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F O R Y O U R I N F O R M A T I O N

Issue 10-01

Date: 01/11/10

RETURNING TELEPHONE CALLS

It has come to our attention that the Department has received a number of complaints from caregivers, service providers as well as others that CSWs are not returning telephone calls in a timely manner. Such lack of responsiveness to our customers and constituents compromises the Department's reputation for integrity and high quality service.

As a public service agency whose focus is the safety of children our availability and responsiveness to clients, caregivers, service providers, the Court, law enforcement other agencies, etc., are critical. In order to better serve our clients, caregivers, providers, etc., each office must ensure that during regular business hours, all callers have the opportunity to speak to a live and courteous person. It is recognized that staff may occasionally need to work in the office uninterrupted. In those cases voice mail may be used. However, every effort should be made to limit this need.

Staff utilizing voice mail are required to:

- Check their messages whenever the indicator light is on if in the office and at **least twice a day** if away from the office.
- Return urgent calls and calls from superiors **immediately**. Return all other phone calls **within one business day** of being received.

In the event an employee is absent from work for more than one day, that employee's immediate supervisor is responsible for:

- Checking voice mail for messages at least once a day.
- Assessing the urgency of the message and either return the telephone call or direct another staff to return the call within one business day.



If you have any questions regarding this release please e-mail your question to:

Policy@dcfs.lacounty.gov

Clerical Handbook: <http://lacdcs.org/Policy/Hndbook%20Clerical/Default.htm>

Eligibility Handbook: <http://lacdcs.org/Policy/Hndbook%20FCE/TableofContents.htm>

Child Welfare Services Handbook: <http://lacdcs.org/Policy/Hndbook%20CWS/default.htm>

FYI's: <http://lacdcs.org/Policy/FYI/TOCFYI.htm>