



Department of Children and Family Services Policy and Procedure Guide

Division No: 3 – Child Welfare
Chapter No: 3 – Initial Response/Detention
Item No: 19 – Downgrading Referrals

Effective Date:
December 14, 2006

POLICY:

It is the policy of the Department of Children and Family Services, Child Welfare Services that:

Prior to downgrading the status of a referral from a crisis to a non-crisis, or from a non-crisis to an evaluate out, Program Manager approval must be obtained.

PROCEDURE:

- I. Prior to contacting the Program Manager, the following information needs to be readily available (but not limited to):
 - A. Current allegation including screener narrative
 - B. SDM tool(s) used and their outcome
 - C. Printout of previous history (if any)
 - D. Narratives of phone consultations with reporting party and collateral contacts
 - E. Information on pending referrals
- II. The Social Work Supervisor (SWS) requesting the downgrade is responsible for conducting the research specified in the PPG and completing the log associated with the PPG. The downgrade log will be maintained in the PM's office. A sample log is attached.
- III. Once the PM has approved the downgrade, the supervisor must input the information on the downgrade log in the PM's office and have the PM sign off. If a phone consult was completed the information must still be completed in the log and signed off by the PM up on their return.

The decision to downgrade must also be included in the screener narrative by the SWS with key details.

