

DSS Policy and Procedure Guide

Division 03: Child Welfare

Chapter 03: Initial Response/Detention

Item 010: **Swing and Standby Procedures for Referral and Placement Forms**

Suggested changes send to: [DCFS Quality Assurance](#)

Issued: **January 25, 2013**

References: N/A

Revisions are in red

Replaces Issue: **March 30, 2010**

Preamble

Child Welfare Policy and Procedure Guides are meant to be used as tools to relay best practice and staff expectations. It is understood that specific case scenarios may not always align themselves with the stated practices and that at all times what is of paramount importance is the Safety and Well-being of the children we are charged to protect.

Policy

Emergency Response referrals from Standby staff requiring further services from daytime staff must be submitted in a timely manner for immediate processing by clerical staff and assignment to a social worker.

Purpose

This PPG establishes processes to streamline the distribution process for referral packets, including placement forms for children placed in out-of-home care by Standby staff.

Social Worker Responsibilities

- Placement forms and related documentation must be submitted in a timely manner to enable Foster Parent Resources (FPR) staff to enter the information into CWS/CMS and follow up as required.
- The placing Social Worker must submit all forms and documentation by 9:00 a.m. the next work day by placing them in the “Crisis Referrals” slot located in the cabinet in the Careline clerical support area at the L Street office.

Referral Clerk Responsibilities

- Prior to assignment /transfer of the referral and placement paperwork, the Referral Clerk will photocopy the placement forms. The copies will be placed in the FPR slot in the Careline clerical support area. The original placement forms remain attached to the referral.
- If there is no open or pending case for the children in the referral, clerical support will take the referral and attached documents to the Crisis Board Supervisor for assignment to a daytime social worker.
- For pending or active referrals/cases, Referral Clerks will send an e-mail, with Return Receipt requested, to the assigned social worker, the social work supervisor, and the eligibility worker.

The e-mail will include case name, number, date of referral, and notification that a placement was made and the referral is ready to be picked up.

- The referral packets will be routed to the case managing social worker via interoffice mail unless the worker prefers to pick it up in person at the L Street office. If the referral/case is assigned to a social worker located in the L Street office, the Clerk will deliver it to the social worker's supervisor.
- A designated FPR staff person will collect the copies of the placement forms on a daily basis by 10:00 a.m.