



PENDING VACANCY STANDARD WORK

VERSION DATE 5/2/2016

An **Abandoned Case** is defined as a report or case where the assigned Child Safety Specialist (CSS) has provided notification of resignation, notification of transfer to another DCS unit and an agreement was made that the report or case would remain in the current unit, or the Child Safety Specialist is no longer with the Department.

Investigations

Abandoned Cases shall be triaged utilizing the procedures as outlined below:

1. Inform Program Manager or HR Liaison of employee's resignation.
2. Immediately, the DCS Unit Supervisor (DCSUS) will run and print the Report Triage for Investigations from Tableau to identify all open reports assigned to CSS in order for the assigned CSS, Program Specialist or DCSUS to begin triaging all reports.
 - 1) The CSS will not be assigned new investigations, if last day of employment is under 4 weeks.
3. Within 2 working days hours, the DCSUS will meet with the CSS to discuss a plan to address all reports where the youngest child is between the ages of 0-3
 - 1) The DCSUS will reassign all reports where children have not been seen, with the directive that the report should be responded to by the newly assigned CSS within 2 working days.
 - The CSS documents all completed tasks (attempts to locate, joint investigation protocols, interviews, etc.) in the **CSRA Documentation & Field Guide**, or directly into the CSRA in CHILDS within 2 working days of the case being staffed with the DCSUS.
4. Within 4 working days, the DCSUS meets with the CSS to discuss a plan to address all reports where the youngest child is between the ages of 6-18.
 - 1) The DCSUS reassigns all reports where children have not been seen, with the directive that the report should be responded to by the newly assigned CSS within 2 working days.
 - The CSS documents all completed tasks (attempts to locate, joint investigation protocols, interviews, etc.) in the **CSRA Documentation & Field Guide**, or directly into the CSRA in CHILDS within 2 working days of the case being staffed with the DCSUS.

The CSS completes the following steps for cases in which all the children have been seen and assessed for present danger. The CSS starts with all reports where the child(ren) have been assessed and it has been determined that further DCS services are warranted.

1. Complete the **Report Detail** screen with the response date and time for each report.
2. Document the **Present Danger Safety Assessment** in Section IIIA of the CSRA, including narrative documentation with the child's name, contact date, time and location; and a description of each child's environment and condition at the time of the initial contact.
3. Document all interviews and analysis of Risk and Impending Danger in the **CSRA Documentation & Field Guide**, or directly into the CSRA in CHILDS.
4. Work through **Case Transfer/ or Case Closure** in all cases (including completing sections I-III of the CSRA, NCANDS screen, Investigation Allegation Findings).
 - The CSS immediately notifies the DCSUS of all cases ready for transfer, which are staffed by the end of the next business day.
 - The CSS shall place all cases ready for closure into pending closure status.
 - i. All cases in pending closure status are reviewed by the DCSUS by the end of the day so that any questions can be asked while the employee is still available.

Note: A case aide or administrative staff should be assigned to assist with data entry, referrals for service, requests for documents, and any other identified administrative task.

The DCSUS completes the following steps three days prior to the CSS' last day with the unit.

1. Assign all remaining open reports to a CSS within the unit.
 - If there are more than 3 reports per number of investigation staff, notify the Assistant Program Manager for reassignment assistance outside of the unit.
 - If there are more reports than can be assigned within the APM Section, notify the Program Manager for reassignment assistance outside the Section.
2. Complete the **Administrative Case Record Review- Investigations** checklist, identifying any necessary follow up activities to be completed on the case.

Ongoing

Abandoned Cases are triaged utilizing the procedures outlined below.

1. Inform the Program Manager or HR Liaison of the employee's resignation.
2. Immediately, the DCS Unit Supervisor (DCSUS) and assigned CSS prints the CSS' Case Directory and complete a quick review of each case to determine which cases will need continued DCS intervention and which cases are ready for case closure.
 - 1) The CSS will not be assigned any new cases.
3. Within 2 working days, the DCSUS will meet with the CSS to discuss all cases to remain open for continued DCS intervention:

- 1) By the end of the day, the DCSUS reassigns all cases where children have not been seen for the month, with the directive that a home visitation be completed by the newly assigned CSS by the end of the current month.
 - 2) Within 2 working days, the DCSUS reassigns all cases where the children have been seen during the current month.
 - 3) The CSS remains assigned as a Support Worker on each case until the case has been **worked through Case Transfer**.
 - The CSS completes the Court Reports if a court hearing is set within 30 days.
 - A case aide or administrative staff should be assigned to assist with data entry, referrals for service, requests for documents, and any other identified administrative task.
 - 4) The DCSUS notifies the Assistant Program Manager, if there are more than five children per number of ongoing staff, for reassignment assistance outside the unit.
 - If there are more cases than can be assigned within the APM Section, the APM will notify the Program Manager for reassignment assistance outside the Section.
4. Within 4 working days, the DCSUS meets with the CSS to discuss plan to address all cases ready for closure.
- 1) The CSS works through **Case Closure** (including entering Cases Notes, completing necessary CHILDs windows, updating the C-CSRA)
 - 2) The CSS places all cases ready for closure into pending closure status.
 - All cases in pending closure status are reviewed by the DCSUS using the **Administrative Case Record Review- Ongoing** by the end of the day so that any questions can be asked while the employee is still available.

*Note: The DCSUS and CSS should be in consultation daily to assess progress of case documentation, to complete the **Supervisor Case Progress Review- Investigations/Ongoing** to determine if cases are ready for transfer or closure, and to identify supports within the unit that may assist in follow-up activities. If available, new hires or contracted staff could be used for such activities.*