### OVERVIEW

The Emergency Response (ER) Program provides initial intake services and crisis intervention to children who are reported to be endangered by abuse, neglect, or exploitation in Contra Costa County. The intake services and crisis intervention includes assessing referrals, investigating allegations, determining services and if court intervention is needed. ER is made up of social workers and supervisors who staff the ER hotline as well as conduct investigations on both referrals and dependency.

The hotline screens referrals from mandated reporters, law enforcement, and the community regarding children who may have been abused or neglected. The hotline also provides information about child welfare services and community resources.

The ER field workers investigate the allegations of abuse, neglect and exploitation that are assigned from the hotline. Dependency investigators determine what services are needed and if there needs to be court intervention to maintain the safety of the child.

Clerical staff in the Emergency Response Program research referrals, conduct clearances, organize case folders and complete cross reporting to the Department of Justice, among other functions that facilitate the work flow.

In Contra Costa County, the ER Program currently contains a combined centralized Screening and Hotline Unit, while the Emergency Response and Dependency Investigation Units are located in three separate demographically based field offices.

### PURPOSE

ER must respond to all referrals 24/7 within the county alleging child abuse or neglect as described in Penal Code (PC) 11164-11174.3 and Welfare & Institutions Code (W&I) Section 300 and in California Department of Social Services’ (CDSS) Division 31 Regulations 31-100.

Types of abuse investigated include physical abuse, sexual abuse, emotional abuse, neglect (general and severe), exposure to domestic violence and exploitation.

### III. REGULATIONS

Penal Code (PC) 11164-11174.3

Welfare & Institutions Code (W&I) Section 300

California Department of Social Services’ (CDSS) Division 31 Regulations 31-100

### IV. HOTLINE, INTAKE AND SCREENING

#### Policy

The ER hotline will be available 24 hours, 7 days a week to screen all incoming calls from the general public hospitals, police, schools, and mandated reporters and make an initial assessment on the reported abuse and/or neglect per state mandates.

#### Expectations

During regular hours, the hotline screeners and supervisors will determine which referrals will be accepted for an in-person response. These referrals will be prioritized according to the risk posed to the child determined by the Structured Decision Making (SDM) hotline tool and then referred to ER field workers to investigate. Referrals will be categorized as requiring an immediate response (within 24 hours) or a response within 10 days, according to state-mandated criteria.

**Note**-refer to [Practice Guide: Screener Best Practices](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Practice%20Guide%20Screener%20Best%20Practices.pdf) for further details on the responsibilities of a screener.

#### Resources

##### Protocols

* + 1. [Inter-County Transfers](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Inter-County%20Transfers.pdf)
    2. [Safely Surrendered Baby](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Safely%20Surrendered%20Baby.pdf)
    3. [Courtesy Requests](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Courtesy%20Requests.pdf)
    4. [241.1 Joint Assessment Dual Jurisdiction](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Protocol%20%20241.1%20Dual%20Jurisdiction%20%26%20Joint%20Assessment.pdf)
    5. [Probate Court Referrals](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Resources/COMING%20SOON%20placeholder%20for%20pending%20publication.pdf)
    6. [Third Party Allegations](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Third%20Party%20Allegations.pdf)
    7. [Children’s Interview Center](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Fully%20Executed%20CIC%20(Children's%20Interview%20Center)-%202017.pdf)
    8. [Cross Reporting to Law Enforcement](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Cross%20Reports%20To%20Law%20Enforcement.pdf)

##### Practice Guides

1. [Children’s Interview Center](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Accessing%20the%20Children's%20Interview%20Center%20(CIC).pdf)
2. [Warrant Application Procedures](\\\\ehsd.ds.contra-costa.org\\homedirs\\homedirs-2\\lenzt\\My Documents\\Program Anaylst\\Court\\ehsdhome\\Children-Family-Services\\CFSStaffPortal\\Practice Guide\\Practice Guide Warrant Procedures.pdf" \l "search=Warrant%20Procedures)
3. [ICWA Further Inquiry](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/ICWA%20Further%20Inquiry.pdf)

#### Related Policies

* + 1. [DM31-084.1 Definitions of Child Abuse & Neglect](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.1v1%20Definitions%20of%20Abuse%20and%20Neglect%20(2005).doc)
    2. [DM31-084.4 Priority of Referrals](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.4v2%20Priority%20of%20Referrals%2C%20Eff.%2012-01-16.docx)
    3. [DM31-084.7 Assessing Out and Associating Referrals](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.7%20Instructions%20for%20Assessing%20Out%20and%20Associating%20Referrals%2004-22-08.doc)
    4. [DM31-085 Differential Response](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-085%20Differential%20Response%20Path%20II%20and%20Aftercare%20(2018).pdf)
    5. [DM31-091 Child Welfare Investigations & Warrants](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-091%20Child%20Welfare%20Investigations%20&%20Warrants%20Policy.pdf#search=Child%20welfare%20investigations)
    6. [DM31-104 ER Hotline/Centralized Screening](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-104v6%20Emergency%20Response%20(ER)%20HotlineCentralized%20Screening%20(2013).docx)
    7. [DM31-112 Out of Home Investigations](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-112%20Out%20of%20Home%20Investigations.pdf)
    8. [DM31-500 Courtesy Supervision](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-500v1%20Courtesy%20Supervision%20(1992%20DMCL%202005).doc)
    9. [DM31-501 Child Abuse & Neglect Reporting Act (CANRA)](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-501v3%20Child%20Abuse%20%26%20Neglect%20Reporting%20Act%20(CANRA).pdf)
    10. [DM31-503.5 Sensitive Cases In CFS](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-503.6v4%20Sensitive%20Cases%20in%20Children%20%26%20Family%20Services%20(2020).pdf)
    11. [DM31.508 Inter-County Transfer of Court Dependency](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-508v1%20Intercounty%20transfer%20of%20Court%20Dependency%20(1993%2C%20DMCL%202005).doc)
    12. [DM31-904 Substance Exposed Infant Referrals](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-904v2%20Substance%20Exposed%20Infant%20Referrals%20Protocol%20(2016).docx)
    13. [DM31-907 Structured Decision Making (SDM)](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-907v4%20Structured%20Decision%20Making%20(SDM)%20Protocol%20(2015%20DMCL%202016).docx)

### V. EMERGENCY RESPONSE INVESTIGATIONS

#### Policy

ER Social Workers will follow all state and federal mandates related to emergency response investigations of suspected child abuse and neglect. Referrals assignments to the Emergency Response Unit (ERU) is based upon the zip codes of the parent/guardian of the child for which child abuse, neglect or exploitation is being alleged. As a centralized service practice, any referral may be assigned to any ERU within the County to ensure that the safety of children and compliance with regulatory time-frames for referral investigation are met.

#### Expectations

ER Investigators are expected to perform four invaluable functions within their position, including

* Investigate if child abuse, neglect or exploitation have occurred
* If the safety of child(ren) are at risk and if so, are there interventions that can be taken to protect the child(ren) while they remain at home
* To determine if there is future risk of maltreatment to the child(ren)
* If continued child welfare intervention and services are necessary to mitigate and reduce the risk of future maltreatment

**Note**-refer to [Practice Guide: Emergency Response Worker Best Practices](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Practice%20Guide%20ER%20Program%20Best%20Practices.pdf) for further details on the responsibilities of an Emergency Response Worker.

#### Resources

##### Protocols

* + 1. [Inter-County Transfers](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Inter-County%20Transfers.pdf)
    2. [Safely Surrendered Baby](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Safely%20Surrendered%20Baby.pdf)
    3. [Courtesy Requests](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Courtesy%20Requests.pdf)
    4. [241.1 Joint Assessment Dual Jurisdiction](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/241.1%20Joint%20Assessment%20Dual%20Jurisdiction.pdf)
    5. [Probate Court Referrals](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Resources/COMING%20SOON%20placeholder%20for%20pending%20publication.pdf)
    6. [Third Party Allegations](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/PROTOCOL%20Third%20Party%20Allegations%2011-07-2019.pdf)
    7. [Children’s Interview Center](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Fully%20Executed%20CIC%20(Children's%20Interview%20Center)-%202017.pdf)
    8. [Cross Reporting to Law Enforcement](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Cross%20Reports%20To%20Law%20Enforcement.pdf)
    9. [Hearing Information](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Hearing%20Information%20Protocol%20Procedures%20COURT02%20Procedures%20(03-2018).pdf)
    10. [Due Diligence Absent Parent Search](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Due%20Diligence%20Absent%20Parent%20Procedures.pdf)
    11. [Out of Home Investigations](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Resources/COMING%20SOON%20placeholder%20for%20pending%20publication.pdf)

##### Practice Guides

1. [Investigation Narrative](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Investigation%20Narrative%20V2%20(10-2018).pdf)
2. [ICWA ‘The Why and the How’](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/ICWA%20'The%20Why%20and%20The%20How'.pdf)
3. [ICWA Further Inquiry](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/ICWA%20Further%20Inquiry.pdf)
4. [Quality Contacts](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Quality%20Contacts%20for%20Children%2C%20Parents%20and%20Caregivers.pdf)
5. [Children’s Interview Center](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Accessing%20the%20Children's%20Interview%20Center%20(CIC).pdf)
6. [Warrant Application Procedures](\\\\ehsd.ds.contra-costa.org\\homedirs\\homedirs-2\\lenzt\\My Documents\\Program Anaylst\\Court\\ehsdhome\\Children-Family-Services\\CFSStaffPortal\\Practice Guide\\Practice Guide Warrant Procedures.pdf" \l "search=Warrant%20Procedures)
7. [Closing a Referral in CWS](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Closing%20ER%20Referral%20in%20CWS.pdf)
8. [Penal Code Definitions](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Penal%20Code%20Defintions.pdf)
9. [Transporting Children & Clients](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Transporting%20Children%20and%20Clients%20%20(06-2020).pdf)
10. [Visual Assessment of Children for Abuse](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Visual%20Assessment%20of%20Children%20for%20Abuse%20(06-2020).pdf)
11. [Temporary Custody Certification, DC 23](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Practice%20Guide%20DC%2023%20Certification%20of%20Temporary%20Custody.pdf?d=wf68c21611f3f4350a2bf83c5a37d76cc)
12. [Interviewing Children at School](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Practice%20Guide%20Interviewing%20Children%20at%20School.pdf" \l "search=Interviewing%20Children%20at%20school)

#### Related Policies

1. [DM31-083 Commercially Sexually Exploited Children (CSEC](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-083%20Commercially%20Sexually%20Exploited%20Children%20and%20Youth%20Policy%20(2017).pdf))
2. [DM31-084.1 Definitions of Child Abuse & Neglect](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.1v1%20Definitions%20of%20Abuse%20and%20Neglect%20(2005).doc)
3. [DM31-084.8 Emergency Prescriptions for Detained Children](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.8v2%20Emergency%20prescriptions%20for%20children%20detained%20or%20in%20out%20of%20home%20placements%20(2008).pdf)
4. [DM31-084.13 Back up Coverage To ER](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.13v2%20Back-up%20Coverage%20to%20Emergency%20Response%20Eff%2009-23-08.doc)
5. [DM31-084.14 ER Face-To-Face Contacts](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.14v1%20ER%20Face-to-Face%20Contact%20requirement%20Eff.%2C%2009-01-05.doc)
6. [DM31-084.6 Emergency Response [ER] After Hours Procedures](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.6%20Emergency%20Response%20(ER)%20After%20hours%20procedures%20(2016).docx)
7. [DM31-085 Differential Response](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-085%20Differential%20Response%20Path%20II%20and%20Aftercare%20(2018).pdf)
8. [DM31-087 Intensive Family Services](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-087v7%20Intensive%20Family%20Services%20(Formerly%20Voluntary%20Family%20Maintenance).pdf)
9. [DM31-089 Voluntary Family Reunification Services](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-089v3%20Voluntary%20Family%20reunification%20services%20(2014).doc)
10. [DM31-090 Linkages](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-090%20Linkages-Intensive%20Family%20Services%20(2016).doc)
11. [DM31-091 Child Welfare Investigations & Warrants](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-091%20Child%20Welfare%20Investigations%20&%20Warrants%20Policy.pdf#search=Child%20welfare%20investigations)
12. [DM31-104 ER Hotline/Centralized Screening](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-104v6%20Emergency%20Response%20(ER)%20HotlineCentralized%20Screening%20(2013).docx)
13. [DM31-112 Out of Home Investigations](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-112%20Out%20of%20Home%20Investigations.pdf)
14. [DM31-135.1 Duty to Notify Parent of Detained Minor](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-135.1v1%20Duty%20to%20notify%20Parents%20of%20Detained%20Minor%20Eff.%2003-01-90.pdf)
15. [DM31-135.2 Required Notification When Child Detained](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-135.2v1%20Required%20Notification%20When%20Child%20detained%20more%20than%20six%20hours%20Eff.%2003-10-90.doc)
16. [DM31-201 Team Decision Making (TDM)](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-201v2%20Team%20Decision%20Making%20Eff.%2011-12-09.doc)
17. [DM31-211 Approval Process for Relatives and NREFM](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-211v2%20Approval%20Process%20for%20relatives%20and%20non%20related%20extended%20family%20members%20(2006).doc)
18. [DM31-330 Visitation](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-330%20Visitation%20(2010).doc)
19. [DM31-332 Quality Contacts](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-332%20Quality%20Contacts%20(2017).pdf)
20. [DM31-409 Receiving Center](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-409v3%20Receiving%20Center%20(2017).docx)
21. [DM31-410.1 Siblings Placed Together](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-410.1%20Siblings%20Placed%20Together%20(2010).doc)
22. [DM31-475 Bed Holds](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-475v3%20Bed%20holds%20(2017).docx)
23. [DM31-501 Child Abuse & Neglect Reporting Act (CANRA)](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-501v3%20Child%20Abuse%20%26%20Neglect%20Reporting%20Act%20(CANRA).pdf)
24. [DM31-501.1 Reporting to CACI](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-501.1v2%20Reporting%20to%20the%20DOJ%20CACI%20noticing%20indicviduals%20to%20CACI%20for%20Abuse%20or%20neglect%20under%20penal%20code%2011165%20(2008).doc)
25. [DM31-501.2 CACI Grievance](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-501.2v2%20Request%20for%20CACI%20Information%20and%20Request%20for%20Review%20Grievance%20Hearing%20Right%20to%20due%20process%20(2008).doc)
26. [DM31-605 Court Report Timelines](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-615%20Court%20Report%20Timelines%20(2012).doc)
27. [DM31-608 ICWA](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-608%20Indian%20Child%20Welfare%20Act%20(ICWA)%20(2018).pdf)
28. [DM31-700 Safe Measures](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-700v1%20SafeMeasures%20(2004).doc)
29. [DM31-701 Absent Parent Search](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-701v1%20Absent%20Parent%20Search%20(1990%20DMCL%202005).doc)
30. [DM31-704 Child Fatality](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-704v2%20Child%20Fatality%20Review%20Process%20(2015).doc)
31. [DM31-802.1 CLETS](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-801.1%20Criminal%20Clearances-CLETS%20(2018).pdf)
32. [DM31-802.2 LiveScan](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-801.2%20Criminal%20Clearances-Live%20Scan%20(2018).pdf)
33. [DM31-904 Substance Exposed Infant Referrals](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-904v2%20Substance%20Exposed%20Infant%20Referrals%20Protocol%20(2016).docx)
34. [DM31-906 Health and Education Passport (HEP) Protocol](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-906v2%20Health%20and%20Education%20Passport%20(HEP)%20Protocol%20(2011%2C%20DMCL%202017).pdf)
35. [DM31-907 Structured Decision Making (SDM)](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-907v4%20Structured%20Decision%20Making%20(SDM)%20Protocol%20(2015%20DMCL%202016).docx)
36. [DM31-910 Animal Abuse Reporting](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-910v1%20Animal%20Abuse%20Reporting%20Protocol%20(2006).doc)
37. [DM31-916 Limited English Proficient Documentation](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-916%20Limited%20English%20Proficient%20(LEP)%20Documentation%20of%20Language%20Capability%20and%20Action%20Plan%20for%20CFS%20clients%20(2008).doc)
38. [DM31-921 Photographic Identification of Children](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-921%20Photographic%20Identification%20%20of%20Children%20(2015).docx)

### VI. DEPENDENCY INVESTIGATIONS (Formerly known as-COURT)

#### Policy

Dependency Investigation (DI) unit continues the investigation to determine if the 300 petition needs to be filed. DI also provides the services associated with these activities and performs all the court related work required to find or maintain jurisdiction and establish dependency over a child.

#### Expectations

DI Social Workers will follow all state and federal mandates related to dependency investigations of suspected child abuse and neglect. DI Social Workers perform specific investigative activities to determine whether the juvenile court should intervene to protect a child by making him/her a dependent of the court, DI workers:

* Assess children for abuse, neglect, and exploitation as defined in W&I 300
* Determine the right and mandate of the county to be involved in the child's welfare, based on clear and convincing evidence of risk to the child and on the legality of court intervention
* DI also determines the appropriate disposition recommendation to be made to the court regarding a child who is detained in protective custody.
* Conduct a family finding search to ensure additional support and placement options are secured for the child.
* Ensure all ICWA provisions are met including, inquiry and noticing timelines.
* Collaborate with ER as needed to provide any needed documents related to DI Worker’s investigation of jurisdiction and dependency.

**Note**-refer to [Practice Guide: Dependency Investigations Worker Best Practices](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Practice%20Guide%20DI%20Program%20Best%20Practices.pdf) for further details on the responsibilities of a Dependency Investigations Worker.

#### Resources

##### Protocols

1. [Inter-County Transfers](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Inter-County%20Transfers.pdf)
2. [Safely Surrendered Baby](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Safely%20Surrendered%20Baby.pdf)
3. [Courtesy Requests](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Courtesy%20Requests.pdf)
4. [241.1 Joint Assessment Dual Jurisdiction](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/241.1%20Joint%20Assessment%20Dual%20Jurisdiction.pdf)
5. [Probate Court Referrals](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Resources/COMING%20SOON%20placeholder%20for%20pending%20publication.pdf)
6. [Third Party Allegations](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/PROTOCOL%20Third%20Party%20Allegations%2011-07-2019.pdf)
7. [Children’s Interview Center](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Fully%20Executed%20CIC%20(Children's%20Interview%20Center)-%202017.pdf)
8. [Cross Reporting to Law Enforcement](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Cross%20Reports%20To%20Law%20Enforcement.pdf)
9. [Hearing Information](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Hearing%20Information%20Protocol%20Procedures%20COURT02%20Procedures%20(03-2018).pdf)
10. [Due Diligence Absent Parent Search](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Due%20Diligence%20Absent%20Parent%20Procedures.pdf)

##### Practice Guides

1. [Out of Home Investigations](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Resources/COMING%20SOON%20placeholder%20for%20pending%20publication.pdf)
2. [ICWA ‘The Why and the How’](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/ICWA%20'The%20Why%20and%20The%20How'.pdf)
3. [ICWA Further Inquiry](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/ICWA%20Further%20Inquiry.pdf)
4. [Quality Contacts](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Quality%20Contacts%20for%20Children%2C%20Parents%20and%20Caregivers.pdf)
5. [Children’s Interview Center](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Accessing%20the%20Children's%20Interview%20Center%20(CIC).pdf)
6. [Warrant Application Procedures](ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Practice%20Guide%20Warrant%20Procedures.pdf" \l "search=Warrant%20Procedures)
7. [Transporting Children & Clients](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Transporting%20Children%20and%20Clients%20%20(06-2020).pdf)
8. [Visual Assessment of Children for Abuse](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Visual%20Assessment%20of%20Children%20for%20Abuse%20(06-2020).pdf)
9. [Temporary Custody Certification, DC 23](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Practice%20Guide%20DC%2023%20Certification%20of%20Temporary%20Custody.pdf?d=wf68c21611f3f4350a2bf83c5a37d76cc)
10. [Interviewing Children at School](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Practice%20Guide%20Interviewing%20Children%20at%20School.pdf" \l "search=Interviewing%20Children%20at%20school)

#### Related Policies

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2. [DM31-084.1 Definitions of Child Abuse & Neglect](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.1v1%20Definitions%20of%20Abuse%20and%20Neglect%20(2005).doc)
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4. [DM31-084.13 Back up Coverage To ER](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.13v2%20Back-up%20Coverage%20to%20Emergency%20Response%20Eff%2009-23-08.doc)
5. [DM31-084.14 ER Face-To-Face Contacts](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.14v1%20ER%20Face-to-Face%20Contact%20requirement%20Eff.%2C%2009-01-05.doc)
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9. [DM31-090 Linkages](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-090%20Linkages-Intensive%20Family%20Services%20(2016).doc)
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13. [DM31-135.1 Duty to Notify Parent of Detained Minor](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-135.1v1%20Duty%20to%20notify%20Parents%20of%20Detained%20Minor%20Eff.%2003-01-90.pdf)
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23. [DM31-501.2 CACI Grievance](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-501.2v2%20Request%20for%20CACI%20Information%20and%20Request%20for%20Review%20Grievance%20Hearing%20Right%20to%20due%20process%20(2008).doc)
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26. [DM31-630 Court Minute Order Protocol](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-630%20Court%20Minute%20Order%20Protocol%20(2012).doc)
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28. [DM31-701 Absent Parent Search](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-701v1%20Absent%20Parent%20Search%20(1990%20DMCL%202005).doc)
29. [DM31-704 Child Fatality](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-704v2%20Child%20Fatality%20Review%20Process%20(2015).doc)
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31. [DM31-802.2 Criminal Clearances-LiveScan](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-801.2%20Criminal%20Clearances-Live%20Scan%20(2018).pdf)
32. [DM31-903 Katie A. Policy](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-903.1%20Katie%20A.%20Policy%20(2016).pdf)
33. [DM31-904 Substance Exposed Infant Referrals](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-904v2%20Substance%20Exposed%20Infant%20Referrals%20Protocol%20(2016).docx)
34. [DM31-905 Emergency Medical Authorization Protocol](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-905%20Emergency%20Medical%20Authorization%20Protocol%20(2013).doc)
35. [DM31-907 Structured Decision Making (SDM)](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-907v4%20Structured%20Decision%20Making%20(SDM)%20Protocol%20(2015%20DMCL%202016).docx)
36. [DM31-910 Animal Abuse Reporting](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-910v1%20Animal%20Abuse%20Reporting%20Protocol%20(2006).doc)
37. [DM31-916 Limited English Proficient Documentation](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-916%20Limited%20English%20Proficient%20(LEP)%20Documentation%20of%20Language%20Capability%20and%20Action%20Plan%20for%20CFS%20clients%20(2008).doc)
38. [DM31-921 Photographic Identification of Children](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-921%20Photographic%20Identification%20%20of%20Children%20(2015).docx)

### AFTER HOURS

#### Policy

After Hours Program (4 p.m. - 8 a.m. and weekends and holidays) social work staff serve on a paid, on call duty to respond to calls on child, elder and dependent abuse and neglect reporting hotline. After Hour Social Workers screen referrals and perform child abuse field investigations when needed.

All referral documents must be written for all calls and delivered to the appropriate screening unit by 9am the next work day morning. A supervisor must be consulted in advance in all cases where an After Hours Social Worker determines an in-person investigation is needed.

#### Expectations

After Hours Social Workers will follow all state and federal mandates related to emergency response investigations of suspected child abuse and neglect. After Hours Social Workers perform wide-ranging assessment and investigative activities associated with ER Screening and Investigations functions.

After Hours Social Workers document incoming reports of suspected child abuse and neglect and assess if the information reported meets criteria for in-person investigation. If in-person investigation is warranted, the After Hours Social Worker in conjunction with the After Hours Supervisor determines response priority and initiates the investigation of any referrals requiring an Immediate Response including (but not limited to):

* Investigate if child abuse, neglect, or exploitation have occurred
* Assessing immediate child safety and risk of future maltreatment
* Determine what additional intervention may be needed to mitigate safety concerns and reduce risk of future maltreatment
* Safety planning to mitigate risk and allow child to remain in-home or removal and placement of children in out-of-home care

#### Resources

##### Protocols

1. [Inter-County Transfers](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Inter-County%20Transfers.pdf)
2. [Safely Surrendered Baby](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Safely%20Surrendered%20Baby.pdf)
3. [Courtesy Requests](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Courtesy%20Requests.pdf)
4. [241.1 Joint Assessment Dual Jurisdiction](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/241.1%20Joint%20Assessment%20Dual%20Jurisdiction.pdf)
5. [Probate Court Referrals](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Resources/COMING%20SOON%20placeholder%20for%20pending%20publication.pdf)
6. [Third Party Allegations](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/PROTOCOL%20Third%20Party%20Allegations%2011-07-2019.pdf)
7. [Children’s Interview Center](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Fully%20Executed%20CIC%20(Children's%20Interview%20Center)-%202017.pdf)
8. [Cross Reporting to Law Enforcement](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Cross%20Reports%20To%20Law%20Enforcement.pdf)
9. [Hearing Information](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Hearing%20Information%20Protocol%20Procedures%20COURT02%20Procedures%20(03-2018).pdf)
10. [Due Diligence Absent Parent Search](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Protocol/Due%20Diligence%20Absent%20Parent%20Procedures.pdf)

##### Practice Guides

1. [Out of Home Investigations](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Resources/COMING%20SOON%20placeholder%20for%20pending%20publication.pdf)
2. [ICWA ‘The Why and the How’](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/ICWA%20'The%20Why%20and%20The%20How'.pdf)
3. [ICWA Further Inquiry](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/ICWA%20Further%20Inquiry.pdf)
4. [Quality Contacts](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Quality%20Contacts%20for%20Children%2C%20Parents%20and%20Caregivers.pdf)
5. [Children’s Interview Center](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Accessing%20the%20Children's%20Interview%20Center%20(CIC).pdf)
6. [Warrant Application Procedures](ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Practice%20Guide%20Warrant%20Procedures.pdf" \l "search=Warrant%20Procedures)
7. [Temporary Custody Certification, DC 23](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Practice%20Guide%20DC%2023%20Certification%20of%20Temporary%20Custody.pdf?d=wf68c21611f3f4350a2bf83c5a37d76cc)
8. [Transporting Children & Clients](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Transporting%20Children%20and%20Clients%20%20(06-2020).pdf)
9. [Visual Assessment of Children for Abuse](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Practice%20Guide/Visual%20Assessment%20of%20Children%20for%20Abuse%20(06-2020).pdf)

#### Related Policies

1. [DM31-083 Commercially Sexually Exploited Children (CSEC](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-083%20Commercially%20Sexually%20Exploited%20Children%20and%20Youth%20Policy%20(2017).pdf))
2. [DM31-084.1 Definitions of Child Abuse & Neglect](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.1v1%20Definitions%20of%20Abuse%20and%20Neglect%20(2005).doc)
3. [DM31-084.8 Emergency Prescriptions for Detained Children](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.8v2%20Emergency%20prescriptions%20for%20children%20detained%20or%20in%20out%20of%20home%20placements%20(2008).pdf)
4. [DM31-084.13 Back up Coverage To ER](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.13v2%20Back-up%20Coverage%20to%20Emergency%20Response%20Eff%2009-23-08.doc)
5. [DM31-084.14 ER Face-To-Face Contacts](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.14v1%20ER%20Face-to-Face%20Contact%20requirement%20Eff.%2C%2009-01-05.doc)
6. [DM31-084.6 Emergency Response [ER] After Hours Procedures](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.6%20Emergency%20Response%20(ER)%20After%20hours%20procedures%20(2016).docx)
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8. [DM31-087 Intensive Family Services](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-087v7%20Intensive%20Family%20Services%20(Formerly%20Voluntary%20Family%20Maintenance).pdf)
9. [DM31-089 Voluntary Family Reunification Services](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-089v3%20Voluntary%20Family%20reunification%20services%20(2014).doc)
10. [DM31-090 Linkages](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-090%20Linkages-Intensive%20Family%20Services%20(2016).doc)
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20. [DM31-409 Receiving Center](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-409v3%20Receiving%20Center%20(2017).docx)
21. [DM31-410.1 Siblings Placed Together](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-410.1%20Siblings%20Placed%20Together%20(2010).doc)
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27. [DM31-608 ICWA](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-608%20Indian%20Child%20Welfare%20Act%20(ICWA)%20(2018).pdf)
28. [DM31-700 Safe Measures](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-700v1%20SafeMeasures%20(2004).doc)
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31. [DM31-802.1 Criminal Clearances-CLETS](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-801.1%20Criminal%20Clearances-CLETS%20(2018).pdf)
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34. [DM31-906 Health and Education Passport (HEP) Protocol](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-906v2%20Health%20and%20Education%20Passport%20(HEP)%20Protocol%20(2011%2C%20DMCL%202017).pdf)
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36. [DM31-910 Animal Abuse Reporting](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-910v1%20Animal%20Abuse%20Reporting%20Protocol%20(2006).doc)
37. [DM31-916 Limited English Proficient Documentation](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-916%20Limited%20English%20Proficient%20(LEP)%20Documentation%20of%20Language%20Capability%20and%20Action%20Plan%20for%20CFS%20clients%20(2008).doc)
38. [DM31-921 Photographic Identification of Children](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-921%20Photographic%20Identification%20%20of%20Children%20(2015).docx)

### REFERRAL/CASE MANAGEMENT

Referral/Case Management is an integral job function within the Emergency Response Program. Therefore, the primary worker respective of their role is responsible for carrying out any needed referral/case management duties. Including;

#### Safety and Risk Assessments

For CFS Safety and Risk Assessments please reference policy Structured Decision Meeting (SDM) [DM 31-907](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-907v4%20Structured%20Decision%20Making%20(SDM)%20Protocol%20(2015%20DMCL%202016).docx)

#### Intensive Family Services (IFS)

For Intensive Family Services please reference policy [DM 31-087](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-087v7%20Intensive%20Family%20Services%20(Formerly%20Voluntary%20Family%20Maintenance).pdf)

#### Dependency Court; Detention, Jurisdiction and Disposition Reports

For Dependency Court please reference policy [DM 31-603](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-603%20Dependent%20Children%20Court%20Reports%20(2018).doc) and [DM 31- 615](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-615%20Court%20Report%20Timelines%20(2012).doc)

#### Case Plans

For Case Plans please reference policy [DM 31-208](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-208v1%20Initial%20Case%20plan%20and%20case%20plan%20update%20(2004).doc)

#### Case Transfer

1. The transferring worker is responsible for completing all the necessary actions listed on the Case Transfer Checklist (DC 71). Once the DC 71 is completed by the worker it must be sent to their direct supervisor to review and process.
2. The transferring worker is responsible for the monthly face-to-face contact for each child, parent/guardian, and care provider listed on the case plan during the month in which the case file was transferred.
3. For inter-district transfer of cases please refer to established policy [DM 31-706](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-706v1%20Interdistrict%20transfer%20of%20permanent%20placement%20cases%20(2001).doc)

#### Documentation

To ensure all federal, state, and local mandates are followed a social worker in the Emergency Response program must document all work-related activities related to their job responsibilities in the Child Welfare System/Case Management System (CWS/CMS) in a timely manner.

For further details on documentation timelines respective of the program and job function of the social worker in the ER Program please refer to [Quality Contacts Policy,](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-332%20Quality%20Contacts%20(2017).pdf) [DM 31-332](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-332%20Quality%20Contacts%20(2017).pdf) for Screening, ER and DI programs and [ER After Hours Procedures](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.6%20Emergency%20Response%20(ER)%20After%20hours%20procedures%20(2016).docx) [DM 31-084.6](http://ehsdhome/Children-Family-Services/CFSStaffPortal/Policy/MS31-084.6%20Emergency%20Response%20(ER)%20After%20hours%20procedures%20(2016).docx) for the After Hours program.

### REFERENCES

MPP Div 31-082 – 090 and 105 – 120

Welfare & Institutions Code Section 241.1, 305, 306, 328, 329, 827-830, 10850, 16504,18986.45,

Penal code 11165.13, 11167. (d) (1); (d) (2); and (e), Special Matter Order

Health & Safety Code Section 123605

Probate Code Section 1513 (a) and (b)

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