

COUNTY OF HUMBOLDT
DEPARTMENT OF HEALTH AND HUMAN SERVICES
CHILD WELFARE SERVICES

POLICY & PROCEDURE

POLICY NUMBER: CWS 24-01	POLICY TITLE: ON DUTY	EFFECTIVE DATE: 08/23/2024
PROGRAM(S): All Programs	REVISION DATES: 08/23/2024	REFERENCES:

OVERVIEW

Child Welfare Services (CWS) prioritizes delivering exceptional customer service. To fulfill this commitment, CWS designates social workers and supervisors to be on call at all times, including business hours, in order to address the immediate needs of clients. These designated social workers and supervisors are referred to as “On-Duty (OD)”.

POLICY

It is the policy of Humboldt County CWS to have one On-Duty (OD) social worker (SW) and one On-Duty (OD) supervisor (SWS) during business hours. The OD SW is responsible for addressing immediate needs of clients and service providers when the primary SWS and SW is unavailable. Tasks may include in-person field response, direct service delivery, placement changes and urgent crisis related tasks such as long distance travel and childcare. The OD Supervisor’s primary responsibility is to provide support and guidance to the OD SW. The OD supervisor is also available to address any immediate needs a client might have if the OD SW and assigned social work team is unavailable.

PROCEDURE

1. When a call or client’s need arises, clerical staff will attempt to reach the assigned case carrying SW and assigned supervisor by phone and email prior to contacting OD staff.
 - 1.1. If the case carrying SW/ SWS are unavailable, clerical will reach out to the OD SW by phone and email.
 - 1.2. If unable to reach the OD SW, clerical will then contact the OD supervisor by phone and email.
2. It is the responsibility of all Ongoing SWS and SW stationed at the Plaza to cover the OD calendar.
 - 2.1. On the second Wednesday of every month, the calendar will be sent out via email to SW to sign up for shifts.
 - 2.1.1. The email will include the minimum amount of shifts that the SW is responsible to sign up for.
 - 2.1.2. Sign-ups will be prioritized based on program needs (i.e. CASTs interviewers may be prioritized in selecting shifts).

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- 2.1.3. Shifts will be divided into AM and PM Shifts. A SW can choose to divide their shift or complete a full day of OD duties.
- 2.2. The assigned supervisor will create and completed the calendar in the final week of the preceding month and send it via email to the Ongoing SWs and the clerical unit.
- 3. It is the expectation of both the OD SW and OD SWS to be stationed in the office during their OD shift(s). No planned client contact, fieldwork, or protected time will be scheduled during the OD shift.
 - 3.1. While OD shifts may align with office days, staffs are still expected to report to the Plaza on their required in-office days.
- 4. Social Worker On Duty
 - 4.1. At the beginning of the OD shift, the SW will check in with OD supervisor.
 - 4.2. During the shift, the OD SWS and SW is responsible for responding to emergent time sensitive client needs, being present and available to provide direct services to client and provide case management services in the absence of the assigned SW, including:
 - 4.2.1. Transportation or coordination of transportation for emergent/immediate needs.
 - 4.2.1.1. Medical care.
 - 4.2.1.2. Mental health care.
 - 4.2.2. Meeting with clients at the office when the assigned SWS and SW are not available.
 - 4.2.2.1. De-escalation and support of clients.
 - 4.2.2.2. Addressing miscommunications and provide case plan information.
 - 4.2.2.2.1. Providing information and clarification to clients regarding case, appointment times, visitation, child and family team meetings, etc.
 - 4.2.2.2.2. Providing court information to families (attorney information, case plans, court dates, etc.).
 - 4.2.2.3. Triage (assessment of clients in order to determine the urgency of their need for and the action required):
 - 4.2.2.3.1. Assess the client’s needs.

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- 4.2.2.3.2. Assist and inform clients what needs can be addressed and what will be shared with primary SWS and SW.
- 4.2.2.3.3. Will email the primary SW a contact for CMS that includes the client’s need(s) that was addressed, follow up, if needed, and the date and time the assistance was provided.
- 4.2.2.3.4. Provide client with primary SW contact information.
- 4.2.3. Provide cash equivalents and generate payment form requests when there is an emergent need (i.e. Bus passes for a stranded client, food support for a short period of time, hotel stay for unsafe housing issues). *Note: it is not the expectation of OD SW to do any ongoing requests.*
 - 4.2.3.1. The provision of case equivalents during an OD shift should be with the focus of providing safety to clients and youth.
- 4.2.4. Taking or returning phone calls from people who are requesting information or asking questions.
 - 4.2.4.1. *This does not include taking reports of abuse or neglect. When the OD SW or SWS recognizes the caller is presenting allegations of abuse or neglect, the OD staff should immediately transfer the caller to the screening intake supervisor for assignment to an intake SW.
- 4.2.5. The OD team may take calls from CWS in other jurisdictions (counties/states), who are inquiring into CWS case history in Humboldt County.
- 4.2.6. Referrals to services.
- 4.2.7. Facilitate communication across the agency.
- 4.3. Ensuring that contacts with clients are documented correctly in CMS and emailed to SW.
- 4.4. Screening OD SW will screen during the shift if there is not suitable coverage in screening.
- 5. On Duty SW will not:
 - 5.1. Make case plan decisions, recommendations, or changes to any services being provided for cases that are not their own.

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5.2. Be responsible for ongoing client needs (ongoing/ future payment requests, addressing case plan barriers, reviewing court reports).

6. Supervisor On Duty

6.1. It is the responsibility of all Ongoing SWS stationed at the Plaza to cover the OD calendar. The calendar is sent out via email to SWS to sign up on the second Wednesday of every month. The calendar will be completed in the final week of the preceding month and sent via email from the supervisor assigned to creating the calendar.

6.1.1. The shifts will be divided evenly between available supervisors and each supervisor is required to sign up for the minimum shifts.

6.1.2. If SWS is unavailable, the SWS will find coverage for their shift. If the SWS is not available to find coverage the Program Manager is responsible for finding coverage.

6.2. The OD SWS will support the OD SW in responding to emergent time sensitive client needs, they will be present and available to provide direct services to clients when the OD SW is addressing other OD emergent needs. The OD SWS will address supervisor responsibilities in the absence of the primary SWS, including:

6.2.1.1. Support SW during crisis or complex situations.

6.2.1.2. Reviewing and signing case plans.

6.2.1.3. Reviewing and signing Court reports.

6.2.1.4. Attending CFTs.

6.2.1.5. Coordination of client services.

6.2.1.6. De-escalation and support of clients.

6.2.1.7. Assigning field responses or screening support.

6.2.1.8. Attend safety mappings, warrant, and promotional staffings.

6.2.1.9. Join SW on field responses and support case carrying SW in absence of assigned supervisor.

6.2.1.10. Review and approve payment requests.

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