

FOR YOUR INFORMATION

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Issue 17-17

Date: 05/04/17

24-Hour Immediate Response (IR) Criteria

Unnecessary disturbances resulting in trauma to children can be minimized in instances where the Department can safely reduce late night and early morning in-person responses. The 24-Hour IR will allow for a response the next day or when most appropriate, but within 24-hours of the referral being generated in accordance with State regulations. The response to an "IR" is by the end of the regional/investigating CSW's shift, providing that her/his shift's end does not exceed the 24-Hour timeframe. DCFS best practice is for CSWs to respond to IRs within 2 hours of receipt of the referral.

The 24-Hour IR Criteria is to be utilized during non-business hours for calls received at the Child Protection Hotline (CPH) between the hours of **9pm to 8am**. When the following day is a business day, the 24-Hour IR would be assigned to the appropriate regional office. For example, when a call is received at 11pm on a Tuesday night and the next day (Wednesday) is a business day; the 24-Hour IR referral will be assigned to the regional office. However when a call is received at 11pm on a Friday night and the next day (Saturday) is non-business day; the 24-Hour IR referral will be assigned to the Emergency Response Command Post (ERCP).

Following the completion of the Structured Decision Making (SDM) Hotline Tool, and when appropriate, CPH SCSWs are to consider the following factors when triaging referrals received between the hours of 9pm to 8am:

- Are there protective factors in place so the allegations can be safely addressed within the next 24-Hours?
- Age of child
- Severity of injuries
- Alleged perpetrator's access to the victim
- Alleged perpetrator has been arrested
- Alleged perpetrator's pattern of behavior is impulsive and highly unpredictable
- The family has prior history related to the current allegations
- Non-offending parent is protective or another protective adult/caregiver is identified in the home



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- No information to suggest the child will be abused within the next 24-Hours
- Child is hospitalized and there are no siblings at risk
- Child is in any other identified safe environment within the next 24-Hours
- The date the alleged incident took place several days ago and this may be safely addressed within the next 24-Hours
- The time of day the alleged incident reportedly takes place; it allegedly takes place in the afternoons therefore this may be safely addressed within the next 24-Hours

Referral Documentation: When assigning a response time of: "24-Hour IR", a rationale should be documented as to why the child would be reasonably safe within the next 24-Hours including the factors that were considered. These referrals should be labeled using "24-Hour IR" in the referral name (e.g., Smith, Jane 24-Hour IR).



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