

NWF Health Network Policy & Procedure

Series: 400: Child Welfare Services
Policy Name: Response to Crisis Calls and Case Management Emergency On-Call
Policy Number: 415
Origination Date: 03/09/2009 **Revised:** Board Meeting of 06/27/2024

Policy

It is the policy of NWF Health Network (NWFHN), to mandate contracted Case Management Organizations (CMOs) to maintain twenty-four (24) hours per day, seven (7) days per week emergency response system. NWFHN will ensure that crisis calls are handled promptly and safely and that coordination is made for follow up action with the CMOs.

Procedure

A. During Business Hours.

1. Crisis calls to a NWFHN facility from family members, providers, or Department of Children and Families (DCF), will be immediately handled by NWFHN Consumer Relations or designated staff member
 - a. If at all possible, the staff will get the name and telephone number and where the caller is located in the event the caller disconnects. The staff must maintain continued telephone contact.
 - b. If the caller is in danger of harming him/herself or others, the staff member will take steps necessary to get the caller to seek assistance from someone on-site or close by to the caller. The staff member will instruct other staff to call 9-1-1 or the police as appropriate.
 - c. If the caller is not in danger of harming him/herself or others, or is calling for a consumer who requires emergency services, the staff member will evaluate for the appropriate level of care and action to take.
 - d. If the caller is a NWFHN or DCF consumer, NWFHN will contact the appropriate CMO Director. The CMO Director will work with NWFHN to jointly formulate the plan for response.

B. After Business Hours.

1. NWFHN will mandate its CMO's maintain an on-call system to ensure that incoming calls from providers, family members, and DCF are promptly handled by qualified professionals. The on-call staff will serve as the on-call entry point for external persons. Families and foster families will be provided with the DCM cell phone number and advised of the on-call system.
2. For calls regarding children already in the NWFHN system received by the on-call staff, the call will be forwarded to the appropriate on-call DCM.
 - a. The on-call staff will determine the level of risk and the need for immediate action.
 - b. The DCM ascertains the possible need for a placement and notifies the on-call Placement Specialist who will begin identifying placement options.

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3. If the call is regarding a child or family member under the jurisdiction of the NWFHN provider network and there is a request to remove the child from the current home, the on-call DCM will first take whatever steps are necessary to salvage the placement, if possible.
 - a. If the on-call DCM determines that an immediate placement move is needed, the DCM will contact the on-call Placement Specialist to arrange for a placement.
 - b. Once secured, the on-call DCM will arrange for transportation and facilitate the move, notifying the assigned DCM within eight (8) hours, including weekends and evenings.

C. Incident Reporting

If a crisis call or after hour emergency call involves a reportable or critical incident please refer to *NWFHN Policy 800-805 Incident Reporting and Client Risk Prevention*.

1. Reportable Incidents Include:
 - a. Adult Death
 - b. Allegations of Abuse/Neglect
 - c. Altercation
 - d. Child Death
 - e. Employee Arrest
 - f. Employee Misconduct
 - g. Facility- Partner Family Complaint or Event
 - h. Falsification of Records
 - i. Illness/ Injury to Client
 - j. Law Enforcement Involvement
 - k. Media Attention
 - l. Mental Health Hospitalization
 - m. Missing Child
 - n. Security Incident
 - o. Significant Illness/Injury to Staff
 - p. Vehicular Accident
2. Critical Incidents Requiring Immediate Report
 - a. Adult Death
 - b. Child Death
 - c. Severe Bodily Harm Client/Employee
 - d. Employee Arrest
 - e. Employee Misconduct
 - f. Falsification of Records
 - g. Media Attention
 - h. Security Incident
 - i. Other major event likely to have a significant impact on clients, the Department, NWFHN, or its providers

D. The NWFHN administrative support staff will maintain a current telephone and cell phone list for all CMOs and the NWFHN management team.

E. In the event local law enforcement or other community agencies need to reach an on-call DCM after hours, these agencies will be provided with the Placement Unit/cell phone number.

F. The Placement Unit will be responsible for identifying and forwarding the call to the appropriate on-call DCM.

G. All emergencies will be documented in FSFN according to CMO and NWFHN policy and procedure.

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H. NWFHN and the CMOs will ensure that all staff members are trained on the on-call operating procedures.