

DSS Policy and Procedure Guide

Division 03: Child Welfare

Chapter 03: Initial Response/Detention

Item 011: Standby/Standby Extension Expectations and Response to Referrals

Suggested changes send to: DSS PSOA Mailbox

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References:

Revisions in Red

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Preamble

Child Welfare Policy and Procedure Guides (PPG) 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

It is the policy of Department of Social Services (DSS) that any regular or alternate Standby/Standby Extension (formerly known as the Placement Facilitation Team) worker will be required to adhere to certain expectations in order to maintain active status. This PPG also establishes the process of how and when DSS will respond to referrals and/or refer to the appropriate law enforcement agency.

Purpose

To establish expectations for Social Workers (SW) to maintain active status on Standby/Standby Extension duty, either as a regular or alternate worker.

Procedure

Expectations to Maintain Active Status

In order to maintain active status for regular or alternate Standby/Standby Extension duty, all Standby/Standby Extension SWs and Social Work Supervisors (SWS) must meet the following requirements:

- Remain current in their regular assigned workload. Examples of maintaining current include, but not limited to:
 - Crisis and Non-Crisis Emergency Response (ER) SWs will have no more than 20 open referrals, unless a documented case plan is on file and follow all PPGs related to

investigations and documentation. No more than 3 of the open referrals shall be over 30 days old.

- Ongoing SWs must be current on their monthly contacts which include having their contacts narrated in CWS/CMS per PPG 03-01-001, *Mandatory Face-to-Face Contacts/Documentation Timeframes*. Furthermore, ongoing SWs must be current on their court reports (per PPG 03-06-024, *Time Lines for Reports to Court*) and they must be submitted in a timely manner.
- Maintain professional behavior at all times in accordance with PPG 10-02-008, *Departmental Code of Ethical Conduct*.
- Remain/maintain a satisfactory performance level in all areas.
- Not be on any kind of daytime work accommodations and/or other restrictions due to doctor's orders.
- Not allow Standby/Standby Extension duty to interfere with meeting the expectations, duties, responsibilities and deadlines of their regular workload assignment.
- Email Standby/Standby Extension log to the Standby/Standby Extension SWS, Day SWS, Program Manager (PM), and clerical support no later than 5:00 p.m. the next working day.
- Turn in all paperwork pertaining to all Crisis, 10-day, open and closed referrals to the appropriate and corresponding Crisis and 10-day baskets in the referral clerk area no later than 9:00 a.m. the next working day.
- Turn in all paperwork pertaining to all Evaluated Out referrals to the appropriate team baskets in the referral clerk's area.
 - If a SW works a different shift than normal, the paperwork will be placed in the team basket of the week worked.
- Not have more than **five** pending open and/or closed Standby/Standby Extension referrals, and none of which may be more than 30 days old.
- Timesheets **and logs** shall be completed by 9:00 a.m. Monday. **There may be a delay in payment if the deadline is not met.**
- **Standby/Standby Extension SW's that are requesting vacation during a regularly assigned Standby/Standby Extension shift shall email a vacation request to their Day SWS and CC the Standby SWS. The email will list the shifts that are affected and provide the name(s) of the SW's that will be covering those shifts. The Day SWS will not approve the request until all standby shifts are covered.**

Termination of Active Status

If one or a combination of the above expectations is not met, the SW may be subject to removal from Standby/Standby Extension duty for the next rotation period. The SW will remain off Standby/Standby Extension duty until they become compliant with the expectations. If the noncompliance with the expectations is not resolved, it may result in the termination of the SW's active Standby/Standby Extension status. The SW will be given a two-week notice prior to inactive status or termination taking effect; however, if the SW has done something egregious or contrary to PPG 10-02-008, *Departmental Code of Ethical Conduct*, the SW will be terminated from Standby/Standby Extension immediately.

Work Schedule Time

Regular Standby/Standby Extension workers will be assigned to regular shifts with the following expectations:

- SWs are limited to a total of eleven assigned shifts in a four week period. The PM over Standby/Standby Extension may authorize an exception if there is no one else available to cover the shift.
- Each Standby/Standby Extension SW's Day SWS shall receive a copy of the worker's regularly scheduled shifts, in addition to being forwarded any subsequent emails regarding schedule updates.
- By each Monday at 4:00 p.m., all Standby/Standby Extension teams will be set and finalized. The only changes allowed will be for unexpected sick leave with the exception when there are no alternates available and a regular Standby/Standby Extension worker becomes ill or has an emergency and is unable to work.
- SWs must notify the Day SWS and Standby SWS of any changes made to their scheduled shifts either in person, by phone or by e-mail.
- Standby SWs responding to a crisis referral must obtain approval from the Standby SWS prior to working past their scheduled time. SW shall document on their log which SWS authorized the extra time.
- Standby Extension will call Standby/Standby Extension SWS no later than 11:00 p.m. to obtain authorization to work past their scheduled shift of midnight. SW shall document on their log which SWS authorized the extra time. The SWS must email the PM and advise that overtime was authorized. The email must contain information as to the amount of time authorized as well as the reason for the overtime.
- Standby/Standby Extension SWs that are out ill must have their Day SWS notify the Standby/Standby Extension SWS of their illness. The Standby/Standby Extension SWS will notify the alternate SW on their team they are needed to cover a shift.

- A Standby/Standby Extension SW should not cover a shift if they have not worked at least four hours during their normal work day (i.e., sick, LOA, vacation, annual leave, etc.), with the exception for training.

Team Structure

Team structures are as follows for Standby SWS and Standby SWs to respond to crisis referrals:

- Monday through Thursday , three shifts consisting of one staff per shift as follows:
 - 7:30 p.m. to 3:30 a.m.
 - 9:00 p.m. to 5:00 a.m. and
 - 12:00 a.m. to 8:00 a.m.
- Standby staff is not allowed to work more than two consecutive Standby shift days. For example, if Standby staff works Monday and Tuesday of the same week, they are not allowed to work on Wednesday.
- Friday through Sunday and Holidays, three teams consisting of three members per shift as follows:
 - 8:00 a.m. to 4:00 p.m.
 - 4:00 p.m. to 12:00 midnight; and
 - 12:00 midnight to 8:00 a.m.
- Standby staff should work no more than three shifts in a row.
- There will also be alternates assigned to cover for sick leave, annual leave and/or LOA.

Team structures are as follows for Standby Extension SWs to place children:

- Monday through Friday, five teams consisting of one to two members per shift:
 - 5:15 p.m. to 12:00 midnight and
 - 12:00 midnight to 8:00 a.m. (this shift is only on call)
- Saturday, Sunday and Holidays there will be at least one member assigned to help facilitate placement for the three members of Standby/Standby Extension during the following shifts:
 - 8:00 a.m. to 4:00 p.m.
 - 4:00 p.m. to 12 midnight and
 - 12:00 midnight to 8:00 a.m. (this shift is only on call)
- Standby Extension staff is not allowed to work more than two consecutive days. For example, if Standby Extension staff works Monday and Tuesday of the same week, they are not allowed to work Wednesday.

- For Saturday, Sunday, and Holidays, Standby Extension staff is not allowed to work more than three shifts in a row.
- **The 8:00 a.m. to 4:00 p.m. and 4:00 p.m. to 12 midnight shift** Standby/Standby Extension SW on weekends and holidays will be called by the Standby SWS for placement purposes only. Placement purposes includes but not limited to, rapid placement assessment of relatives/mentor and searching for a foster home suited to the child's needs.
- **The midnight to 8 am Standby/Standby Extension SW will be called by the Standby SWS for supervision purposes only. Supervision purposes includes but is not limited to, supervising a child at a hospital, supervising a child at a foster or group home, supervising a child in the office as efforts to find placement were not successful.**

Each Standby/Standby Extension team works every fourth week or as otherwise scheduled.

The week consists of Monday, 7:30 p.m. through the following Monday 8:00 a.m. In unusual circumstances, Standby/Standby Extension may be called upon to start work earlier. This must be approved by the Standby/Standby Extension SWS. **The SWS is to email the PM and advise that Standby/Standby Extension was called in to work early. The email must contain the reasons why the SW was called in.**

The actual shifts worked Monday through Friday are from 7:30 p.m. to 8:00 a.m. and the shifts worked on weekends are Saturday 8:00 a.m. to Monday 8:00 a.m. Holiday shifts are the same as weekend shifts.

Each Standby/Standby Extension team will have a **Standby Extension** lead SW on weekends and holidays for placement purposes. **Each Standby/Standby Extension team will also have an on call Standby Extension SW for the midnight to 8 a. m. shift for supervision purposes.** There will also be alternates assigned to cover for sick leave and/or LOA.

The following is the alternate Standby/Standby Extension worker structure:

- Alternates are placed on a list according to when the SW was approved to work Standby/Standby Extension.
- Coverage for a regular shift will be offered on a request basis, utilizing alternates assigned to teams, then outside team members if alternates are not available.
- Since it is the expectation that alternates with sufficient notice (5:00 p.m. the previous day) should be available to work, those that refuse three times without supervisory approval will be removed from the alternate list.
- Whenever a SWS has e-mailed alternate staff requesting coverage, it is mandatory that the SW respond to the e-mail. Failure to respond will be counted as a refusal without approval.

- Alternates will be assigned to a regular Standby/Standby Extension team and are expected to attend the monthly Monday meetings with that team.
- Alternates will follow the same procedures as a regular Standby/Standby Extension worker, utilizing the team SWS for the week in which they work.
- DSS Administration and/or the PM over Standby staff have the authority to change the team structure or fill shifts as needed to ensure adequate coverage.

Responding to Referrals

Standby SW responsibilities on weekdays, weekends and holidays:

- Standby SW will respond immediately and, whenever possible, jointly with law enforcement when a report of severe injury or death of a minor is received in which abuse or neglect is suspected.
- The Standby SW will respond to all crisis referrals. The Standby SW will consult with the Standby SWS and determine the response if there is a child under the age of one year in the family.
- Standby SWs will respond to law enforcement calls for placement of children with Welfare and Institutions Code 300 holds.
- Standby SWs will consult with the Standby SWS regarding calls for “follow-ups” on investigations completed by law enforcement to determine if these will be responded to by Standby or referred to Day Shift.
- If a call comes in from the community for abuse/neglect issues, the Standby SW will document the information in the screener narrative and, if deemed necessary, contact the appropriate law enforcement agency to respond, and include this information in the screener narrative.
- Standby SWs will respond to hospital calls for Drug Exposed Infants (DEI) **that meet crisis response criteria immediately. This is necessary based on DSS policy and procedures for Protective Custody Warrants (PCWs).**
- Standby SWs will respond to referrals of abuse/neglect of dependent minors utilizing the SDM Substitute Care Provider tool.

Standby/Standby Extension Meeting

There will be a mandatory meeting at the start of each Standby/Standby Extension shift for all regular team members and alternates assigned to that team, to review any new procedures, changes in coverage and to discuss/answer any questions that SWs may have. **Each team is to hold their**

meeting by Wednesday of their assigned week. Standby may combine the weekly meeting with the Standby Extension team scheduled for that week.

If a SW fails to attend these meetings, a written explanation must be provided (i.e., court, sick, vacation) to the PM over Standby, **with a CC to their day and Standby/Standby Extension SWS**, explaining why the SW was not present at the meeting. The PM will advise if the SW will be allowed to work their next shift. Missing three meetings without a valid explanation will result in permanent removal from Standby/Standby Extension.

Standby Equipment

Each weekday after 4:00 p.m., Standby/Standby Extension SWs will obtain a vehicle key and cell phone (if needed) from the designated staff.

During weekends/holidays (including Friday night shifts) when there are shift and/or coverage changes, the SW being relieved will leave the vehicle keys in the designated SWS's office and indicate on their DSS Field Work Control Sheet when the vehicle keys were returned.

On Monday morning, or by the next business day if Monday is a holiday, and at the end of each shift, Standby/Standby Extension SWs will return the vehicle keys to the designated key box or clerical staff by 8:00 a.m.

If repairs are needed to Standby/Standby Extension equipment, Standby/Standby Extension SWs are to complete a Fleet Services Maintenance Repair form immediately so the repairs can be requested.

Any loss of equipment, **including parking placards**, shall be reported immediately to the team Standby SWS. **Failure to report loss of parking placards may result in Security pulling all parking privileges for Standby/Standby Extension staff.**

Documentation

Standby/Standby Extension SWs are expected to complete all necessary forms and follow the same PPGs that are required of the Child Protection Hotline and day ER SWs, as well as all policies related to placement of children in out of home care.

Standby/Standby Extension SWs and SWSs are expected to follow the same PPGs that are required of the day ER staff as well as all policies related to placement of children in out of home care.

A DSS Field Work Control Sheet shall be completed pursuant to PPG 10-04-004, Field Sheets, at the start and finish of each Standby/Standby Extension shift worked with all elements accurately filled out and completed.

All contacts and placements with minors, non-minor dependents (NMD) and/or caregivers in an already open case require the Standby/Standby Extension SW to record the contact in CWS/CMS and e-mail the assigned case manager and their SWS that the contact was made and recorded.

Resource Family Emergency Placements are to be processed according to [PPG 03-15-001](#), Resource Family Placement Requests. The [CWS 0037EP-RFA](#) is to be emailed to the [CWS RFA Emergency Placement Requests](#) inbox advising RFA staff of the placement.

Standby SWs are to call the team Standby SWS in the event of the following situations including, but not limited to:

- A referral is received on a serious injury, impending death or death of a child or NMD. This is for situations where Child Welfare has an open referral or case, as well as when a new referral is made for a family.
- A conflict with law enforcement occurs.
- An incident or issue occurs where media is or may become involved.
- Any request to respond to an immediate referral within twenty-four hours.

Timesheet Completion

Timesheets shall be completed no later than Monday at 9:00 a.m.

Standby/Standby Extension SWs are to claim their Standby/Standby Extension hours to the correct work code(s) as given by payroll.

Standby/Standby Extension SWs will claim all hours worked under the differentials section of their timesheet with the exception that if the hours worked are within two hours of their regular shift, then this time will be coded as overtime.

All timesheets must be submitted to the Standby/Standby Extension SW's daytime/night SWS for approval. A copy of the Standby/Standby Extension log with total hours (i.e., CC, CO, OD, 28, etc.) claimed must be submitted to reconcile.

The Day/Night SWS will not approve timesheets for the Standby/Standby Extension SWs without a copy of the completed log.

- Assigned Day/Night SWS is responsible for ensuring the Standby/Standby Extension logs are completed accurately prior to timesheet approval.

Standby/Standby Extension SW staff may only accrue 80 hours of compensatory (comp) time.

Standby/Standby Extension SWS may only accrue 24 hours of comp time.