch on-call weeks or days are responsible for finding their own coverage. If coverage cannot be found, the Supervisor On call is responsible for covering the shift. An Administrator must be notified if there are any changes in coverage.

- **Coverage from 11:30pm - 8:00 a.m. Sunday through Thursday Worker On-Call Responsibilities**
• Coverage from 11:30pm-8:00am. Friday through Saturday Worker On-Call Responsibilities (Including Holidays)

1. On-call worker are on-call beginning Sunday through Thursday Saturday.

2. On-call worker must keep cell phone on at all times.

3. Supervisors On call will contact worker via cell phone.

4. On-call worker must have car seats in their car. The On-call worker must have ICCA, placement packet, kinship placement packets safety plans, Mobile devices, and charger.

5. On-call worker must respond within one hour from the time the Supervisor On call contact to responds out in the field.

6. On-call worker who respond out in the field must document all activity logs and all relevant activities in SACWIS by the next working day.

7. On-call worker needing to switch on-call weeks or days are responsible for finding their coverage. If coverage cannot be found, the Worker On call is responsible for covering the shift. An Administrator must be notified if there are any changes in coverage.

WEEKEND WORKER CASE ASSIGNMENT RESPONSIBILITIES:

9:00am - 5:00pm Saturday and Sunday

1. Weekend workers will attempt contact on all cases assigned. Contact 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. If a home visit is attempted and there is no response, the weekend worker will leave a business card and/or visitation record at the residence.

2. Weekend workers are to initiate contact and investigate the allegations. Weekend workers will complete all appropriate paperwork to ensure compliance with agency policies and the Red-Letter Guide (i.e.: safety assessment) to transfer cases to other employees and or to close cases. Activity logs should also be completed in their entirety utilizing the Red-Letter Guide. When applicable, the weekend worker will have the family sign appropriate releases of information (ROI) in TRAVERSE.
3. Weekend workers will staff all cases on Sunday with a Supervisor. The Supervisor will complete a case conference note in SACWIS regarding the staffing. Cases being closed by weekend worker will be submitted when all elements of the investigation are completed.

**CASES ACCEPTED BY WEEKEND WORKERS**

- Non-emergency child abuse/neglect referrals received on Friday's after 2pm on cases that are not active may be assigned to the weekend workers.

- Referrals received between 2pm on Fridays through 12pm on Sunday whether they are new or active cases may be assigned to the weekend workers.

**REQUEST WEEKEND WORKER ASSISTANCE ON AN ACTIVE CASE:**

- Active cases are to be staffed with a Supervisor on the day of the request.

1. The assigned worker must staff with their Supervisor to discuss the request. Requests must have the approval of the Supervisor prior to submitting the request. The Supervisor must enter a case conference note regarding the staffing.

2. Weekend Worker Requests are to be submitted via email to each After Hours Supervisor using the Weekend Worker Request template.

3. The Afterhours supervisor will assign the request to weekend staff unless there is a high volume of new cases.

4. The Afterhours supervisor will email the assigned worker and supervisor that the request was received the assignment status.

5. The Afterhours worker will enter in activity logs in SACWIS regarding the necessary action taken on the case.

- **BACK UP PLAN FOR AFTER HOURS AND WEEKEND COVERAGE:**

1. If coverage is needed for a Supervisor's shift due to vacation or other reasons an Administrator will be notified, and the Supervisor should obtain coverage from other supervisors. If coverage is needed for a Supervisor due to illness, An Administrator will be notified, and the Administrator and/or Supervisor will obtain coverage.

2. Once coverage is obtained the Supervisor shall notify an Administrator and other after-hours staff of the change in order to be ensure the change is reflected on the on-call calendar.
If coverage is needed for a worker’s shift due to vacation or other reasons, the Supervisor will be notified, and the worker should obtain coverage. If coverage is needed beyond thirty (30) days, an Administrator must be notified. If coverage is needed for an illness, the Supervisor will be notified and the Supervisor and/or the worker will obtain coverage.

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

12/23/19
Approval Date:

Julie Gilbert, Director