

## Attachment 1 ER On-Call Suggested Processing Guidelines

### OCFC Intake Staff—CAR Processing Guidelines

When processing a CAR, OCFC Intake staff will:

- Document Child Abuse Report in OCFC log book
- Provide photocopy of Child Abuse Report for Group Counselor Nights (GCN) supervisor
- Fax Immediate Response referrals to CAR Information Processing Technician (IPT)
- Leave original Child Abuse Report in ER in-basket for pickup by CAR IPT

### 10-Day Response Referrals

10-Day Response referrals taken by OCFC Intake staff during an ER On-Call shift will be picked up by the CAR IPT on the first business day following the ER On-Call shift. The CAR IPT will create the referral in CWS/CMS. (**Note:** OCFC Intake staff will not enter any information into CWS/CMS.)

### Timeline for Completion of ER On-Call Investigation

The ER On-Call SSW will complete the investigation, write the Investigation Narrative, and submit the referral for closure or promotion to a case in time for the ER On-Call SSSS to review and close or promote to a case by 12 p.m. or four business hours after signing the *Application for Petition (F063-28-43)* on the first business day following the ER On-Call shift. (**Note:** When not possible due to investigation-related circumstances, the ER SSW will inform the ER On-Call SSSS and Dependency Intake.)

The ER On-Call SSSS will immediately close the referral or promote it to a case upon submission by the ER On-Call SSW.

### Continued Investigation After ER On-Call Shift:

#### A. Unable to Locate:

When the ER On-Call SSW is unable to make face-to-face contact with the alleged victim(s) during the ER On-Call shift, an ER On-Call Immediate Response referral will be rolled over and assigned as an Immediate Response referral to a regular shift ER SSW. (The regular shift ER SSW will be given credit in the ER log for being assigned an Immediate Response referral.)

#### B. Partial Investigation Completed:

##### 1. ER On-Call SSW Assigned to ER:

If the ER On-Call SSW's regular assignment is in ER, a partially completed ER On-Call Immediate Response will be rolled over to the ER On-Call SSW's caseload for continued investigation during their regular shift. The ER On-Call SSW will not receive credit on the ER assignment log for this referral. If the ER On-Call investigation requires more than five hours of work, the ER

On-Call SSW may receive credit on the ER assignment log for the referral if approved by the On-Call PM. (**Note:** When further investigation is necessary to ensure child safety, the ER On-Call SSW will continue the investigation initiated during an ER On-Call shift on their flex day.)

The ER On-Call SSSS will email the ER IPT when rolling over assignment of an ER On-Call referral to the ER On-Call SSW for further investigation during regular business hours.

The regular shift SSSS closing the referral or promoting it to a case is responsible for being aware of all elements of the investigation prior to closing or promoting the referral to a case. (**Note:** The regular-shift ER SSW may continue to investigate a referral assigned during regular ER hours during ER On-Call hours. While the ER On-Call SSSS may consult with the regular shift ER SSW on this investigation, the regular shift ER SSSS is responsible for referral closure and, as applicable, promoting the referral to a case.)

2. ER On-Call SSW Not Assigned to ER:

If the ER On-Call SSW's regular assignment is not in ER, the referral will be rolled over for continued investigation to a regular shift ER SSW. The regular-shift ER SSW will receive credit on the ER log for being assigned a 10-Day referral.