ORANGE COUNTY SOCIAL SERVICES AGENCY
CFS OPERATIONS MANUAL

Effective Date: January 6, 1995 **Number: A-0406**
Revised Date: February 7, 2011
Revised Date: May 21, 2013

Emergency Response (ER) On-Call System

Purpose

To provide guidelines for ER On-Call shifts.

Approved

This policy was approved by Gary Taylor, Director of CFS, on May 21, 2013. *Signature on file*.

Most Recent Revision

This revision of the Policy and Procedure (P&P) includes:

• Provision for exception to requirement for SSSSs to have two years of ER experience prior to working ER On-Call as approved by ER Program Manager (PM) and Intervention and Preventions Services Deputy Director (DD)
• Requirement for assigned ER SSSS to have verbal contact with the ER On-Call SSSS to provide all relevant case information when a regular shift ER investigation rolls over to ER On-Call

The following information is now included in Attachment 1—ER On-Call Processing Guidelines:

• Guidelines for Orangewood Children and Family Center (OCFC) staff to process Child Abuse Reports received during ER On-Call hours
• Guidelines for assignment credit given for ER On-Call referrals
• Timeline for completing the Investigation Narrative after completion of an ER On-Call investigation
• Guidelines for continuing an ER Investigation after an ER On-Call shift

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Background

Orange County Children and Family Services (CFS) established an ER On-Call system so that social work staff is available 24 hours a day, seven days a week to respond to Child Abuse Reports that require an immediate, in-person response after regular business hours, on weekends, and on holidays.

Definitions

None.

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Staff Requirements

Per CFS policy, Senior Social Workers (SSWs) and Senior Social Services Supervisors (SSSSs) will meet the following requirements to be eligible to work ER On-Call shifts:

• Have at least two years ER experience for SSSS and at least one year ER experience for SSW. (**Note:** Exceptions to this guideline may be approved and documented by an ER Program Manager [PM] in consultation with the Intervention and Prevention Services Deputy Director [DD])
• Obtain approval from immediate SSSS and PM
• Have at least "Meets Expectations" ratings for each of the core competency areas on most recent Performance Evaluation
• Be meeting expectations for all compliance requirements in assigned position

SSWs who work ER On-Call shifts will:

• Be immediately accessible to the ER On-Call SSSS
• Have a working telephone during the entire shift
• Immediately arrange for coverage when unable to complete a scheduled ER On-Call shift and contact ER On-Call SSSS when unable to do so
• During ER On-Call shift, refrain from any activity which would impair ability to perform assigned tasks

Note: Failure to comply with any of these requirements may result in removal from ER On-Call shift schedule.

Referral Process

A. **Child Abuse Registry (CAR):**
CAR SSWs will answer CAR calls after regular business hours, on weekends, and on holidays. The CAR SSW will consult with the ER On-Call SSSS regarding any call that may be taken as an Immediate Response referral.

Orangewood Children and Family Center (OCFC) Intake staff will answer CAR calls when CAR SSWs are unavailable to do so. OCFC Intake staff will consult with the ER On-Call SSSS regarding the disposition of every CAR call. (Refer to "OCFC Intake Staff-CAR Processing Guidelines" section of Attachment 1—ER On-Call Processing Guidelines.)

Note: When receiving a Child Abuse Report regarding a child fatality or near fatality, refer to CFS P&P Child Fatalities and Near Fatalities (A-0204).

B. **Emergency Response:**

1. Immediate Response Referrals:
The ER On-Call SSSS will determine whether an Immediate Response is required and assign an ER On-Call SSW to complete Immediate Response investigations.

The CAR IPT will create the Immediate Response referral in the Child Welfare Services/Client Management System (CWS/CMS) upon receiving the Child Abuse Report.

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Note: For new referrals on open cases, the ER On-Call SSW will immediately attempt to verbally consult with the assigned SSW and/or SSSS upon initiating investigation regarding a child who is the subject of Orange County Juvenile Court proceedings and facing imminent death or requiring emergency medical treatment. If unable to do so, the ER On-Call SSW will document efforts made and the reason verbal consultation was not completed.

When applicable, the ER On-Call SSW will consult with the ER On-Call SSSS to determine whether it is necessary to keep the referral open until contact with the assigned SSW can be completed.

2. 10-Day Response Referrals:
10-Day Response referrals taken by OCFC staff during an ER On-Call shift will be assigned to regular shift ER staff on the next business day following the ER On-Call shift. (Refer to "10-Day Response Referrals" section of Attachment 1—ER On-Call Processing Guidelines.)

ER On-Call investigations will be completed per standard procedure and in compliance with relevant CFS P&Ps. (Refer to "Timeline for Completion of ER On-Call Investigation" section of Attachment 1—ER On-Call Processing Guidelines.)

When an ER On-Call investigation is not completed during the On-Call shift, per best practice, the ER On-Call SSSS may approve continued investigation when warranted (e.g., complex medical issues that require at least one additional week of investigation to await results of diagnostic medical tests, further assessment by medical professionals, and/or completion of collateral contacts that could not be completed during the ER On-Call shift, etc.). (Refer to "Guidelines for Continued Investigation After an ER On-Call Shift" section of Attachment 1—ER On-Call Processing Guidelines.)

The ER On-Call SSSS will follow an investigation initiated during the ER On-Call period until the conclusion of the investigation, including when the investigation continues to regular shift hours. The ER On-Call SSSS will close the referral and, as applicable, promote it to a case.

Note: When a regular shift ER investigation rolls over to ER On-Call, the assigned ER SSSS will make verbal contact with the ER On-Call SSSS to provide relevant information regarding the investigation. If unable to make verbal contact, the regular shift ER SSSS will document efforts to do so.

REFERENCES

Attachments and CWS/CMS Data Entry Standards

Hyperlinks are provided below to access attachments to this P&P and any CWS/CMS Data Entry Standards that are referenced.

- Attachment 1—ER On-Call Processing Guidelines

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Hyperlinks

Users accessing this document by computer may create a direct connection to the following references by clicking on them.

- CFS P&P Child Fatalities and Near Fatalities (A-0204)

Other Sources

Other printed references include the following:

None.

FORMS

Online Forms

Forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

Form Name	Form Number
Orange County Social Services Agency Child Abuse Report	F063-04-49A

Hard Copy Forms

Forms that may be completed in hard copy (including multi-copy NCR forms) are listed below. ***For reference purposes only,*** links are provided to view these hard copy forms, where available.

Form Name	Form Number
None.	

CWS/CMS Forms

Forms that may **only** be obtained in CWS/CMS are listed below. ***For reference purposes only,*** links are provided to view these CWS/CMS forms, where available.

Form Name	Form Number
None.	

Brochures

Brochures to distribute in conjunction with this procedure include:

Brochure Name	Brochure Number
None.	

LEGAL MANDATES

California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Section 31-115 mandates:

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• Factors that must be considered when determining whether or not an in-person Emergency Response investigation is necessary
• Circumstances when an in-person immediate response investigation will be completed

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