

Policy Name:	Call-Back Policy and Tracking Procedure
Policy Number:	Access 1.00 Admin 2.00
Subject:	Callbacks; answering service; callback assignments; tracking log; access procedures; office associate; second shift
Last Updated/Reviewed:	January 23, 2013
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Any information referenced within this document is considered to be a part of this policy with the exception of the "related resources" section.

Summary:

This policy establishes the process for responding to call-backs routed through the answering service.

Related Resources:

Callback Assignment Schedule; Callback Tracking Log

Policy:

In circumstances where CPS reports must be diverted through BMCW's contracted answering service, the Bureau will maintain a detailed and consistent system of tracking, assigning and following up on the reports, better known as callbacks, for Administrative, Access and second shift staff. This will ensure that all calls are assigned to staff and responded to timely.

Procedures:

1. The designated Office Associate (OA) (or the 2nd shift Service Manager after 8:00 p.m.) will print the callback emailed from the answering service and will retrieve the callback faxed from the answering service.
2. The OA or 2nd shift Service Manager will then log the callback on the *Callback Tracking Log* (Appendix 1).
 - If the callback was received from only one location (fax or email), note this on its own line.
 - Note the date(s), time(s) and other details listed.
3. The OA or 2nd shift Service Manager will make a copy of the callback and assign it to the next available Access or 2nd shift Social Worker on the *Callback Schedule* (Appendix 2). If the next person on the schedule is not available (i.e. out of the office

more than an hour after the callback is received, not counting lunch), the callback will be assigned to the next worker on the list.

- Callbacks received up until 3:00 pm are assigned to Access staff.
 - Callbacks received after 3:00 pm are assigned to 2nd shift staff.
 - The designated OA (or 2nd shift Service Manager) as well as his/her backup and PA Supervisor must have access to all Access and 2nd shift staff Outlook calendars so to be aware of approved time off.
 - All Access and 2nd shift staff is required to update their Outlook calendars daily.
4. The OA (or 2nd shift Service Manager) will then hand-deliver the callback to the assigned worker. If the Access Social Worker is scheduled to be in the office but is not at his/her desk, the OA shall attempt to re-deliver the callback in 15 minutes. If the worker cannot be located, the OA will consult with the Access or 2nd shift Service Manager for direction.
 5. When the Access or 2nd shift Social Worker receives the callback, s/he will check eWiSACWIS to determine whether the referral has already been taken and entered by other staff.
 - Note the action and name of the first social worker to receive the referral on the callback if a report by the same reporter was already entered.
 - If the callback has already been completed, return it to the assigned OA and note the disposition in the Callback Log.
 6. The Access or 2nd shift Social Worker will contact the reporter named on the callback and will note the following:
 - a. The date, time of contact with the reporter, or attempt to contact the reporter, and the action completed.
 - b. The type of report taken:
 - CPS report
 - Services report
 - Case Note
 - Informational Call
 - Other (with an explanation)
 7. A report must be documented and screened within 24 hours of receipt from the answering service. If the reporter has not been contacted, or will not be contacted within 24 hours, the callback needs to be screened and thoroughly documented by Access or 2nd shift staff to meet the 24-hour time frame per Access and Initial Assessment standards.

NOTE: If the Social Worker is unable to reach the reporter on the first attempt, diligent efforts must be made to establish contact. The Social Worker must also leave work and cell-phone numbers so the reporter may contact him/her. Each re-attempt to reach the reporter must be fully documented with the date, time and the social worker's initials.

8. When the callback is completed, Access or 2nd shift Social Worker staff will return the callback, with notes, to the assigned OA or 2nd shift Service Manager. The notes shall include contacts (all), including who was reached and when. The OA will attach the final callback with staff's notations to the original email and fax documentation, and will enter the date and time completed on the *Callback Tracking Log*.

9. The OA assigned to this task will file the completed documentation in a designated location on a weekly basis.
11. By 4:15 pm, Access staff must return callbacks to the assigned callback staff who will note the disposition.
10. By 4:20 pm, the assigned callback staff will place callbacks in the unfinished or completed callback bins for disposition to the 2nd shift staff.
11. Second shift staff is responsible for entering callbacks into the Callback Log that Access has been unable to enter during the afternoon. This would include maintaining the Callback Log and completing callbacks during the 2nd shift.
12. Access staff is responsible for logging calls received overnight that 2nd shift staff was not able to log.

Responsibilities:

The assigned Office Associate, PA Supervisor, Access 1st and 2nd shift staff and their Service Managers.