

MONTGOMERY COUNTY CHILD WELFARE SERVICES
STANDARD OPERATING POLICIES AND PROCEDURES

Subject: After Hours Coverage for CWS
Policy #: 51 — 15

Effective: March 2019
Sunset: March 2023

I. PURPOSE:

The purpose of this policy is to establish procedures to ensure that reports of child abuse/neglect can be made and received by the Montgomery County Department of Health and Human Services/Child Welfare Services (DHHS/CWS) 24 hours a day, 7 days a week and that the agency responds to any emergencies that occur on open child welfare cases and emergencies on new cases. These procedures detail how CWS responds after regular business hours, which are Monday through Friday 8:30am to 5:00pm.

II. POLICY:

It is the policy of CWS that there is a system in place for handling emergencies for Child Welfare Services' clients on open cases and for receiving and responding to CPS reports that are made when the agency is closed (see Policy Directive SSA-CW 15-29 After Hours Policy for Adults and Child Welfare). This is to ensure continuity of services and responsiveness to safety and emergencies that may occur after hours, including being available to foster parents, kinship caregivers, or other providers who are caring for children placed in their care by the Montgomery County Juvenile Court, through DHHS/CWS.

III. PROCEDURES:

A. COVERAGE SCHEDULES, NOTIFICATION, AND CHANGES

1. Overview:

After regular business hours, the CPS reporting hotline informs the public in English and Spanish that the Department is closed and gives the normal business hours of operations. The caller is told to press "1" if it is an emergency and the call is diverted to the Montgomery County Community Crisis Center which operates as an answering service for CWS after regular business hours.

All calls received on this CPS hotline by the Crisis Center are communicated to the after hours coverage social worker and the after hours coverage worker determines if the call is an emergency. The after hours coverage worker is scheduled weeknights 5:00pm to 8:00am as well as weekends/holidays in 24-hour shifts, 8:00am to 8:00am. The weekend/holiday after hour's worker also covers calls for Adult Protective Services (APS). An after hours CWS supervisor is available to the after hours coverage social worker or the Crisis Center, and is scheduled for one-week periods Mondays through Sundays. An APS supervisor is available to

cover APS calls for weekends/ holidays, which are Saturday 8:00am through Monday 8:00am, and holidays if applicable.

Communications are by cell phones, and/or land lines, and all phone numbers are published as part of the coverage schedule, updated each month, for the after hours social workers, supervisor and Crisis Center. Each after hours social worker must provide two (2) working phone numbers where they can be contacted when on call.

The after hours coverage schedules are completed on a monthly basis by the after hours scheduler. All after hours workers receive a confirmation of the coverage schedule. The coverage schedule is also sent to all CWS staff as well as the Crisis Center staff at the end of each month for the upcoming month, and whenever there are updates or changes to the schedule.

2. Weeknight Social Workers:

The weeknight coverage social worker is on cell and works from home between 5:00pm to 8:00am.

3. Weekend/Holiday Coverage Social Workers:

The weekend/holiday coverage social worker is on cell and works from home between 8:00am to 8:00am. In order to meet administrative and budgetary compliance, changes in schedules are approved only under extraordinary situations and will only be made by the after hours coordinating supervisor or the after hours scheduler.

4. Changes Prior To Assigned Work Day:

- The after hours worker is responsible for finding coverage for their assigned shift.
- The after hours worker notifies the after hours coordinating supervisor and after hours scheduler of any individual changes.
- The after hours coordinating supervisor or the after hours scheduler ensures that an updated calendar is sent to the after hours coverage supervisor and the Crisis Center.

5. Changes On Assigned Work Day and During the Shift:

- **Unexpected Emergencies:** When the after hours worker is unable to complete his/her scheduled shift due to an unexpected emergency, the worker contacts the CWS after hours coverage supervisor immediately.
- The after hours coverage supervisor informs the Crisis Center about the coverage situation and makes an interim plan while contacting other after hours workers to secure emergency coverage.
- When this situation arises on weekends/holidays, the after hours CWS coverage supervisor contacts the APS coverage supervisor to determine if a contractual worker is available. The two supervisors first exhaust the availability of the contractual workers prior to contacting after hours agency staff for their respective service areas.
- In the event that agency staff agree to cover a weekend/holiday, the following apply:

- The agency staff is only responsible for CPS calls.
- The responsibilities of the agency staff are the same as outlined in this SOPP.
- Compensation is the same as weeknight coverage.
- Compensation when emergency back-up is requested, begins when the after hours coverage supervisor finalizes the coverage period.
- The after hours coverage supervisor informs the after hours coordinating supervisor on the next working day of the situation.

6. Communication by Cell Phone:

In order to minimize confusion and ensure consistency:

- The after hours worker and after hours coverage supervisor keep their cell phones on at all coverage times.
- The Crisis Center contacts the after hours worker on his/her cell phone and allows 30 minutes for response time. If there has been no response after 30 minutes, the Crisis Center calls the after hours coverage supervisor.
- The after hours coverage worker informs the Crisis Center and the after hours coverage supervisor if he/she is unavailable because he/she is responding to a case.
- The after hours coverage supervisor is responsible for accepting calls from the Crisis Center, returning calls to the reporting source (RS) and taking reports until the after hours worker informs the supervisor and the Crisis Center that he/she is available. The information that the after hours coverage supervisor takes during this time is then given to the after hours worker for follow-up if necessary, and completion of the 743.
- When necessary, the after hours coverage supervisor responds to emergencies in the community if the after hours worker is already responding to another case.
- If the after hours coverage worker or supervisor needs to be contacted on a number other than their cell phone number, they inform the Crisis Center and each other.
- The Crisis Center ensures that any changes made by either the after hours worker or after hours coverage supervisor is communicated to staff covering the after hours hot-line.

B. SCREENING PROCEDURES

1. Emergency Calls:

An emergency situation exists when there is:

- A child fatality
- A child in imminent danger
- The Police ask for CWS assistance and intervention is appropriate.

- A child is seriously abused or neglected, and may be hospitalized. Investigation is initiated even though the child is "safe" in the hospital. Other children in the home are seen to make a safety assessment.
- New allegations on open cases, as needed
- Another jurisdiction requests assistance and intervention is appropriate.
- Calls on a Safe Haven Program baby (see [SSA 18-04 Maryland Safe Haven Program.pdf](#)).
- Calls on Human Sex Trafficking victim(s) (see [SSA 17-16 Sex Trafficking Victims.pdf](#)).
- Calls on Substance Exposed Newborn cases (see [SSA 18-17 CW Substance Exposed Newborn Plans of Safe Care.pdf](#)).

In all these abovementioned situations, the after hours coverage social worker consults with the after hours coverage supervisor and documents the direction given by the supervisor on the contact sheet (743).

2. Screening the Calls:

- The crisis center calls the after hours worker when they receive a child welfare related call (child welfare and adult protective services calls on the weekend).
- The crisis center does not screen/triage calls.
- The after hours worker returns the RS's call and takes a report.
- The after hours worker informs the caller that the information will be given to day staff and does not commit to the action that will be taken by day staff or the action that will be taken on the after hours shift.
- The after hours worker gives the screening telephone number to the caller for follow-up, if the caller has additional information or concerns.
- License Plate Referral calls cannot be responded to when the identifying information is limited to simply a license plate. The after hours worker will refer the caller to the non-emergency police, 301-279-8000.

3. Submitting the 743/the After Hours Social Worker:

- Documents all calls on a 743 screening form and sends the form to the Screening Unit, the Screening supervisor, the after hours coordinating supervisor, the Intake Unit supervisor and the supervisor on their shift, no later than 8:30am the next business day.
- In the body of the email, indicates if any of the reports are a placement.
- Documents which information was received from the Crisis Center and which information was received from the reporter, including reason for the call in the "reported concern" section of the 743 form.
- Determines the role/relationship of the reporter but refers to the caller as Reporting Source (RS) in the reported concerns and investigation notes sections of the 743 to protect the confidentiality of the caller.
- Determines if the reporter has firsthand knowledge and how the information is known to reporter.

- Inquires and obtains all demographic information to complete the 743 form (correct address, spelling of names, ages/DOBs, race/ethnic background, schools/day care, etc.).
- Determines if the child has special needs and medical problems.
- Determines any language barriers, the preferred language, and any need for an interpreter.
- Only checks a maltreatment box on the 743 if the case meets a maltreatment type and will be accepted for investigation. Otherwise, a box is not checked.

4. In the Investigation Notes Section of the 743, the After Hours Coverage Social Worker:

- Documents all individuals with whom the worker spoke and details names, addresses, and phone numbers.
- Documents pertinent information/disposition of what was/was not done and why.
- Documents the assessment of safety and risk factors; danger to child, danger to worker.
- Documents pertinent recommendations for follow-up, documents that the reporter has been informed that the CWS day staff will determine what final action CWS will take in regard to the referral.
- Documents exactly what the caller was told.
- If unable to contact reporter, documents efforts to do so (i.e., date, time and message, when appropriate).
- Acknowledgement letter (COMAR Section 07.02.07.05(D) <http://www.dsd.state.md.us/comar/comarhtml/07/07.02.07.05.htm>: The after hours social worker determines whether the caller wants to receive the letter and documents if the caller declines the letter. If the caller wants an acknowledgement letter, the worker obtains the USPS mailing address (department, suite #, apartment #, etc.).
- The weeknight coverage worker with access to MD CHESSIE documents efforts to access MD CHESSIE to obtain clearances on all family members.
- Documents when the alleged maltreater does not live in the home and/or when there is an out-of-home maltreatment investigation such as the maltreater is an employee of a school, day-care home or center, group home, residential facility, hospital, etc. The name, address, and telephone number(s) of the alleged out-of-home maltreater are included in caller's allegations. The parent/guardian becomes the casehead in out-of-home maltreatment referrals, except for agency foster homes. In that case, the foster parent is the casehead.
- Attaches the safety plan (if applicable) to the 743.
- Forwards pictures (if applicable) with the 743.
- Documents if the after supervisor was consulted and what instructions were given.

5. In Calls On Open Cases the After Hours Coverage Social Worker:

- Writes up all information/discussion on the 743 screening form.
- Contacts the caller by telephone according to usual procedures.
- For foster care problems, offers advice/assistance as needed.
- Makes a notation of the name of the agency social worker who has the case.
- Does not contact the social worker who has the case unless it is an extreme emergency and the after hours coverage social worker has consulted with the after hours coverage supervisor who has given permission. The after hours coverage supervisor may also contact the supervisor of the case for guidance and to obtain information.

C. INVESTIGATION PROCEDURES

1. Initiating the Investigation:

The after hours social worker initiates the investigation and safety assessment within the mandated time frames (24 hrs for physical and sex abuse; 5 days for neglect). The social worker responds immediately if imminent harm or risk of harm is present, regardless of the type of case. The social worker interviews the victim and sees the siblings of the alleged victim, other children in the household and other potential victims within the stated mandated time frames to assess for safety.

2. Factors To Consider When Deciding That an Immediate Investigation Is Necessary:

- There is imminent risk of harm to the child.
- The Montgomery County Police are responding and requesting CPS involvement.
- A child is either at the hospital or hospitalized because of an injury and is at risk of being discharged to an abusive or unsafe environment.
- Calls on in-home sexual abuse, safe haven babies, human trafficking cases, substance exposed newborns.
- Requests from other jurisdictions.
- Calls on open CWS cases.
- The mandate of the type of case.

3. Factors To Consider When an Immediate Investigation May Not Be Possible:

- The child may not be available.
- It may not be in the child's best interest at the time, e.g., neutral setting, age of child, time of night.
- If there are several cases to investigate at the same time, the after hours social worker prioritizes based on these factors and considers whether the maltreater is out of the home and if the non-offending caregiver is willing to protect.
- The after hours social worker consults the after hours supervisor when making decisions.

4. Sexual Abuse Cases:

- A social worker from the sex abuse team covers weeknights until 8:00pm. They should be called on ALL sex abuse cases that are received before 8:00pm. They may or may not go out on the case depending on the safety and risk factors present, but they make that determination. The sex abuse team social worker is also available for consultation.
- If the call comes in before 8:00pm on a weeknight, the sex abuse team social worker notifies the Special Victims Investigation Division (SVID) detective and conducts the forensic interview.
- After 8:00pm on a weeknight and on the weekends, the after hours social worker calls SVID and notifies them of the report, however, the after hours social worker conducts the interview of all children aged 13 years old and younger. The SVID detective observes the interview.
- The role of the after hours social worker is to obtain sufficient information to ensure the safety of the child. If the alleged maltreater has access to the child, an immediate response is warranted.
- The after hours social worker ensures that the alleged maltreater no longer has access to the victim either by written safety plan with the non-offending caregiver to have the maltreater removed from the home and/or the arrest of the maltreater.
- The after hours social worker contacts the after hours supervisor if questions arise, and to get approval for any safety plans.

5. Child Fatality and Critical Incident Cases:

- When a child's death is reported, the after hours social worker contacts the Homicide Division of the police through the non-emergency police number, 301-279-8000, in order to coordinate the investigation.
- The after hours social worker follows the [SSA 10-05 Child Fatality Serious Physical Injury Critical Incident Protocol Policy.pdf](#).
- The after hours social worker notifies the after hours supervisor of the fatality/critical incident.
- The after hours supervisor notifies the Child Welfare Services Assessment Manager who will notify the Child Welfare Services Administrator of the fatality/critical incident.

6. Domestic Violence Cases:

- The after hours social worker follows the [SSA 14-14 Intimate Partner Violence Lethality Assessment.pdf](#).

7. Human Sex Trafficking Cases:

- The after hours social worker follows the [SSA 14-13 Policy on Management of After Hours Sex Trafficking Reports to CPS.docrecent.pdf](#).

8. Unattended Children Cases:

- When there are wandering or unattended children in the community, the after hours social worker works collaboratively with Montgomery County Police to secure the immediate safety of the child(ren).
- The after hours social worker contacts or make every effort to contact the parents/caregivers.
- The situation is assessed to determine whether the child can be returned safely to the family or whether an alternative placement is necessary.
- The after hours social worker consults with the after hours supervisor.
- The supervisor has the discretion to contact their manager or the CWS Administrator.

9. Runaways:

- The after hours social worker determines whether or not the alleged runaway child is under the jurisdiction of Montgomery County CWS or another jurisdiction.
- In most cases, runaways are the responsibility of the Department of Juvenile Services (DJS) and not CWS.
- If the after hours social worker is told that a child is a reported runaway, and there are no allegations of child maltreatment, the police are asked to handle the runaway situation with a referral to DJS.
- Runaways on open CWS cases are the responsibility of the Department and require appropriate action (see [SSA 16-04 Runaway Missing or Abducted Children.pdf](#)).
- The after hours social worker may remind the police that parents should not be allowed to refuse to take the child back into the home. The parents need to make a plan for the child.

10. Documentation:

The after hours social worker initiates an investigation using the appropriate forms and documentation:

- All interview contacts are documented in the "investigation notes" section of the 743.
- **Safety Plans:** The after hours supervisor approves any safety plan made by the after hours worker and this approval is noted on the safety plan.
- **State and County Parents' Guides:** These are given to the parent/caregiver and the signed receipt is obtained and attached to the Screening Report. The after hours social worker documents any refusal to sign or accept guides.
- The social worker gives the parent/caregiver a copy of the **Shelter Authorization** (if needed) and retains a copy for the record.

11. When "Rolling" To the Next Shift the After Hours Social Worker Considers the Following:

- The mandated response time.
- The capacity of the next shift to manage the "rolled investigation" and accept new investigations.

- The after hours social worker obtains approval from the after hours supervisor to "roll" a case to the next shift.
- The after hours supervisor makes the decision to either investigate or "roll" to the next shift and approves work beyond the assigned shift.
- The social worker provides detailed written information about the status of the case and recommended next steps, and emails it to the after hours supervisor. The after hours supervisor reviews it and sends it to the after hours social worker on the next shift and follows up with a phone call to that social worker.

D. CONTACTING THE AFTER HOURS COVERAGE SUPERVISOR

The after hours supervisor is called for the following reasons:

1. When assistance is needed to determine if an investigation is warranted and/or whether there is an emergency situation.
2. When there is a fatality, serious physical injury or critical incident (see SSA 10-05 Child Fatality Serious Physical Injury Critical Incident Protocol Policy.pdf).
3. When a child may need to be taken to the hospital.
4. To obtain permission to place a child (Shelter Authorization)
5. When parents do not want a child placed with a relative that the after hours social worker has deemed appropriate and there are no Department-approved resources available (facilities and or foster homes)
6. To obtain approval for the proposed Safety Plan.
7. To obtain permission to call the assigned agency social worker or supervisor on open cases.
8. To obtain permission to "roll-over" a situation to the next shift.
9. To consult on a complex situation.
10. When there is a referral that may be sensitive and/or has the potential to become a high profile case.
11. When there is a disagreement with SVID or Takoma Park Police regarding a joint investigation or a request by another jurisdiction or professional.
12. To obtain approval for overtime.
13. To consult about coordination/issues with the Crisis Center.

E. POLICE INVOLVEMENT

1. SVID and/or the Takoma Park Police are called on all sexual abuse cases and physical abuse cases when there has been a serious injury.
2. SVID and/or the Takoma Park Police make the decision as to whether they are able to participate in the joint investigation.
3. When uniformed police are involved in a case, and the after hours social worker disagrees with the direction or needs clarification regarding police procedures, the after hours social worker requests assistance from the uniform's sergeant or the SVID on-call detective/supervisor or the on-call Takoma Park Police, when appropriate.
4. The SVID detective is contacted at 240-773-5400 until 10:00pm on weeknights. After 10:00pm, the after hours social worker calls 240-773-

7070 or the non-emergency police number, 301-279-8000, and asks for the SVID on-call detective. If the situation occurred in Takoma Park, the after hours worker calls the Takoma Park Police at 301-270-1100.

F. JURISDICTIONAL ISSUES

1. The decision about jurisdiction is made by the after hours social worker and not the Crisis Center.
2. Per State guidelines for investigating CPS referrals, the jurisdiction where the maltreatment occurred initiates the investigation. If the after hours social worker receives a case where the incident occurred in Montgomery County, but the child/family lives in another jurisdiction, several scenarios should be considered:
 - If the Montgomery County Police/SVID or the Takoma Park Police are involved, the after hours social worker may ask the family to come to Montgomery County, if they are able.
 - The police and the social worker may go to the jurisdiction where the family lives, if time and the number of cases permits.
 - The after hours social worker contacts the jurisdiction where the child is to ensure that a police officer or a child welfare professional sees the child and assesses safety if possible.
 - The after hours social worker provides the 24-hour CWS telephone number and fax number to the jurisdiction.
 - The Screening Unit follows up on jurisdictional responsibilities the next business day.

G. PLACEMENTS AND PLANS

1. The after hours social worker consults with the after hours supervisor for placement authorization.
2. The after hours worker uses the Emergency Foster Parent List for the current coverage week.
3. Placements can only be made to a licensed facility or licensed foster home - unless there is a responsible relative that has been assessed as being an appropriate caregiver (following the Kinship guidelines). CHESIE history, Sex Offender Registry (SOR), and Maryland Judiciary Case Search (MJCS) must be reviewed and the resource home must be evaluated by the after hours worker. All adults in the house must be cleared.
4. If not sheltering, and the parent and/or the police have made a plan with a relative or friend BEFORE the after hours worker was called, the after hours worker calls the relative or friend to get their information (name, DOB, address, etc.), clears the adults in the home through CHESIE, SOR and MJCS, and confirms that they are able to keep the child(ren) until a social worker follows up with them.
5. If the after hours social worker is called to the scene BEFORE a plan is made with a caregiver and they are involved in making the plan, the after hours social worker ensures that the names, DOBs, addresses, etc., of potential caregivers are cleared through CHESIE, SOR, and MJCS, and

their homes must be evaluated before the child(ren) can be placed with them. The parent must consent to the plan and if they do not consent, then the after hours social worker will shelter the child(ren) in an agency-approved foster home.

6. If the after hours social worker is called and the case does not qualify as a child abuse/neglect case (e.g., the caregiver is being admitted to the hospital and they have someone to take their child), there is no need to become involved. Explain to the RS that the case does not meet criteria and a parent can make a plan for their child without CWS's involvement.
7. If the after hours worker is asking the hospital to keep a child on a social hold, beyond the time for discharge or to prevent the parent from having access to the child, a shelter authorization must be issued.
8. If a child or "friend" is seeking CWS permission for the child to go to or to stay with the "friend," they are told that such approval cannot be given and further, the after hours social worker notifies the parent of the child's whereabouts. This is the case even if the friend or friend's parent is an approved foster parent.
9. When a child is placed in a foster home, the after hours social worker makes every effort to meet the child at the placement provider's residence and assesses the condition of the child and the home/facility. If unable to do this immediately, because of time of night or logistical constraints (and with the supervisor's approval), the after hours social worker speaks to the placement provider to verify that the child has arrived and obtain preliminary information about the child's condition.
10. When a child is placed out-of-home, the after hours social worker advises the parents to call the CWS office, 240-777-4417, by 9:30am the next working day. The assigned supervisor will talk to them at that time. If they cannot call, they are directed to come to the Piccard Office (1301 Piccard Drive, 4th floor reception area) by 9:30am to talk to the supervisor assigned to the case.
11. Verbal safety plans must not be made with alleged maltreater(s) and the after hours supervisor must be consulted on every plan or placement.

H. CHILD WELFARE ALERTS

1. When an agency social worker anticipates that an emergency may occur after regular business hours on an open case, the social worker submits an Alert Form that outlines the situation and a plan of action for the after hours social worker. This includes runaways on open cases, placements of children at-risk, and other emergent situations.
2. Alerts are password-protected and sent to the After Hours Coordinating Supervisor, the Screening Supervisor, the Assessment Manager and the lead social worker of the Screening Unit by 4:00pm
3. If an Alert occurs after 4:00pm, it is the responsibility of the agency social worker or supervisor to notify by email and telephone both the after hours coverage social worker and the after hours coverage supervisor about the Alert and any action needed to be taken.
4. When an agency social worker prepares an Alert Form and anticipates the need for a placement resource, the social worker requests the placement

resource from the Family Centered Practice Unit by 3:00pm or as soon as the possibility of a placement is needed/considered.

5. Alerts are valid for one week. If Alerts still need to be in effect the following week, the Alert is resubmitted via email by 4:00pm each Monday.
6. The agency social worker submitting an Alert delineates a clear, concise action plan for the child on the Alert Form found on the Shared Drive in the After Hours Coverage folder.
7. The role of the after hours social worker is to implement the plan that the agency social worker has established for the child.
8. For any calls on open cases, when there is no Alert with an action plan, the after hours social worker consults with the after hours supervisor for direction, if needed. The after hours social worker makes every effort to resolve the situation, but if unsuccessful, the agency social worker/supervisor may be contacted.
9. All Alerts that have a potential of placement include an identified placement resource, including runaways and welfare checks. A plan of having a child hospitalized with no other back-up plan is not acceptable. The after hours worker must know what to do if the child is not hospitalized.

I. SUBMISSION OF AFTER HOURS MATERIALS

1. Screening reports are typed and submitted on a 743 form.
2. All after hours reports and pertinent documents (including hand written notes, safety plans, phone numbers, demographics, screening and service log sheets) are submitted to 1301 Piccard Drive, 3rd floor, Screening Unit, by 8:00am the next working day. Original reports and documents are dropped off or mailed by the contract workers within three days - even if the documents have previously been faxed or emailed.
3. The Extended Hours Service Log sheet is emailed to the administrative assistant for After Hours by the next business day.
4. The after hours social worker adheres to confidentiality when:
 - Faxing reports to 240-777-4258: A cover page with a confidential disclaimer is always used. The number of referrals and the total number of pages faxed are noted. The after hours social worker calls the Screening Unit at 240-777-4417 to verify that the report is received.
 - Original materials dropped off at the Piccard office after business hours are placed in the designated secure location in the Screening Unit.
 - Reports and documents sent to Screening are password-protected.

J. PROVIDING FEEDBACK ON AFTER HOURS ISSUES

To promote constructive and positive input from staff involved in after hours functions, the after hours social worker and the after hours supervisor send an email of any concerns or kudos to the after hours Coordinating Supervisor or the Screening Supervisor. These supervisors complete feedback forms and provide the information to the appropriate staff.

K. INTERNET RESOURCES

The after hours social worker obtains information regarding adults identified in screening and investigation reports, by using Maryland Judiciary Case Search (MJCS) to research criminal and civil court activities on families and the Maryland Sex Offenders Registry (SOR) to determine if the adult is a registered sex offender.

L. ELIGIBILITY TO PROVIDE AFTER HOURS COVERAGE:

1. Guidelines for Social Workers

1. The social worker must at least meet expectations on their most recent annual performance evaluation (weekday staff).
2. The social worker must be recommended by the current supervisor of their full-time position (weekday staff).
3. The social worker must update and have their laptop with them when they are on call, have VPN and Internet access to their laptops, and be able to check child welfare history (CHESSIE), and MJCS and SOR databases (weekday staff).
4. All social workers (weekday and weekend) must have two (2) telephone numbers where they can be reached when they are on coverage (one can be provided to them by the agency).
5. All social workers (weekday and weekend) must agree to attend all required trainings: the two-day Introduction to CPS, and the Assessing and Planning for Risk and Safety (Signs of Safety) trainings offered through the Child Welfare Academy, and the Child First training offered by the Police and Correctional Training Commissions.

2. Performance On After Hours Coverage (Weekday Staff):

1. Infractions (failure to meet the requirement of the position) will result in progressive discipline, including but not limited to, suspension or termination from after hours coverage responsibilities.
2. The after hours social worker's annual performance evaluation will include input from the current after hours supervisor.

3. Guidelines for Supervisors

1. All supervisors who would like to provide after hours coverage have to complete the two-day Introduction to CPS, and the Assessing and Planning for Risk and Safety (Signs of Safety) trainings provided by the Child Welfare Academy.
2. If a supervisor cannot cover their shift, they must send a request for coverage to all supervisors.
3. A supervisor can only provide coverage for a maximum of 3 weeks during a 6-month period. They are eligible to take additional weeks of coverage if no one else wants them.
4. All supervisors must copy their respective manager when changes are being made to the after hours coverage schedule.
5. All supervisors must provide two (2) numbers where they can be reached, have VPN and Internet access to their laptops, and be able

to check child welfare history (CHESSIE), and MJCS and SOR databases when on call.

IV. RESPONSIBILITY:

All CWS staff and contractors are responsible for following this policy. Supervisors ensure that staff follows this policy.

V. REFERENCES:

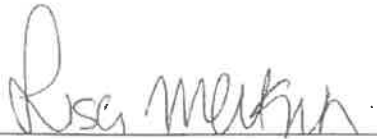
- COA PA-CPS 4.01 (<http://coanet.org/standard/pa-cps/4/>)
- DHR SSA Policy Directives:
 - [SSA 10-05 Child Fatality Serious Physical Injury Critical Incident Protocol Policy.pdf](#)
 - [SSA 10-11 Placement Protocols for Children in OHP.pdf](#)
 - [SSA 18-17 CW Substance Exposed Newborn Plans of Safe Care.pdf](#)
 - [SSA 18-04 Maryland Safe Haven Program.pdf](#)
 - [SSA 16-04 Runaway Missing or Abducted Children.pdf](#)
 - [SSA 14-13 Policy on Management of After Hours Sex Trafficking Reports to CPS.docrecent.pdf](#)
 - [SSA 14-14 Intimate Partner Violence Lethality Assessment.pdf](#)
 - [SSA 17-16 Sex Trafficking Victims.pdf](#)
 - [SSA 18-10 CW- Identification, Reporting, Management and Training Related to Sex Trafficking Victims.pdf](#)
 - [SSA 15-11 Unaccompanied Refugee Minors.pdf](#)
 - [SSA 15-29 After Hours Policy for Adult & Child Welfare.pdf](#)
 - [SSA 18-06 Child Protective Services Screening and Case Determination Process.pdf](#)

VI. ATTACHMENTS:

743

Alert form

Signed: _____



Lisa Merkin
Director, Child Welfare Services

Date: _____

