

# Runaway Calls

Rhode Island Department of Children, Youth and Families

**Policy: 500.0105**

*Effective Date: July 7, 1984 Revised Date: February 6, 1989 Version: 2*

As a method of facilitating the reporting of the runaway activity of a child in DCYF foster/relative/institutional care, during nonstandard working hours (4:00 p.m. to 8:30 a.m.) calls, faxes, e-mail, or written notice reporting the child as a runaway and calls, faxes, e-mail, or written notice reporting the return of the child from runaway status must be routed through the Call Floor. Each runaway/runaway return call, faxes, e-mail, or written notice received through the Call Floor is documented on the Call Log. Pertinent information is entered in a Case Activity Note and an E-mail is sent to the worker.

During standard working hours (8:30 a.m. to 4:00 p.m.) Monday through Friday, the primary service worker/supervisor is contacted directly by the person reporting either a runaway or a runaway return.

Runaway reports regarding children active with the Department but residing with their own families do not have to come through the Call Floor. Any individual making such a referral is instructed to call the local police department, and the call is documented on the Call Log as a Referral.

Particular protocols exist when there is a runaway with a special medical condition.

## **Related Procedure...**

[Handling Runaway Calls](#)

## Handling Runaway Calls

### **Procedure From Policy 500.0105: Runaway Calls**

- A. Upon receipt of a runaway call involving a child in DCYF foster/relative/institutional care, the Call Floor worker updates the Placement Window to AWOL status, documents the information in a Case Activity Note and sends an E-mail message to the primary worker.
- B. Upon receipt of a runaway return call involving a child in DCYF foster/relative/institutional care, the Call Floor worker updates the Placement Window to reflect the current placement of the child, documents the information in a Case Activity Note and sends an E-mail message to the primary worker.
- C. At no time is the Call Floor worker to make police notification. If not already done, vendors are instructed to report the child missing or returned to their local police department.