



Series: 100: Case Management

Policy Name: Case Management Emergency On-Call Response

Policy Number: 112

Origination Date: 11/01/13

Revision Date: 07/01/2018

Policy: It is the policy of Communities Connected for Kids to be accessible to children, families, and community professionals, with 24-hour 7 days per week access to assistance, support, and direction by trained professional staff.

Procedure:

General Information, Case Management Agencies

1. Case managers will provide foster and birth families with current telephone (office) and cell phone number(s) for themselves, their supervisors and the on-call number.
2. During business hours, families will contact their case managers through the normal business telephone number. After hours, families needing assistance will be instructed to call the agency on-call staff using the cell phone number.
3. Case manager supervisors will maintain an internal system for 24-hour cell phone contact with the case managers.
4. Communities Connected for Kids will maintain an after hours on-call service for placement and licensing issues, 24 hours a day, 7 days per week.
5. The Communities Connected for Kids administrative support staff will maintain a current telephone (office) and cell phone list for all case management agencies and the Communities Connected for Kids management team.
6. Case Management agencies are empowered to make decisions regarding emergency situations per established agency and Communities Connected for Kids policies and procedures. According to these policies and procedures, case managers will assist, support, and/or direct foster parents, biological parents and/or collateral contacts toward resolution of the emergency situation. Case managers will consult their agency supervisor for direction and clarification as needed.
7. In the event the emergency is a placement issue and cannot be resolved at the agency level, the case manager supervisor will call Communities Connected for Kids Placement Unit for assistance. In the event that assistance of Communities Connected for Kids or a crisis response is needed to resolve an issue, Communities Connected for Kids will mobilize the resources needed to resolve the crisis and will inform the case management agency within 24 hours of the actions taken.



8. All emergencies will be documented according to agency and Communities Connected for Kids policies and procedures, with contact to the Department of Children and Families where required.
9. Critical incidents must be reported to Communities Connected for Kids within specified timeframes.

Approved: Carol Deloach
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