

Child Welfare & Adult Protection On-call Duties and Compensation Policy

TITLE Child Welfare & Adult Protection On-call Duties and Compensation	Date of First Approval DRAFT
RESPONSIBLE DEPARTMENT Routt County Department of Human Services	Date Last Revised DRAFT

Policy Statement:

The Department's Child Welfare & Adult Protection On-call Duties and Compensation Policy has been developed to set expectations of duties and outline compensation. The duties align with Colorado Children's Code and Adult Protection requirements. The compensation was developed with consideration of statewide market data.

On-call Duties and Expectations:

- All certified child and adult protection workers are required to participate in the on-call rotation. The on-call worker is required to provide emergency child and adult protection services during non-office hours (after 5 p.m. weekdays and 24 hours a day on holidays and weekends) in addition to assignments (e.g., immediate calls that are made after 4 p.m. during workdays that require a response).
- After-hours calls/reports may be received by the child welfare hotline call center or local dispatch and then referred to the on-call worker for review and response evaluation. Per rule, response evaluation must occur and be completed by two certified case managers. Typically, this will involve the on-call case manager consulting with the supervisor. The consultation must be documented in the statewide automated information system.
- The on-call worker must respond by phone to any calls within 15 minutes of receiving the call.
- The on-call worker must respond in person if needed within an hour of receiving the call (depending on location and weather conditions at the time of the call). The on-call worker must remain in this response range throughout the period of being on-call.
- Many on-call situations can be handled over the phone, and workers are encouraged to handle calls over the phone when appropriate to do so. If law enforcement requests an in-person response, that request is respected when feasible and when the call meets the criteria for intervention per state guidelines. All in-person responses must be approved by a supervisor.

- The on-call schedule will be completed at least a month in advance and on a monthly schedule so as to allow time for staff to plan. The trading of on-call duty can be done between staff, but at no time can there be a gap in on-call coverage. It will be the staff's responsibility initially scheduled to ensure coverage during any given time. If a change has been made after a schedule has been given out, you must notify the supervisor and dispatch of the change.
- The on-call worker shall abstain from using any alcoholic beverages and/or illegal/controlled substances and/or marijuana while they are on-call. Excluded are prescribed and over-the-counter drugs when used in the manner, combination, and quantity intended unless job performance could be affected. Any staff scheduled to work on-call who must use an over-the-counter or prescription drug that may affect their ability to perform their work safely must provide their supervisor with advance notice of this to allow time for the scheduling of another on-call worker to cover the shift.
- The County reserves the right to validate the availability of an on-call worker. If the on-call worker cannot be contacted or is unavailable, the worker will not receive on-call pay. Disciplinary action may also be taken up to and including termination.

On-call Compensation:

Starting July 1, 2022, on-call compensation shall be as follows:

- Weeknights (M-F).....\$75.00 per night
- Weekend (Sa-Sun).....\$100.00 per day
- Holiday.....\$200.00 per day

If an in-person response is required and approved by a supervisor, the response compensation will be based on the amount of time spent responding, including travel time, and shall be as follows:

- 0 to 4 hours.....\$100.00 per response
- 4+ hours.....\$25.00 per hour

When onboarding a newly certified caseworker, the Child Welfare & Adult Protection supervisor shall be compensated for after-hours as follows:

- First three rotations.....Full on-call compensation
- Next three rotations.....\$150.00 per week

The goal is that each worker has one on-call rotation each month. In general, the on-call rotation is a fixed week from Wednesday at 5:00 p.m. through the following Wednesday at 8:00 a.m. On-call status begins after completing the regular workday and continues until the start of the next workday.

If a County observed holiday falls during the staff's on-call duties, they will receive the flat holiday rate of \$200 per day and can bank the Holiday Leave to be used at another date or can elect to be paid for the holiday as outlined in Section 8: Holidays and Leave of the employee handbook. This Holiday Leave must be used within the calendar year and cannot roll into a new year. If an in-person response is required, the on-call staff is not eligible for time and a half as an exempt status employee. The in-person response rate will be the regular flat rate.