

<b>14.8 Child Protective Services Second Shift</b>	
<b>Application:</b> All Department of Children's Services Child Abuse Hotline Employees, Child Protective Services Employees, and Special Investigations Unit Employees.	
<b>Authority:</b> TCA: 37-5-105; 37-5-106	<b>Standards:</b> None
<b>Commissioner:</b>	<b>Date:</b>
Original Effective Date: 12/01/23 Current Effective Date: 12/01/23	Supersedes: None Last Review Date: 12/01/23
<b>Glossary:</b> None	

## Policy Statement:

To ensure a Child Protective Services (CPS) Response after regular business hours while balancing the workload of CPS staff.

## Purpose:

To detail the tasks conducted by Second Shift teams in jurisdictions where they are enacted. Second Shift CPS Teams provide primary coverage for Priority 1 (P1) referrals and any other CPS case situations that require immediate assistance from the Child Abuse Hotline (CAH) for designated shift hours.

## Procedures:

### A. Intake Dissemination

1. The Second Shift Team Leader (TL) reviews and assigns P1 referrals to Second Shift CPS Case Managers.
2. For Severe Abuse cases, the Second Shift notifies Law Enforcement for assistance as needed.

### B. Investigative Tasks

1. Second Shift CPS Case Managers will follow policies related to:
  - a) Meeting Response Times (See DCS Policy [14.2, Screening, Priority Response and Assignment of Child Protective Services Cases](#) and [14.4, CPS: Locating the Child and Family](#));

- b) Initiating the CPS case (See DCS Policy [14.6, Child Protective Services Case Tasks and Responsibilities](#)); and
  - c) Determine if intervention is needed up to and including the child(ren) entering state custody (See DCS Policy [14.13, Non-Custodial Immediate Protection Agreements](#), and [14.14, Removal: Safety and Permanency Considerations](#)).
2. Second Shift CPS Case Managers may be assigned other tasks and duties at the direction of the CPS Director or designee.

### C. Documentation and Case Transfer

1. Second Shift CPS Case Managers will immediately, but no later than 24 hours after completion of investigative tasks will:
  - ◆ Establish the case participants in TFACTS;
  - ◆ Add any additional case participants not included in the original referral;
  - ◆ Enter documentation into case recordings to include meeting the Good Faith Effort requirements (See DCS Policy [14.4, CPS: Locating the Child and Family](#)).
2. An internal email notification is sent by 8:30 am the following business day after Second Shift response is met to the Intake Analysts and Team Coordinators.

**Note:** If documentation cannot be entered into TFACTS, a typed summary of all investigative tasks is provided to the assigned CPS Supervisor.

#### Forms:

None

#### Collateral Documents:

[14.2, Screening, Priority Response and Assignment of Child Protective Services Cases](#)

[14.4, CPS: Locating the Child and Family](#)

[14.6, Child Protective Services Case Tasks and Responsibilities](#)

[14.13, Non-Custodial Immediate Protection Agreements](#)

[14.14, Removal: Safety and Permanency Considerations](#)