

Big Bend Community Based Care Policy & Procedure

Series:	400: Child Welfare Services	
Policy Name:	Response to Crisis Calls	
Policy Number:	415	
Origination Date:	03/09/2009	Revised: Board Meeting of 12/13/2018
Regulation:	Ch. 39, F.S.	

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to mandate contracted Case Management Organizations (CMOs) to maintain twenty-four (24) hours per day, seven (7) days per week emergency response system. BBCBC 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 from family members, providers, or Department of Children and Families (DCF), will be immediately handled by BBCBC Consumer Relations or designated staff member.
2. In the event that the BBCBC Consumer Relations is not available, the following procedures will be followed:
 - a. If a non-designated staff member receives the emergency call and feels that the caller is in danger of harming him/herself or others, the caller will not be placed on hold.
 - i. If available, a Director will be paged and will come to take the call.
 - ii. A Director will ascertain the nature of the emergency and take immediate steps to ensure the safety and welfare of the child/caller.
 - b. 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.
 - c. If the caller is in danger of harming him/herself or others, the DCM staff will take steps necessary to get the caller to seek assistance from someone on-site or close by to the caller. The DCM staff will instruct other staff to call 9-1-1 or the police as appropriate.
 - d. If the caller is not in danger of harming him/herself or others, or is calling for a consumer who requires emergency services, the DCM staff will evaluate for the appropriate level of care and action to take.
 - e. If the caller is a BBCBC or DCF consumer, BBCBC will contact the appropriate CMO Director. The CMO Director will work with BBCBC to jointly formulate the plan for response.

B. After Business Hours.

1. BBCBC 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.

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2. For calls regarding children already in the BBCBC 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.
3. If the call is regarding a child or family member under the jurisdiction of the BBCBC 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.