

## Chapter 27

2<sup>ND</sup> TIER CONSULTATIONS

27-1. Purpose. Second (2<sup>nd</sup>) Tier Consultations are required when critical safety decisions have been or are about to be made at critical points in the investigative process. These consultations are intended to broaden the scope of review activities to support a more comprehensive and collaborative decision making process. 2<sup>nd</sup> Tier Consultations are initiated to guide or help determine actions to be taken or subsequently support, validate, or – when necessary – modify safety actions already completed. 2<sup>nd</sup> Tier Consultations include, but are not limited to, participation from the following individuals:

- a. “Real time” interactive input/feedback from a manager or designee; or,
- b. A consultative team (i.e., multidisciplinary staffing or case transfer staffing) to provide additional direction, guidance and feedback during an open child protective investigation.

27-2. Procedures. The Supervisor shall arrange for a 2<sup>nd</sup> Tier Consultation to review the appropriate level of intervention for the following investigative outcomes:

- a. “Family-Made Arrangements” are a component of an agency made Safety Plan.
- b. An in-home Present Danger Safety Plan is initiated with the family.
- c. No danger threats have been identified in the home (i.e., safe child) but overall risk assessment score is very high.

27-3. Required Actions and Timeframes.

- a. Supervisors are required to request a 2<sup>nd</sup> Tier Consultation as soon as possible but no later than 24 hours from the time any of the conditions listed in paragraph 27-2 of this operating procedure are known to exist.
- b. The 2<sup>nd</sup> Tier Consultation must be conducted as soon as possible but no later than 48 hours from the time any of the conditions listed in paragraph 27-2 of this operating procedure are known to exist.