



State of South Carolina

Department of Social Services

Work Aid 2.10: County Notification Guide

Supplemental to DSS Policy: Chapter 2: Intake

A. County Notification Guide	1. 0 - 2 hour response time frame: a. When an intake has been accepted for a 0 - 2 hour response time frame the Intake case manager must contact the respective county hot phone number. On weekends, Intake case managers must utilize the designated weekend number on the hot phone spreadsheet. If there's no answer, leave a message. If no one answers the hot phone number then contact the backup number and, if no response is received leave a message. Note: Intake case managers must contact their team leader immediately to approve the 0 - 2 hour response time. b. Intake case managers must notify their team leader if the county does not answer their hot phone and backup hot phone. c. Once 15 minutes has passed without a returned call from the county the Intake case manager or Intake team leader, should call the Deputy County Director and/or County Director using the contact information located on the Unite site under Contacts, County-Regional Director Listing. d. If attempts to reach the Deputy County Director and County Director are unsuccessful, the Intake case manager or Intake team leader must notify the Intake team coordinator to determine if the Regional Director needs to be contacted. 2. 2 - 24 hour response time frame: a. No phone call is required Monday - Friday. CAPSS will send an email notification. b. On Saturdays and Sundays, intake case managers must contact the county hot phone number listed for weekends and leave a message with the intake number and acceptance time if no one answers. If the hot phone spreadsheet indicates texting is permitted, then text the intake number and acceptance time instead of calling. Counties highlighted in red on the hot phone spreadsheet should not be contacted. c. All attempts taken to notify the county must be dictated in CAPSS by intake staff. Dictation should include date, time, number called, message left, etc. 3. 24 hour – 2 business time frame: • No county notification is required. 4. If an intake referral is screened out due to an open case, the intake case manager must email the county case manager and the team leader listed in CAPSS on the open case with the intake information from the new referral including allegations and Intake ID.
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B. Holidays	The county will be contacted for intakes accepted on non-business days with a 0 - 2 response or 2 - 24-hour response.
C. Documentation	1. All county notification attempts must be documented in CAPSS. 2. Dictation must include: a. The phone number(s) called; b. What time the call was made; c. DSS staff they called; d. Outcome of the call; and e. Email correspondences, etc.