



South Carolina

Department of Social Services

Work Aid – 3.10: Shift Guidance

Supplemental to DSS Policy: Chapter 3: Investigations

A. Shift Overview	- Investigations will operate the following shifts Monday through Friday to meet the needs and service delivery requirements of DSS and cannot be altered. Shifts: 8:30 a.m. – 5:00 p.m. – 1st Shift 1:00 p.m. – 9:30 p.m. – Mid Shift 4:00 p.m. – 12:30 a.m. – 2nd Shift On-call times (covered on a rotational basis): 12:30 a.m. – 8:30 a.m. – On-Call - Saturday – Sunday – On-Call 1st Shift: Investigation case managers will carry caseloads per the 1:12 caseload standard. Program Coordinators will coordinate a rotation schedule to assign cases per county office need. Each shift is to build in, when feasible, planning and paperwork time into rotation schedule each day. 1st shift staff will cease to receive new case assignments rotation at 3:00 pm based on intake volume. Mid Shift: Investigation case managers will carry caseloads per the 1:12 caseload standard. Program coordinators will coordinate a rotation schedule to assign cases per county office need. Each shift is to build in, when feasible, planning and paperwork time into rotation schedule each day. Mid Shift will utilize the hours of 1 p.m. to 3 p.m. to for planning and paperwork time and will enter the rotation no latter than 3 p.m. and will maintain any intakes assigned during that timeframe. 2nd Shift: Investigation case managers will not carry cases. Case managers will make initial contact on all cases assigned after 4:00 pm. Case manager will complete initial contact documentation, start FAST/CANS assessment, complete any concerted efforts request, and initial referral for services. 2nd Shift will enter case assignment rotation no later than 6 pm. - Initial contact should be documented within five days and case transferred to 1st or Mid shift within two business days. - If unable to locate the family, then the 2nd shift will follow DSS policy to locate the family daily and complete the case consultation with the team leader on efforts to locate prior to transferring to 1st shift.
B. Shift Duties	Assist responsibilities for 2nd Shift: 2nd Shift assists 1st Shift and Mid Shift when workload allows. - Assists can include transportation of children or youth to placement,

picking up children or youth returning from run-away, concerted efforts to locate families, sitting with children during transition of placement change after hours and sending referrals for services. And other

2. Case Transfers from 2nd shift:

- a. 2nd Shift program coordinator and team leader will ensure initial contact and diligent efforts have been completed per policy guidelines and documentation has been entered into CAPSS.
- b. 2nd Shift team leaders or team coordinators will coordinate with 1st Shift team leaders case transfer consultations within two business days of intake acceptance.
- c. Team leaders or team coordinators will ensure cases are assigned according to caseload standards.

3. On-Call during work week:

- a. Each county will operate an on-call rotation.
- b. Intakes accepted Monday - Friday business days after 12:30 a.m. that are screened in as a 0 - 2 response time must be responded to when accepted for investigation.
- c. Case managers should contact on-call team leader to consult on safety steps to take when responding.
- d. Initial contact documentation on 0 - 2 must be completed and entered into CAPSS within five business days and cases transferred the following business day.

4. Weekend and holiday On-Call:

- a. All intakes accepted during the weekend will be responded to during accepted timeframes. See [Intake Work Aid 2.10: County Notification Guide](#) for specified timeframes.
- b. On-call team leader shall:
 - i. Communicate with 1st shift team leader on first working business day to coordinate all on-call Intake transfers; and
 - ii. Ensure all initial contacts have been completed and documented in CAPSS system within five business days.

5. Emergency Protective Custody (EPC)/Ex-Parte:

- a. Responding case manager will ensure initial contacts have been completed and entered into CAPSS within five business days.
- b. On-call and 2nd Shift will transfer all EPCs to 1st shift or Mid Shift Investigations case manager within the next business day. 1st Shift and Mid Shift will be responsible for completing the investigation.
- c. Team leader or team coordinator will conduct a case consultation to confirm the completion of requirements to transfer prior to the case being transferred to 1st Shift or Mid Shift.
- d. The case manager that responds to the EPC or their designated team leader or team coordinator will complete the legal packet and be available for any legal consultation when requested.
- e. After case consultation with the county attorney the determination will be made for the most appropriate individual to attend the upcoming court hearing.