



Practice Alert

On-Call Entry

It is critical to make timely initial contact during the course of an investigation or assessment to ensure children are safe. Moreover, the Child and Family Services Review (CFSR) indicated that timely initiation of child abuse and neglect (CA/N) reports was found to be an area needing improvement, thus will be addressed in the statewide Program Improvement Plan (PIP).

When on-call worker information is not accurate in FACES, hotline workers are unable to reach on-call staff in a timely manner which in turn may lead to delays in initial contact. To avoid such delays, and in response to a CQI issue, the following protocol for entering county on-call information into FACES has been established:

- ✓ Circuit Managers shall designate one staff person in each office (with a back-up if the designated person is unavailable) to be responsible for on-call updating and accuracy. This person will also be responsible for updating the county information such as deleting staff who have left the agency (including entering termination date and removing “Office Association” information) and deleting pagers that are no longer in use. NOTE: After updating each date’s on-call entry, the updated information should be printed to confirm accuracy and to verify any changes made in FACES. All staff members who are responsible for updating on-call information must receive the technical training needed to accurately update the on-call screen. To access the FACES tutorial, go to <http://dssweb/cs/faces/reference/facesreference/GF/wkrsched.pdf>.
- ✓ On-Call Entry for County

On-Call Staff (Enter at least one person for each Call Position for each time frame, but no more than one person):

One Primary (Worker)

One Back-up (Supervisor)

One Level 3 (Circuit Manager)

One Level 4 (Regional Staff)

Please Use Time Frames Established in FACES:

12:00 a.m. – 7:59 a.m.

8:00 a.m. – 4:49 p.m.

4:50 p.m. – 11:59 p.m.

Weekend/Holiday – one of the above combinations or 12:00 a.m. – 11:59 p.m.

- ✓ If clarification is needed, enter special instructions for each worker in the “Special Instruction” field. Example: Do not use home number on weekends.
- ✓ Avoid shared time slots for the same Call Position (i.e. two persons listed as Primary). If two staff members are entered for the same time frame and Call Position, the most recent name entered will display on the CANHU call-out screen.
- ✓ Enter more than one working contact number if available; the office number should not be included unless the on-call worker is at the office.
- ✓ For metros with more than one office, update each branch office. Note: On the “County/Office Worker Schedule” screen, each person on-call must have a “Position” selected for all appropriate “Office Associations.”
- ✓ For circuits with multiple counties, update all counties within the circuit.
- ✓ On emergencies, call back to the hotline even if the report is accepted in FACES; hotline staff are required to keep calling until direct contact is made on all emergencies.

Program Development Specialist contact: Scott Montgomery
Scott.B.Montgomery@dss.mo.gov