

Linkages Guidance

for CalWORKs Reception (Front Desk) staff

1. For FCS Walk-in Clients who know their Family & Children's Services PSW (Protective Services Worker)

- If client mentions their assigned PSW's name, but do not know their contact info, check the HSA Intranet Employee Phone Directory, then provide the PSW's phone# to client.
- If the client calls, but PSW is not picking up the call, advise client to call back and listen to the voicemail recording of the PSW as they are required to mention in their voicemail recording the duty line phone number for their section that can be contacted in their absence. Advise the client to call this duty line phone number mentioned in their PSW's voicemail recording and for client to leave a voicemail message with their name, phone number, and question(s). Inform the client that it can take 24-48 hours for them to hear back.

2. For FCS Walk-in Clients who do not know their Family & Children's Services PSW

- Clerical staff (NOT the client) can call the hotline at (415)558-2650 and specifically ask for the Hotline Clerk that they can provide the client's information to.
- The abovementioned FCS hotline clerk will consult a duty calendar or other resource to identify how to direct the call and will provide a name and phone contact for the assigned PSW and / or duty worker.

3. For FCS Walk-in Clients who would like to report child abuse or child neglect

- Provide the hotline phone number (800) 856-5553 to client and inform to NOT select an option and just let the call go through. Letting the call go through without selecting an extension option is a much shorter wait time than selecting an extension option.

Note: Refer to #4 on next page.

4.If you as CalWORKs staff directly witness child abuse

As a San Francisco Human Services Agency employee, you are a mandated reporter of child abuse. Follow the steps outlined in our agency website or the steps pasted below. It is a two-step process for staff which consists of calling the hotline phone number **(800) 856-5553**, then sending the completed Suspected Child Abuse Report (SCAR) form via one of the options mentioned below.

<https://www.sfhsa.org/services/protection-safety/child-protective-services/mandated-reporters-child-abuse>

Designated mandated reporters are required by law to report suspected child abuse, neglect, or exploitation occurring within San Francisco County by calling:

(800) 856-5553 FCS Hotline, 24 hours a day, 7 days a week

Mandated reporters must submit a completed **Suspected Child Abuse Report (SCAR)** form within 36 hours of the verbal report to the hotline via one of the following:

- Fax: (415) 557-5351
- Mail: Family & Children's Services, Attn: Hotline H110, P.O. Box 7988, San Francisco, CA 94120-7988
- Email: [**FCSHotlineReports@sfgov.org**](mailto:FCSHotlineReports@sfgov.org)