

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

November 20, 2003

MEMORANDUM

TO: AREA EXECUTIVE STAFF, CIRCUIT MANAGERS AND CHILDREN'S DIVISION STAFF, AREA TECHNICAL COORDINATORS (ATC) AND CHILD ABUSE/NEGLECT HOTLINE UNIT (CANHU) STAFF

FROM: FREDERIC M. SIMMENS, DIRECTOR

SUBJECT: PILOTING OF AFTER-HOUR/HOLIDAY CALL OUT PROCEDURE FOR CHILD ABUSE/NEGLECT HOTLINE REPORTS/REFERRALS
PILOT SITES INCLUDE: CIRCUITS 2, 11, 12, 16, 19, 22, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 42, 44 AND;
COUNTIES: LINCOLN AND FRANKLIN

REFERENCE: CHILDREN'S DIVISION

DISCUSSION:

The purpose of this memorandum is to introduce new policy for CA/N reports/referrals call-out procedures for after-hour weekdays (5 p.m. to 8 a.m.), weekends (Friday 5 p.m. through 8 a.m. Monday morning) and holidays in the pilot counties or circuits. This new procedure is an adaptation of a protocol utilized by Child Abuse/Neglect Hotline Unit (CANHU) and Out-of-Home Investigations (OHI) and will require use of laptop computers by field staff covering after hours or holidays.

This new procedure should provide CANHU with a more effective means of distributing hotlines to appropriate field staff and reduce the time taken to verbally give report information over the phone. Field staff will be able to connect to the system through any telephone outlet, giving them access to the PROD system, DSS intranet and the internet. The dial-up connection involves a toll free number and will not be charged to the on-call worker. They will be able to check ALOG, pull up reports by incident number, check for priors, run CA/N checks on potential placement options, update and modify information on CA/N system screens and email information or pertinent documents to supervisors, the chief investigator or other staff.

For more detailed instructions and information regarding dial up, CA/N screen inquiry and technical assistance please refer to the following attachments include: *Laptops w/VPN*, *MOREnet Instructions*, *Guide to Production System Inquires* and *On Call After Hours Laptop Computer: Training and Instructions*.

Call Out Procedure:

Emergency reports (priority response one) for all holiday and weekend hours and for after hours Monday through Friday, 5 pm to 8am:

- CANHU will alert the appropriate county by paging the on-call worker with the CANHU phone number. (1-877-642-6320)
- On-call County Worker will call CANHU to confirm acceptance of emergency by receiving an incident number over the phone.
- On-call County Worker will access a phone outlet and use the dial-up procedure to connect to the PROD system and pull up the CA/N report/referral or check inquiry screens.
- On-call county worker shall enter worker ID and supervisor ID in ATRU to indicate assignment of the report

Non-emergencies (priority responses two or three) for holiday and weekend hours only, between the hours of 8 am to 5 pm:

- CANHU will alert the appropriate county, by paging the on call worker with the incident number of the report.
- On-call county worker will access a phone outlet and use the dial-up procedure to connect the laptop to the PROD system.
- On-call county worker will access the CA/N report screens to pull up relevant report/referral information necessary to proceed.
- On-call county worker shall enter worker ID and supervisor ID in ATRU to indicate assignment of report.
- CANHU shall verify worker has accepted report, (via ATRI) twice daily (10 a.m. and 5 p.m.) during after hour period.

After Hour/Holiday Workers will Check ALOG:

- *Monday through Friday*, check ALOG at 8 am to pull up non-emergencies the previous evening.
- *Saturdays, Sundays and Holidays*, check ALOG at 8 a.m. to pull up non-emergencies from the previous evening.
- *Saturdays, Sundays and Holidays*, check ALOG at least three times throughout the day between 8 a.m. and 5 p.m.
- *Next working day*, staff will print off CA/N-1 to indicate in CA/N data system the report has been accepted.
- *Comp time for checking ALOG:* A minimum of 20 minutes of comp time will be accrued for each time the worker checks ALOG, totaling an hour for three checks during an eight hour shift.

Local Challenges:

- Counties that use cell phones instead of pagers, may be called directly by CANHU and given an incident number verbally or leave it on voice mail. The on-call worker will be expected to access dial-up procedures to receive the details of the report.
- On call-workers who do not have an activated phone plug-in at their home address will need to formulate an alternative plan locally for checking ALOG and accessing CA/N reports.

If PROD System Goes Down:

- If the PROD System goes down, CANHU will alert the appropriate county to reports by paging the after hour/holiday worker with the CANHU call in number. (1-877-642-6320)
- The after hours worker will call CANHU and get the information over the phone.

Problems with the laptop, dial-up connection or access to dial-up:

- Technical assistance will be available during business hours through the FACES unit (573-522-9651) or Area Technical Coordinator (ATC) during business hours.
- Technical assistance will be available after hours, weekends and holidays for password resets and other system connectivity issues from the DSS Centralized Help Desk at 1-800-392-8725. The State Data Center answers the phone after hours and will page the appropriate contact.
- Technical assistance will be available after hours, weekends and holidays for hardware issues from the DSS Centralized Help Desk at 1-800-392-8725. The State Data Center answers the phone after hours and will page FACES staff at 573-681-0527. If you are unable to contact the help desk you can also call the beeper number and leave your phone number and someone from the FACES Unit will contact you.
- The 760EL Thinkpads are considered state property. Any unauthorized installation of software will not be supported and will be considered in violation of the Software Piracy Executive Order 2-11 issued by Governor Holden.
- The 760EL Thinkpads are shipped with batteries but it is recommended that the laptops be plugged into a power source at all times.

Implementation Timeframes:

- The issuance of laptops will begin mid-November to circuits 2, 11, 12, 16, 19, 22, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 42, 44 and counties: Lincoln and Franklin to allow time to *practice* with laptop dial-up access before the new call-out procedures go into effect on December 1, 2003.
- Pilot sites should update Lotus call-out listing with correct phone numbers and pager numbers, *noting their participation in the "laptop pilot"*, by November 24, 2003.
- Laptops will be shipped to the Circuit Managers in each pilot site. Circuit Managers should notify their respective ATC upon receipt of Laptop(s) in order to provide a brief final installation procedure prior to use in the field.
- Laptop Instructions attached to this memorandum will also be included with the delivered laptop(s).

Pilot Evaluation:

- A survey will be distributed to participating pilot sites in February 2004, and a summary of results are tentatively scheduled for March 2004, to consider statewide implementation, altering procedures if necessary.

Attachments

NECESSARY ACTION:

1. Review this memorandum with all Children's Division Staff.
2. All questions should be cleared through normal supervisory channels.

FMS/RDM/ct