



State of South Carolina Department of Social Services

Work Aid 2.9: Protocol for Intakes Received by County Staff **Supplemental to DSS Policy:** Chapter 2: Intake

A. County Staff Protocol	Whenever a reporter calls a county directly to make a referral of abuse or neglect, the following protocol shall be followed: 1. Gather the necessary information to process the referral (i.e., concerns, names, date of birth, location, family address, reporter name and contact information, etc.) 2. Inform the reporter that county staff will call the information into Intake so the report can be processed. 3. Advise the reporter of the 1(888) 227-3487 hotline number and encourage them to call Intake directly for any future referrals. Do not tell the reporter they will need to call the hotline to make this referral to avoid duplication of work. 4. Immediately upon hanging up, the county staff must contact Intake via phone to provide the gathered information for entry and processing. Note: County staff must provide Intake with the time and date they were provided with the information by the reporter. 5. County staff must not respond to a referral or contact a family prior to Intake being notified and rendering a decision except when a child is being placed into Emergency Protective Custody (EPC). 6. If a child is being placed into EPC, please refer to Intake Policy section A(6) that requires the intake to be called into Intake as soon as possible, but no later than 12 hours of receipt of the original call.
B. Intake Staff Protocol	Whenever a reporter calls a county directly to make a referral of abuse or neglect, the following protocol shall be followed: 1. Enter the information provided by the county staff as a new intake with the time the reporter contacted the county as the intake time. 2. Document the reporter information provided by the county staff on the Reporter tab in CAPSS to include the county staff's name, position, and county in the text box on the Reporter tab. 3. Process the referral as normal and notify the county of the decision that is made for the referral. 4. Notify the original reporter of the decision if they left contact information.